Original Publication Date: September 3, 2026

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
10/29/2026	Added Engine ordering option
10/8/2026	Launched Phase 2
9/23/2026	Added additional Interim Rental

The most recent update in the attached Area Letter will be highlighted with a red box.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

© 2026 Lexus, A Division of Lexus Motor Sales, USA

SAFETY RECALL 25LA07

Certain 2022 - 2024 Model Year LX 600
Certain 2024 Model Year GX 550
Engine May Stall During Driving
NHTSA Recall No. 25V767

STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.
Refer to Dealer Inventory Procedures section for more details.

On November 6, 2025, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2022-2024 model year LX 600 and 2024 GX 550 vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2023 – 2024 LX 600	Early November 2022 – Early April 2024	9,900	1
2024 GX 550	Late May 2023 – Early April 2024	3,800	0
2022 LX 600*	Late February 2022	10	0

***These vehicles received repairs with affected service part engines.**

Tech Requirements
LIC201A Engine Repair
LES001 V35A-FTS
LER024A – Engine Replacement
MIR026 – V35 Inspection

Inspection/Repair Time
Inspection: 1.5 hours
Inspection & Repair: 14.5 hours – LX
Inspection & Repair: 14.5 hours - GX

Parts Control at Launch
Website (see parts section for details)

Parts Replacement Rate
Dependent on Inspection result

Owner Notification Date
Mid-September 2026

Salvage Title Eligible
Yes

Condition

There is a possibility that certain machining debris may not have been cleared from the engine when it was produced. In the involved vehicles, this can lead to potential engine knocking, engine rough running, engine no start, and/or a loss of motive power. A loss of motive power while driving at higher speeds can increase the risk of a crash.

Remedy

Using an inspection software, dealers will evaluate the #1 main bearing and collect available vehicle drive data to confirm the condition of that bearing. If the inspection software cannot confirm that the bearing will be free from abnormal wear due to this condition, dealers will replace the engine. The remedy will be provided ***FREE OF CHARGE***.

Campaign Phase Interpretation

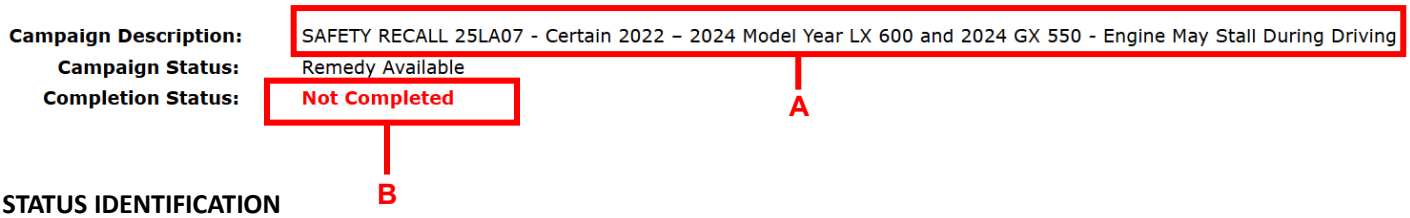
Lexus plans to contact guests directly in phases when the remedy is available for their vehicle. As a general matter, the planned phases would be based on vehicle age. In the meantime, owners with vehicles experiencing symptoms, such as engine knocking, rough running, or no-start, should contact their Lexus dealer. ***If a remedy repair is performed on an interim phase vehicle, the claim will be subject to debit.***

© 2026 Lexus, A Division of Toyota Motor Sales, USA

Back to Contents

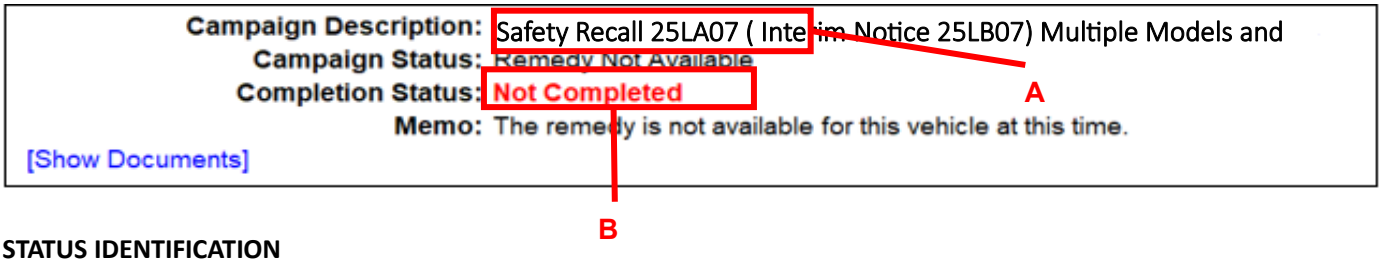
Phase	Model Years	Models	Production Dates	Approximate Total Vehicles	Estimated Remedy Launch Timing
1	2022-2023	LX600	Late February 2022 - Early April 2024	5,000	Available Now
2	2023 -2024	GX550	Late May 2023 – Early April 2024	500	
3	2022-2023	LX600	Late February 2022 - Early April 2024	5,000	November 2026
	2023 -2024	GX550	Late May 2023 – Early April 2024	1,000	
4	2023 -2024	GX550	Late May 2023 – Early April 2024	1,000	December 2026
5	2023 -2024	GX550	Late May 2023 – Early April 2024	1,300	March 2027

REMEDY PHASE – ELIGIBLE FOR REPAIR



STATUS IDENTIFICATION
A: Campaign Description: X0X Remedy
B: Completion Status: Not Completed
- ***This vehicle is eligible to have the remedy performed.***

INTERIM PHASE – FUTURE REPAIR



STATUS IDENTIFICATION
A: Campaign Description: 25LB07 Interim
B: Campaign Status: Remedy Not Available
- ***This vehicle is in the interim phase; the remedy CANNOT be performed at this time.***

Owner Notification
Mail
Lexus will notify guests by Mid September 2026.

Lexus App
Vehicles involved in this Recall will be visible in the Lexus App at time of announcement.

Media Contacts
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to pressroom.lexus.com.

© 2026 Lexus, A Division of Toyota Motor Sales, USA

Back to Contents

Recall Contents

Service Department 5

Warranty Reimbursement Procedure 5

Parts Department 10

Sales Department 9

Frequently Asked Questions 19

Policies And Procedures 21

© 2026 Lexus, A Division of Toyota Motor Sales, USA

Back to Contents

Service Department

Interim Period Loaner Vehicle or Alternative Transportation Reimbursement Procedure

If a guest is uncomfortable driving their vehicle while we prepare the remedy, a loaner vehicle or alternative transportation can be claimed for $55 per day.

A loaner vehicle or alternative transportation through the Lexus Customer Convenience System (LCCS) Service Loaner Program can be claimed for $55 per day.

