



**SAFETY RECALL 26LA02 (Remedy Notice)**

Certain 2022 - 2025 Model Year NX250  
 Certain 2022 - 2025 Model Year NX350  
 Certain 2023 - 2026 Model Year RX350  
 Certain 2024 - 2026 Model Year TX350  
 Backup Camera Image may Appear Blank  
 NHTSA Recall No. 26V-162

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

On March 18, 2026, Lexus filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on Certain 2022 - 2025 Model Year NX250, Certain 2022 - 2025 Model Year NX350, Certain 2023 - 2026 Model Year RX350, and Certain 2024 - 2026 Model Year TX350 vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2022 - 2025 NX250	Early March 2022 - Early August 2025	25,500	0
2022 - 2025 NX350	Early March 2022 - Early August 2025	43,700	10
2023 - 2026 RX350	Late October 2022 - Mid-January 2026	71,100	80
2024 - 2026 TX350	Late September 2023 - Mid- February 2026	3,800	60

**Condition**

The backup camera feed in the multimedia system display may become blank when shifting into reverse under a specific condition. This can cause the vehicle to not meet a federal safety standard, **increasing the risk of a crash with a person during a backing event.**

**Remedy**

Any Lexus Dealers will update the backup camera software or, if needed, replace the backup camera **FREE OF CHARGE.**

<b>Tech Requirements</b> • LIC206B - Electrical Repair
<b>Inspection/Repair Time</b> Inspection: 0.5 Repair: 1.0 - 3.0
<b>Parts Control at Launch</b> MAC
<b>Owner Notification Date</b> Mid- May 2026
<b>Salvage Title Eligible</b> Yes

## Owner Notification

### Mail

Lexus will notify owners by Mid-May June 2026.

### Head Unit Notification

Vehicle Head unit notifications will begin in Mid-May 2026.

### Lexus App

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

### Guest Contacts

Guests may contact your dealership with questions regarding the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A FAQ is provided to ensure a consistent message is communicated.

Guest with additional questions or concerns are asked to please contact the Lexus Brand Engagement Center (1-800-255-3987) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