Op Code	Description
25LB07V1	Vehicle Rental 1-30 Days
25LB07V2	Vehicle Rental 31-60 Days
25LB07V3	Vehicle Rental 61-90 Days
25LB07V4	Vehicle Rental 91-120 Days
25LB07V5	Vehicle Rental 121-150 Days
25LB07V6	Vehicle Rental 151-180 Days
25RO07V7	Vehicle Rental 181-210 Days
25RO07V8	Vehicle Rental 211-240 Days
25RO07V9	Vehicle Rental 241-270 Days
25RO7V10	Vehicle Rental 271-300 Days

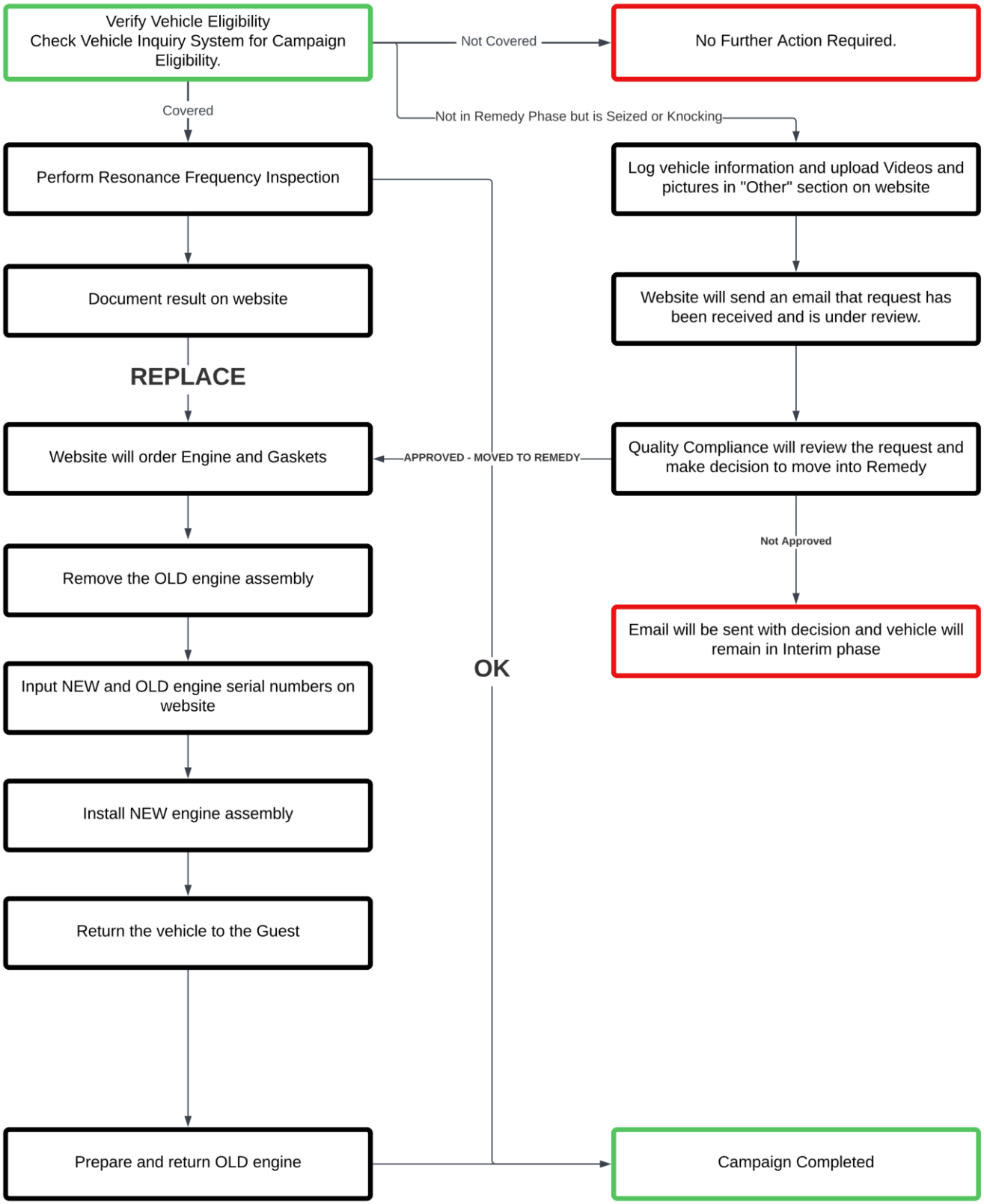
NOTE:

- **Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**
- **Rentals that exceed the maximum allowable daily rate will require DSPM authorization.**
- **Dealers will be allowed to file these Op Codes up to 90 days after the final phase has launched into remedy. After that time, no claims for alternative transportation reimbursement will be accepted**

© 2026 Lexus, A Division of Toyota Motor Sales, USA

Back to Contents

Warranty Reimbursement Procedure



Inspection results will be monitored by Lexus for this campaign and engine will be recovered for teardown at Lexus discretion to confirm result.

© 2026 Lexus, A Division of Toyota Motor Sales, USA

Back to Contents

Op Code	Description	Flat Rate Hours
25LA07R6	Inspection Only – LX/GX	1.5
25LA07R7	Inspection and Replace Engine Assembly - LX	14.5
25LA07R12	Inspection and Replace Engine Assembly - GX	19.4

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Dealers can claim the cost for absorbent mat, trash bag and tape for parts return under sublet type ZZ at $6 dollar for Op Code 25LA07R6.
- A loaner vehicle or alternative transportation through the Lexus Customer Convenience System (LCCS) Service Loaner Program can be claimed up to a maximum of 14 days at a maximum rate of $55 per day as a sublet type "RT" under Op Code 25LA07R7. This loaner vehicle or alternative transportation is intended for use while the guest's vehicle is down for the repair.
  - ***For rentals that exceed the maximum number of allowable days and/or dollars per day, a DSPM Authorization is required.***
  - **Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**
- Towing can be claimed under Op Code 25LA07R7 for a maximum of $250 as sublet type "TW" in the event the guest requests vehicle pickup.
  - **Towing invoice *MUST* be attached to all towing claims. These claims may be subject to debit if towing invoice is not attached.**
- Lexus' usual guest care amenities apply to this Safety Recall and are subject to the guidelines published in the *Lexus Warranty Policy and Procedure Manual and the Safety Recall, Special Service Campaign (SSC), and Limited-Service Campaign (LSC) General Services and Claim Filing Policies and Procedures* document on TIS.
  - Fill the guest's fuel tank (use sublet type GA).
  - Alternative Transportation at a maximum of 3 day and a maximum rate of $55.00 per day while the vehicle is being remedied (use sublet type RT).
  - Pick-up and redelivery of the guest's vehicle (use sublet type DE).
  - Car wash (use sublet type CW).
  - Remote Repairs (use sublet type RR).

Salvage Title Vehicles

Every attempt should be made to complete an open Safety Recall when circumstances permit, unless noted otherwise in the Safety Recall dealer letter.

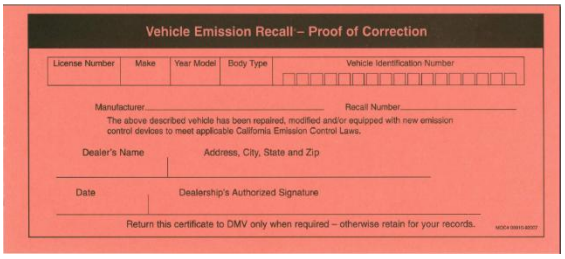
Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

Emissions Repair Procedures for California Dealers

As this Safety Recall includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form and affix an Authorized Modification Label to the vehicle after repairs have been completed.

The vehicle owner may require the Proof of Correction form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.***


Vehicle Emission Recall – Proof of Correction

License Number | Make | Year Model | Body Type | Vehicle Identification Number

Manufacturer | Recall Number

The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.

Dealer's Name | Address, City, State and Zip

Date | Dealership's Authorized Signature

Return this certificate to DMV only when required – otherwise retain for your records.

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by early February 2027. If the vehicle owner's warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

© 2026 Lexus, A Division of Toyota Motor Sales, USA

Back to Contents

Install the Authorized Modifications Label after the repairs have been completed. Using a permanent marker, fill out the label and affix it to the location under the hood as indicated.



1-4	"Remedy for (Campaign Designation) "	6	Date Completed
5	Dealer Code	7	Campaign Designation

Form booklets and Authorization Labels can be ordered from the MDC (Booklet material number 00410-92007, Label material number 00451-00001-LBL).

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials”. To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to have completed the following courses:

- LIC201A Engine Repair
- LESV35A-FTS
- LER024A- Engine Replacement Process and Best Practices
- MIR026 – V35A Inspection Overview

Campaign Special Service Tools

The following special service tools were previously provided for this Safety Recall:

- A special engine hoist has been provided to allow technicians to complete the repair without needing to remove the front bumper, intercoolers, radiator and condenser.







© 2026 Lexus, A Division of Toyota Motor Sales, USA

Back to Contents

Service Engine Hooks/Bolts

- Engine service hooks/bolts used to lift the engine have been provided to each dealer. Dealers are requested to paint the service hooks a bright color such as red, yellow or orange to visually identify these service hooks from the hooks dedicated for shipping use that come on the engine assembly. These parts can be ordered through the dealer's parts network.

Part Description	Part Number
Service Engine Hook No. 1	12281-70080
Service Engine Hook No. 2	12282-70050
Service Engine Hook Bolts	90105-A0354



Sales Department

New Vehicles in Dealership Inventory

There is approximately 1 vehicle in new dealer inventory as of November 4, 2025.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Lexus reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Lexus provides these flooring reimbursements at 60-day intervals. Lexus reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

NOTE:

- ***New vehicles in dealer inventory subject to a Safety Recall must be remedied before delivery into commerce under a sale or lease. Dealer-to-dealer trades as well as vehicle sales between dealers should not be made until a vehicle is remedied.***

© 2026 Lexus, A Division of Toyota Motor Sales, USA

Back to Contents

- Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily. The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

Policy for LCUV, Pre-Owned Vehicles and LCCS

Disclosure form
https://Lexus-recall-disclosure.imagespm.info/

Parts Department

Parts Information

Inspection Parts

Part Number	Part Description	Quantity
Bulk or Bottle	0W20 Motor Oil - Quart	7
90430-12031	Gasket, Drain plug	1

Parts ordered for Safety Recall 25LA07 will be ordered through the website upon inspection results being uploaded to the website for each VIN. When an inspection result showing "Replace" is entered, the website will order the engine for that vehicle. Engines will be shipped from your local PDC or may ship from North American Parts Center California due to space constraints. Delivery timing variability can occur due to stocking space limitations. Delivery timing is estimated to vary between 1-10 days depending on engine demand.

Parts Order Website: https://hub.sso.imagespm.info

Gasket orders will also be processed through the website when orders are placed for the engine. Gasket kits will ship out of your local facing PDC and should be expected to arrive based on your dealer's normal parts lead time for parts orders.

Engines are not able to be returned once ordered by the dealer. Engines need to be ordered on an appointment basis and **dealers should not order engines for stock**. Please DO NOT stack the engine crates while storing at the dealership in advance of guest appointment.

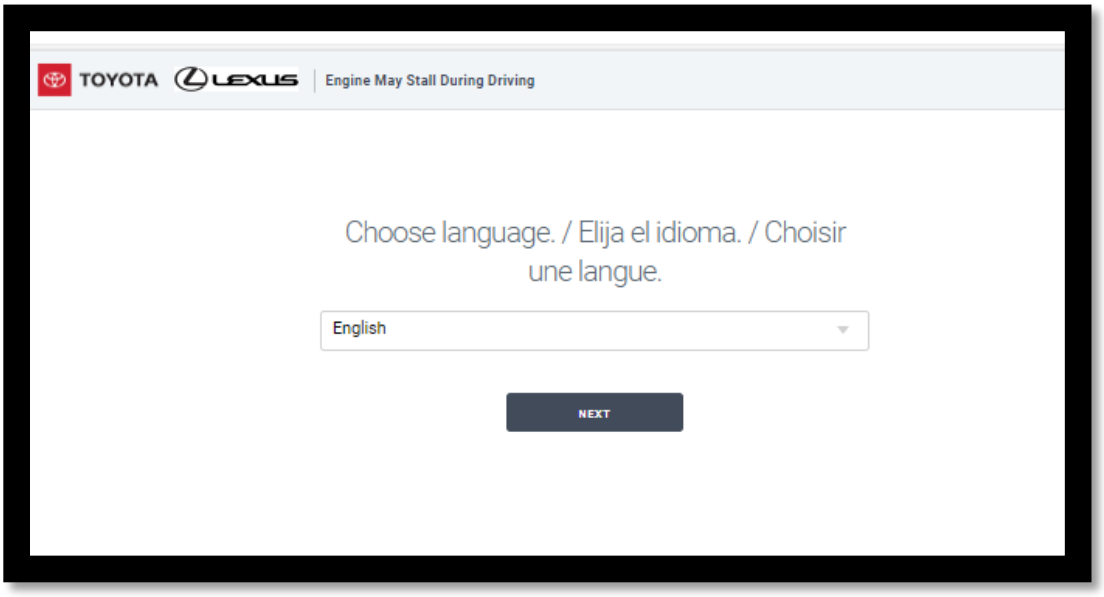
© 2026 Lexus, A Division of Toyota Motor Sales, USA

Back to Contents

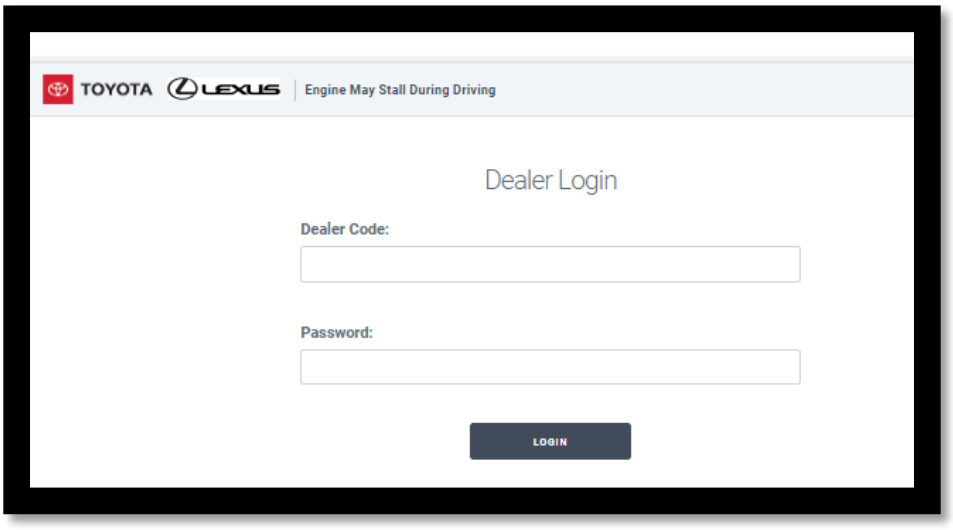
How to Order Engine/Gaskets:

1. **Open V35A-FTS Engine Serial Number Registration website**
   a. Open the 25LA07 serial number registration website by selecting the following link:
      https://hub.sso.imagespm.info

   b. Confirm language of website.