### 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 at [pressroom.lexus.com](http://pressroom.lexus.com).

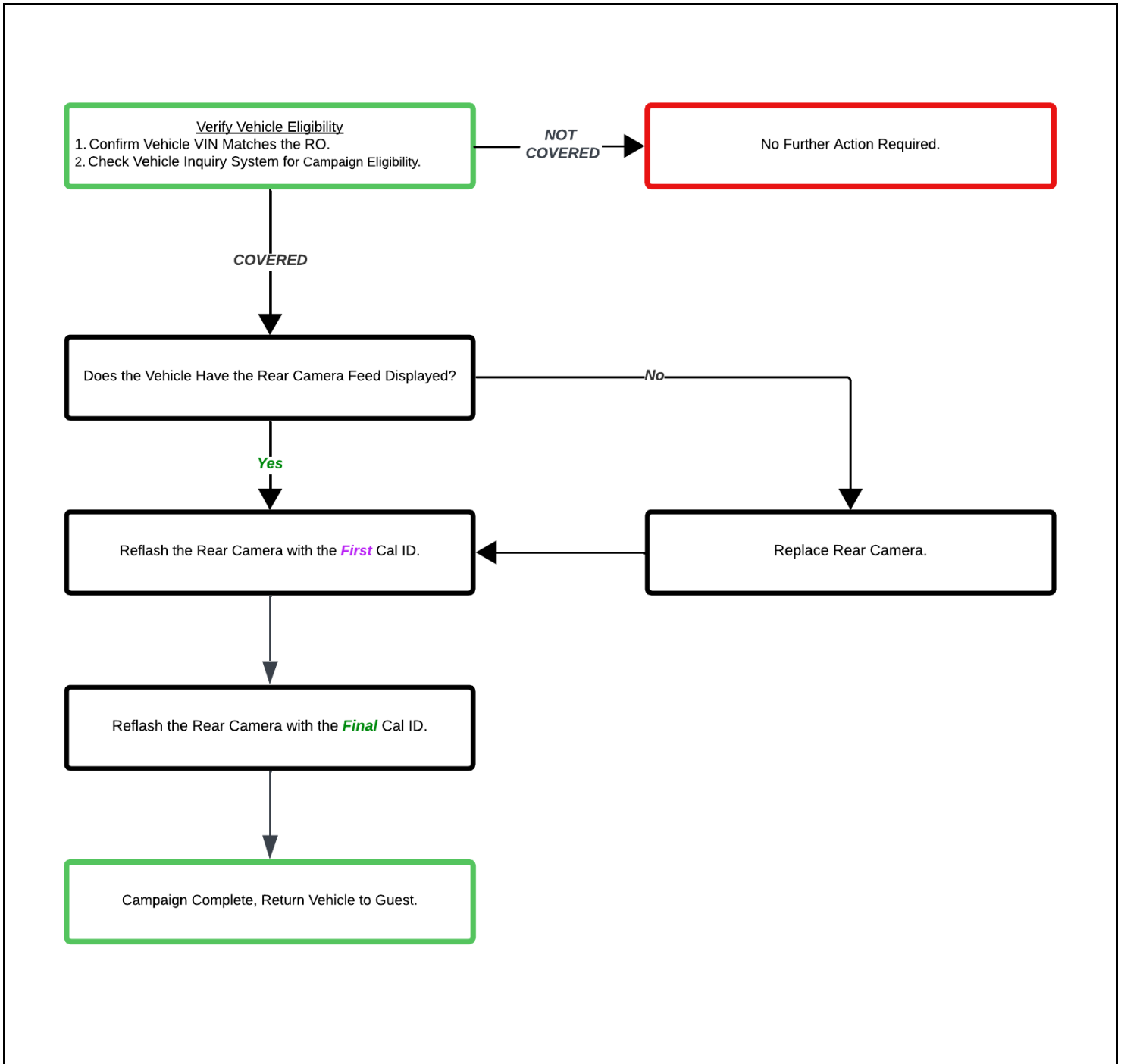


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# Service Department

## Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
26LA02R1	Inspection - No Reprogramming Necessary	0.3
26LA02R2	Reprogramming Camera Software	1.3
26LA02R3	Camera Replacement + Reprogramming (NX)	2.5
26LA02R4	Camera Replacement + Reprogramming (RX)	2.2
26LA02R5	Camera Replacement + Reprogramming (TX)	2.0

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Rental can be claimed for a maximum of 3 days as sublet type "RT" under 26LA02R3, 26LA02R4, 26LA02R5 while guest is awaiting

parts.

- *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.*
- Lexus' usual guest care amenities of car wash and fuel fill-up apply to this Safety (Noncompliance) Recall. Additionally, a maximum of one day of rental vehicle expense (at a maximum rate of \$55.00 per day) while the vehicle is being remedied or the cost of pick-up and redelivery of the customer's car may be claimed if required and subject to the guidelines published in the Safety Recall and Special Service Campaign General Procedures document on TIS.

#### 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's 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.

#### 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 course:

- LIC206B - Electrical Repair 2

## Parts Department

#### Parts Information

At the time of launch, parts for this campaign can be ordered on Manual Allocation Control (MAC), due to potential limited part availability. Please check the CPOR report on Dealer Daily for the most up-to-date parts ordering information as part controls can be adjusted throughout the life of the campaign.

Dealers can identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

Part Number	Description	Quantity
867B0-F6050	Rear Camera (NX)	1
867B0-0E230 or 867B0-0E232	Rear Camera (RX)	1
867B0-0E271	Rear Camera (TX)	1

## Sales Department

### New Vehicles in Dealership Inventory

There are approximately 150 vehicles in new dealer inventory as of 04/28/2026.



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 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 vehicles involved 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 sale or lease. Dealer-to-dealer trades as well as vehicle sales between dealers should not be made until a vehicle is remedied.*
- 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.

[Policy for New Vehicles, L-Certified, Pre-Owned Vehicles and LCCS](#)

## Frequently Asked Questions

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

A1: The backup camera feed in the multimedia system display may become blank during a backing event under some conditions. This can cause the vehicle to not meet a federal safety standard, increasing the risk of a crash with a person during a backing event.

### Q1a: *Is there anything I can do until the remedy is available?*

A1a: Even if the rearview camera is operational, do not overly rely on the system. Always turn and check surroundings before proceeding. Double check any camera view displayed before using it.

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

A2: Lexus is currently preparing the remedy for this issue. When the remedy is available, Lexus will update the backup camera software or, if needed, replace the backup camera **FREE OF CHARGE**.

### Q3: *Which and how many vehicles are covered by this Safety Recall?*

A3: There are approximately 144, 200 vehicles covered by this Safety Recall.

Model / Years	Production Period	Approximate Total Vehicles
2022 - 2025 NX250	Early March 2022 - Early August 2025	25,500
2022 - 2025 NX350	Early March 2022 - Early August 2025	43,700
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### Q4a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

### Q5: *What if I previously paid for repairs related to this Safety Recall?*

A5: Reimbursement consideration instructions will be provided in the owner's letter.

**Q6: *How does Lexus obtain my mailing information?***

A6: 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.

**Q7: *What if I have additional questions or concerns?***

A7: 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 vehicles involved 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 customer 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 customer 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 customer that the vehicle is involved in a Safety Recall.

Lexus expects dealers to visit <https://lexus-recall-disclosure.imagespm.info/> and complete a Customer 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. Toyota and the dealer may use this information to contact the customer when the remedy becomes available. Keep the completed form on file at the dealership.

**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.