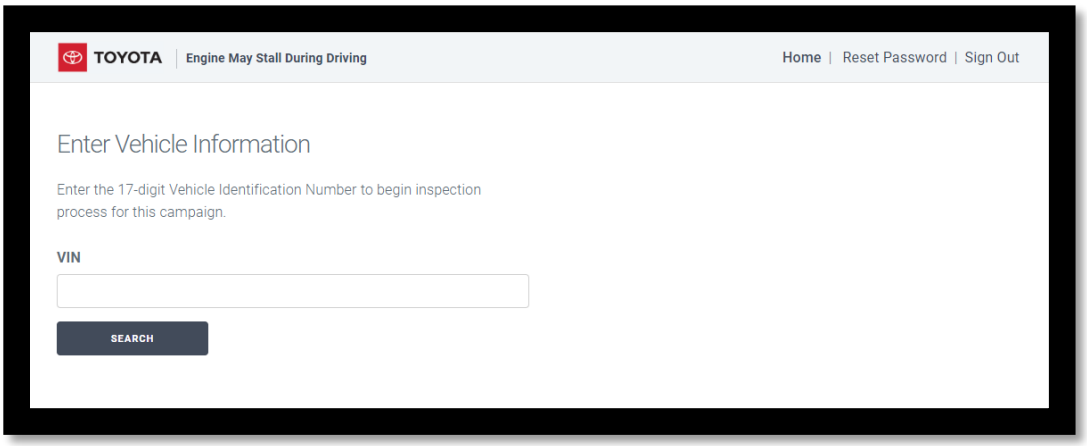
   c. Enter your dealer login credentials and follow the instructions to complete the inspection.
      Username: Dealer code
      Password: XXXXX



© 2026 Lexus, A Division of Toyota Motor Sales, USA

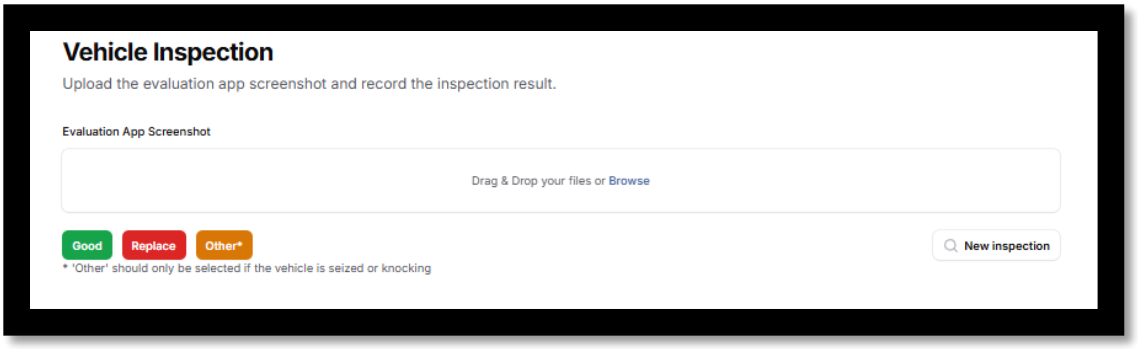
Back to Contents

d. Enter VIN.



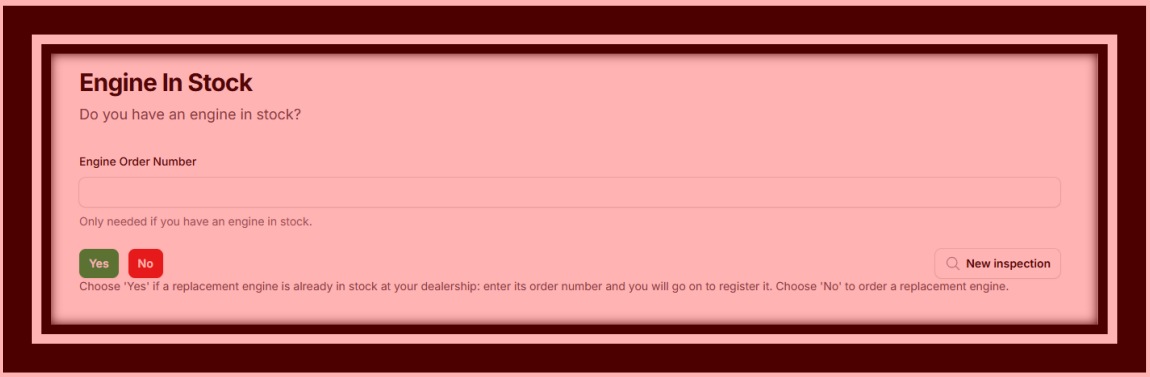
e. Upload a picture of the result screen and select the corresponding button

i. Good – Resonance inspection = “OK”
ii. Replace – Resonance inspection = “Replace”
iii. Other – Use for any engine knocking or engine seizures see step F



f. Using an in-stock engine

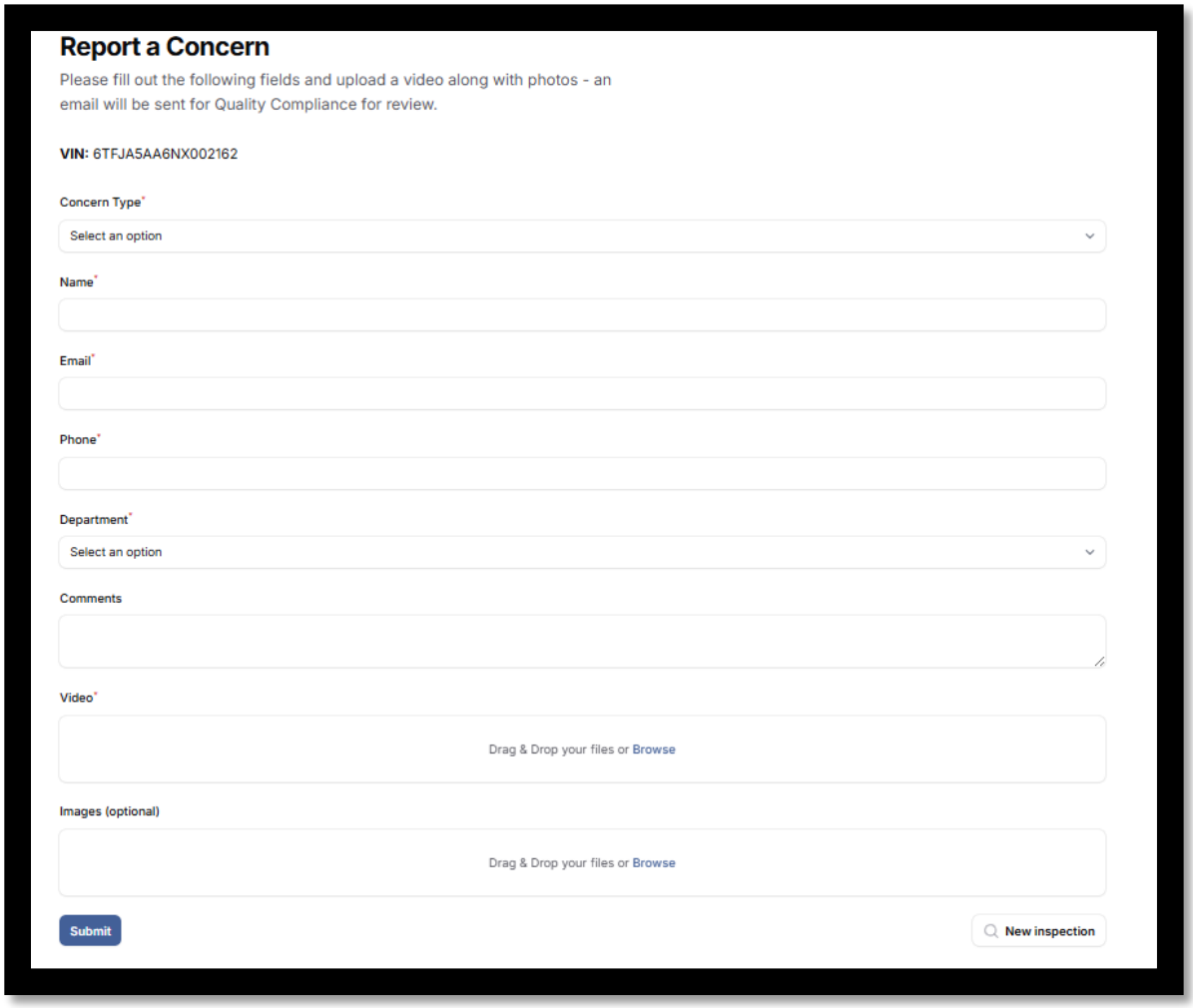
i. If you have an in-stock engine you can enter the Engine order number in the following screen. It will automatically pop-up after “Replace” is selected.
ii. This will allow you to use an in-stock engine. (This will not order another engine)



© 2026 Lexus, A Division of Toyota Motor Sales, USA

Back to Contents

g. Selecting Other – Seized or Knocking engine
    i. Fill in the required fields
    ii. Video evidence must be uploaded
    iii. Email will be sent to requesting dealer and QC will determine eligibility based off evidence
    iv. Once decision is determined an email will be sent to dealer and they can order an engine on website or if the request is denied the dealer will receive a comment on the decision.



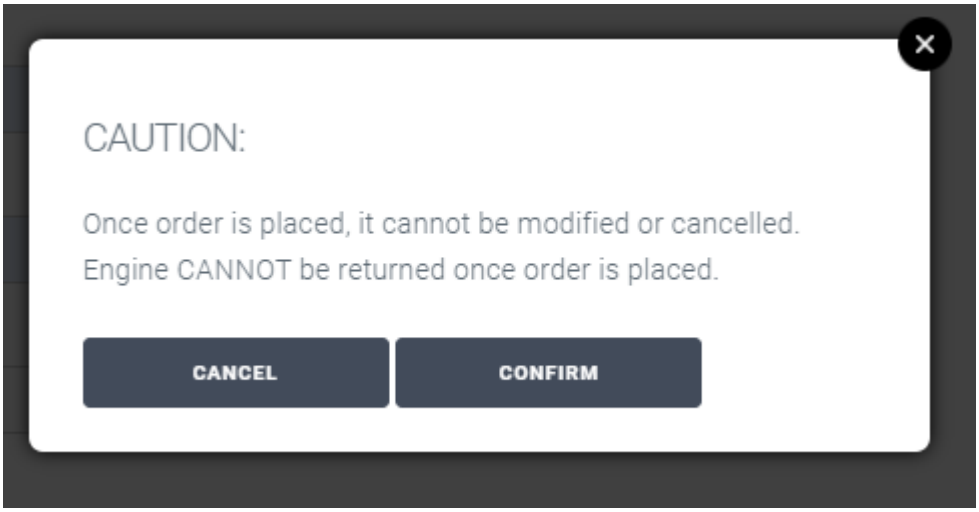
© 2026 Lexus, A Division of Toyota Motor Sales, USA

Back to Contents

h. Request engine to be ordered.
   i. Enter Name
   ii. Enter Email
   iii. Enter Phone Number
   iv. Select Department



Once order is placed, it cannot be modified or cancelled.
Engine Cannot be returned once order is placed.



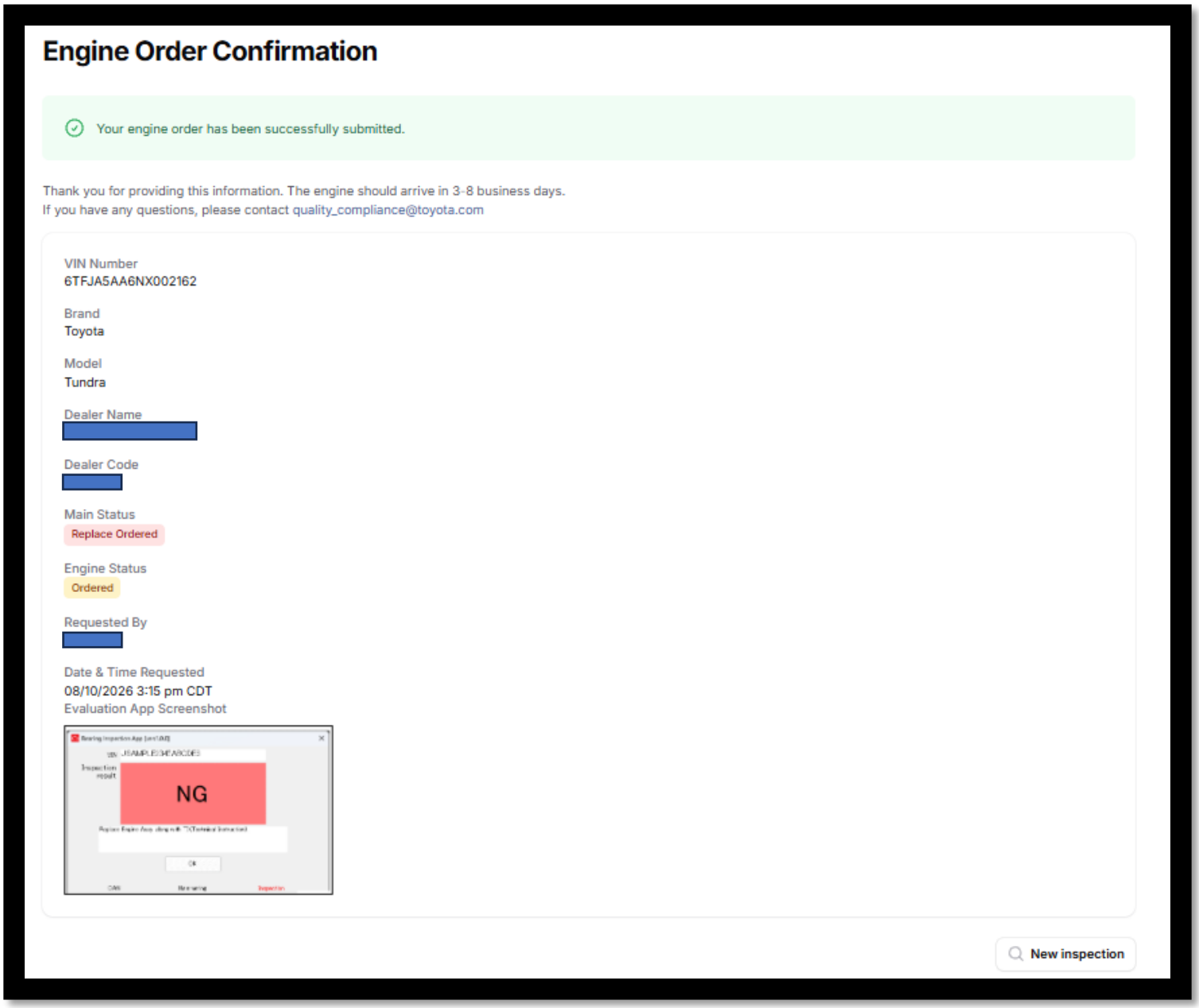


If you have any issues, please email quality_compliance@toyota.com for further assistance. DO NOT attempt to reorder engine.

© 2026 Lexus, A Division of Toyota Motor Sales, USA

Back to Contents

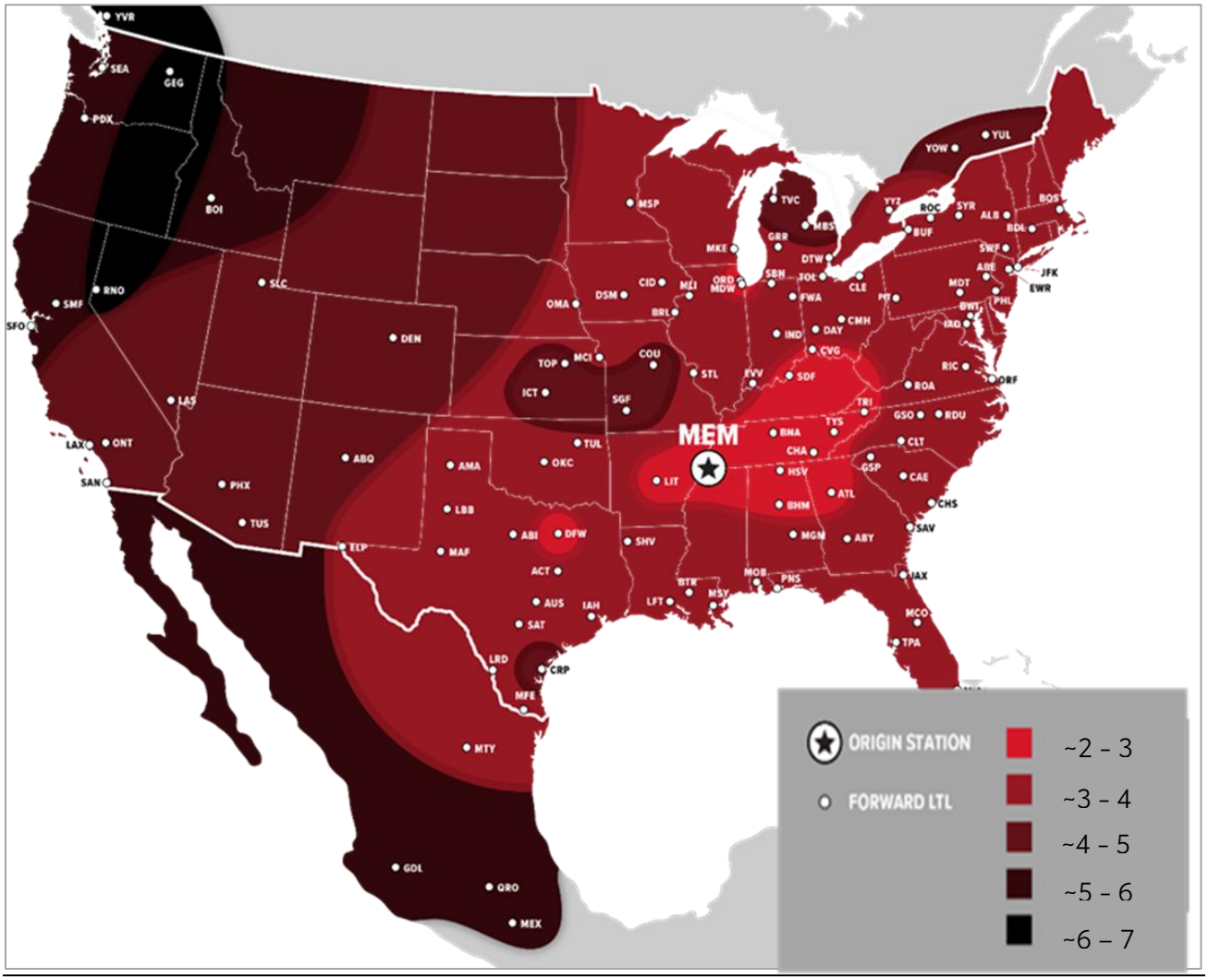
i. Confirm engine order request was received.



© 2026 Lexus, A Division of Toyota Motor Sales, USA

Back to Contents

Engine Order Estimated Shipping Lead Time Map:

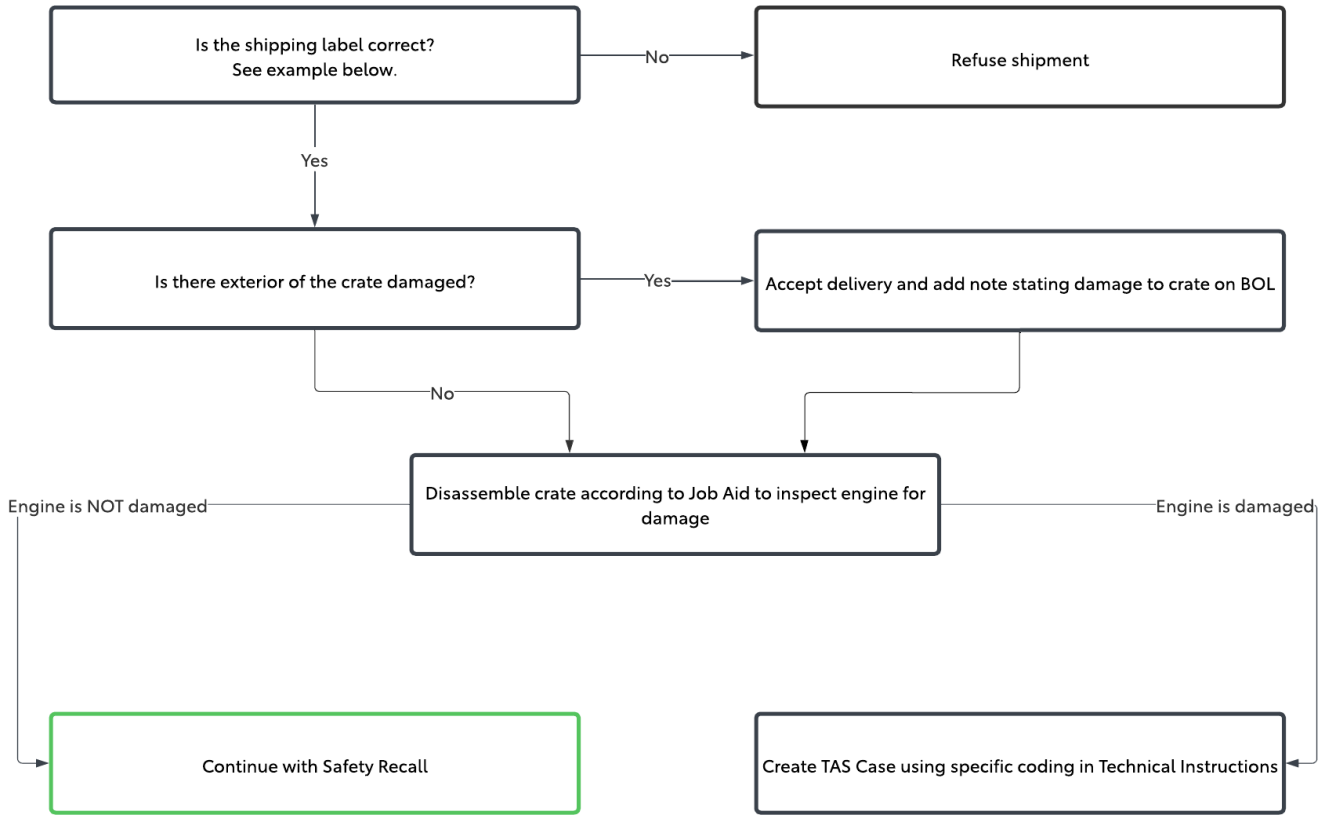


- **Alaska 9-13 days**
- **Hawaii 10-14 days**

© 2026 Lexus, A Division of Toyota Motor Sales, USA

Back to Contents

Engine Shipment Flowchart



Shipping Label Example:



The website will create an order for the Engine Assy and applicable gaskets/kits.

© 2026 Lexus, A Division of Toyota Motor Sales, USA

Back to Contents

- Gaskets and kit will ship from your local facing PDC and may arrive before the Engine Assy.

Part Number	Part Description	Quantity
04004-23170	Engine, Assy LX (Not returnable)	1
00272-1LLAC-01	Genuine Lexus Super Long-Life Coolant	5
00289-ATFWS-DR01 (Drum) 00289-ATFWS-BK01 (Bulk)	World Standard Automatic Transmission Fluid (If needed)	2
00279-0WQTE-01 (Case) 00279-DRM0W-01 (Drum) 00279-0W201-01 (Bulk)	0W20 Motor Oil - Genuine Lexus - One Quart	Up to 7 quarts
17279-0W040	Gasket, Turbine Outlet Elbow	2
04004-29160	Gasket Kit (SSP Kit)*	1

* The kit above includes the following parts

Part Number	Part Description	Quantity
04004-53170	Engine, Assy GX (Not returnable)	1
00272-1LLAC-01	Genuine Lexus Super Long-Life Coolant	5
00289-ATFWS-DR01 (Drum) 00289-ATFWS-BK01 (Bulk)	World Standard Automatic Transmission Fluid (If needed)	2
00279-0WQTE-01 (Case) 00279-DRM0W-01 (Drum) 00279-0W201-01 (Bulk)	0W20 Motor Oil - Genuine Toyota - One Quart	Up to 7 quarts
17279-0W040	Gasket, Turbine Outlet Elbow	2
04004-29160	Gasket Kit (SSP Kit)*	1

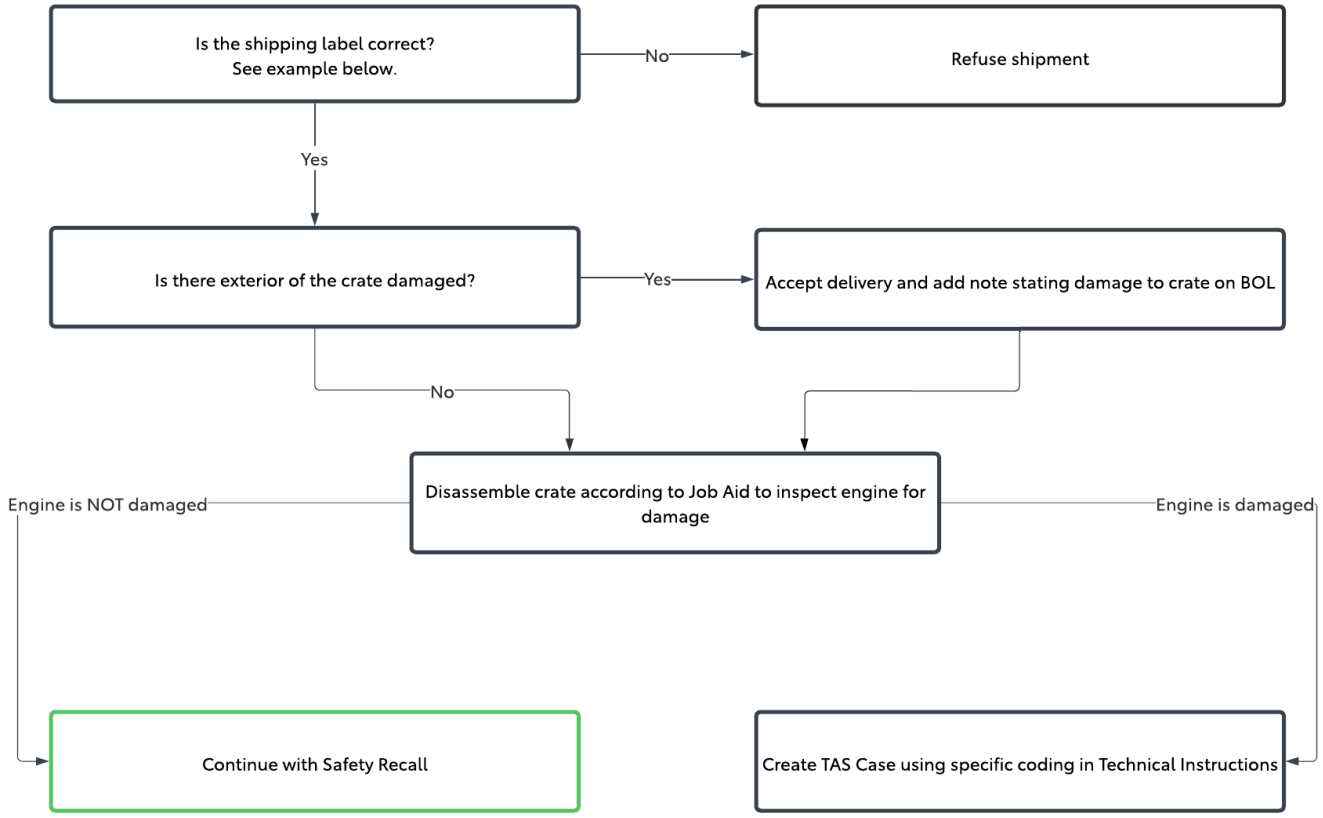
* The kit above includes the following parts

Part Number	Part Description	Quantity
16418-15520	PACKING, RADIATOR DRAIN	1
16418-70730	PACKING, RADIATOR DRAIN	1
17451-28041	GASKET, EXHAUST PIPE	2
17451-52050	GASKET, EXHAUST PIPE	1
17452-70010	CLAMP, EXHAUST PIPE	2
90099-14119	O-RING	2
90099-14120	O-RING	2
90099-14121	O-RING	1
90105-10590	BOLT, FLANGE	2
90430-12008	GASKET	1
90430-18008	GASKET	1
90467-08217	CLIP	4
90468-12023	CLIP	1
90917-06070	GASKET, EXHAUST PIPE	1

© 2026 Lexus, A Division of Toyota Motor Sales, USA

Back to Contents

Engine Shipment Flowchart



Frequently Asked Questions

Q1: ***What is the condition?***

A1: There is a possibility that certain machining debris may not have been cleared from the engine when it was produced. In the involved vehicles, this can lead to potential engine knocking, engine rough running, engine no start, and/or a loss of motive power. A loss of motive power while driving at higher speeds can increase the risk of a crash.

Q2: ***What is Lexus going to do?***

A2: Using an inspection software, dealers will evaluate the #1 main bearing and collect available vehicle drive data to confirm the condition of that bearing. If the inspection software cannot confirm that the bearing will be free from abnormal wear due to this condition, dealers will replace the engine. The remedy will be provided free of charge. Lexus plans to contact guests directly in phases when the remedy is available for their vehicle. As a general matter, the planned phases would be based on vehicle age. In the meantime, owners with vehicles experiencing symptoms, such as engine knocking, rough running, or no-start, should contact their Lexus dealer.

Q2a: ***Does the inspection require my engine to be disassembled?***

A2a: This inspection does not require the engine to be disassembled.

© 2026 Lexus, A Division of Toyota Motor Sales, USA

Back to Contents

Q2b: What should owners do if their vehicle experiences an engine failure before their vehicle receives the remedy?

A2b: If owners experience an engine failure, they should contact their Lexus dealership.

Q2c: Is a recalled vehicle safe to drive?

A2c: When the remedy is available, Lexus urges owners to take their vehicle to their Lexus dealer for the free inspection and repair if needed.

In the meantime, if owners have concerns with their vehicle or are experiencing any symptoms of this issue, such as engine knocking, rough running, or no-start, they should contact their Lexus dealer.

Q2d: What happens if there is a "Needs Replacement" inspection result? Can guests drive off the lot afterwards?

A2d: If the vehicle is identified to need a replacement engine after the inspection is completed, the guest will be offered a rental vehicle at no charge until the engine has been replaced.

Q3: How confident is Lexus that this remedy will solve the issue?

A3: Lexus developed this remedy to be effective in addressing the recall condition. All known owners of the subject vehicles will be notified to return their vehicles to a Lexus dealer. Using an inspection software, dealers will evaluate the #1 main bearing and collect available vehicle drive data to confirm the condition of that bearing. If the inspection software cannot confirm that the bearing will be free from abnormal wear due to this condition, dealers will replace the engine. The remedy will be provided free of charge.

Q4: Which and how many vehicles are covered by this Safety Recall?

A4: There are approximately 13,700 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
LX 600	2023 - 2024	Late December 2022 – Mid-February 2024
GX 550	2024	Late May 2023 – Early April 2024
LX 600*	2022	Late February 2022

*A small number of vehicles received repairs with affected service part engines.

Q4a: *Why were no Lexus vehicles included in Toyota's May 2026 recall?*

A4a: All Lexus vehicles in the U.S. that were equipped with engines manufactured without the improved main bearing are included in the recalls Lexus announced in May 2024 or November 2025.

Q4b: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A4b: Yes, there are certain 2022-2024 Tundra vehicles covered by this Safety Recall.

Q5: Are there any warnings that this condition exists?

A5: There may be a knocking noise from the engine, the engine may run rough, or it may not start.

Q6: Is debris in an engine block normal?

A6: Lexus maintains controls in its manufacturing processes to minimize machining debris. However, for engines in the recalled vehicles, the remaining debris could be sufficient to cause damage to the #1 main bearing that can lead to this issue.

Q7: Would a thicker viscosity oil fix the issue?

A7: This issue is unrelated to the viscosity of oil the engine uses. Lexus specifies 0W-20 oil for these engines.

Q8: If an engine is found to not need to be replaced, is it possible that it may need to be in the future due to this issue?

A8: Lexus developed this remedy to be effective in identifying if the engine needs to be replaced in a covered vehicle. Using an inspection software, dealers will evaluate the #1 main bearing and collect available vehicle drive data to confirm the condition of that bearing. If the inspection software cannot confirm that the bearing will be free from abnormal wear due to this condition, dealers will replace the engine.

© 2026 Lexus, A Division of Toyota Motor Sales, USA

Back to Contents

Q9: ***Some guests have had oil sent out to third party companies and had their oil analyzed. If they bring in the results, but the inspection passes, will Lexus replace the engine?***

A9: An analysis of the oil is not sufficient to assess the condition of the #1 main bearing for this issue. The Lexus remedy inspection is required to make a proper assessment of the #1 main bearing condition.

Q10: ***What if I previously paid for repairs related to this Safety Recall?***

A10: Reimbursement consideration instructions will be provided in the owner letter.

Q11: ***How does Lexus obtain my mailing information?***

A11: Lexus uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q12: ***What if I have additional questions or concerns?***

A12: If you have additional questions or concerns, please contact the Lexus Brand Engagement Center at 1-800-255-3987 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

Policies And Procedures

New Vehicles in Dealership Inventory - Reminder

Below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

> Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily. The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Pre-Owned Vehicles in Dealer Inventory

To ensure guest satisfaction, Lexus requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to guest delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the guest that the vehicle is involved in a Safety Recall.

Lexus expects dealers to visit **https://lexus-recall-disclosure.imagespm.info/** and complete a Guest Contact and Vehicle Disclosure Form. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Lexus and the dealer may use this information to contact the guest when the remedy becomes available. Keep the completed form on file at the dealership.

© 2026 Lexus, A Division of Toyota Motor Sales, USA

Back to Contents

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily. The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Lexus Certified Used Vehicle

The LCertified policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a LCertified until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

LCCS Service Loaners

Lexus requests that dealers remove all LCCS Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Lexus for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin PRO17-03 to correct the claim.

Parts Recovery Procedures

All parts replaced as part of this Safety Recall must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Lexus recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Lexus.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies 9.3 and 9.6 for additional details.

Guest Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

© 2026 Lexus, A Division of Toyota Motor Sales, USA

Back to Contents