



SAFETY RECALL 26LA06 (Remedy Notice)

Certain 2024 Model Year GX550 and Certain 2025 Model Year UX300H
Partial Blank Display on 12.3-Inch Combination Meter During Startup
NHTSA Recall No. 26V341

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

On May 27, 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 Noncompliance Recall on certain 2024 Model Year GX550 and certain 2025 Model Year UX300H vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2024 GX550	Late May 2023 - Late December 2024	32,200	11
2025 UX300H	Early September 2023 - Late July 2025	9,100	3

Condition

Some areas of the 12.3 combination meter display may become blank during startup and would not show some warnings/indicators to the driver. This causes the vehicles not to meet certain federal safety requirements. Continued driving with these warnings not displayed could delay the driver taking the appropriate action and increase the risk of a crash or injury.

Remedy

Any authorized Lexus dealer will update the software of the combination meter, **FREE OF CHARGE**. We understand that our guests' time is valuable. Therefore, Lexus is preparing an option for guests to obtain the software update via OTA in the near future for vehicles that support this function.

Tech Requirements LIC206A - Electrical Repair 1
Inspection/Repair Time Repair: 0.9
Parts Control at Launch N/A
Parts Replacement Rate N/A
Owner Notification Date Late July 2026
Salvage Title Eligible Yes

Owner Notification

Mail

Lexus will notify owners by late July 2026. A sample of the owner’s notification letter has been included for your reference.

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 assure 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.

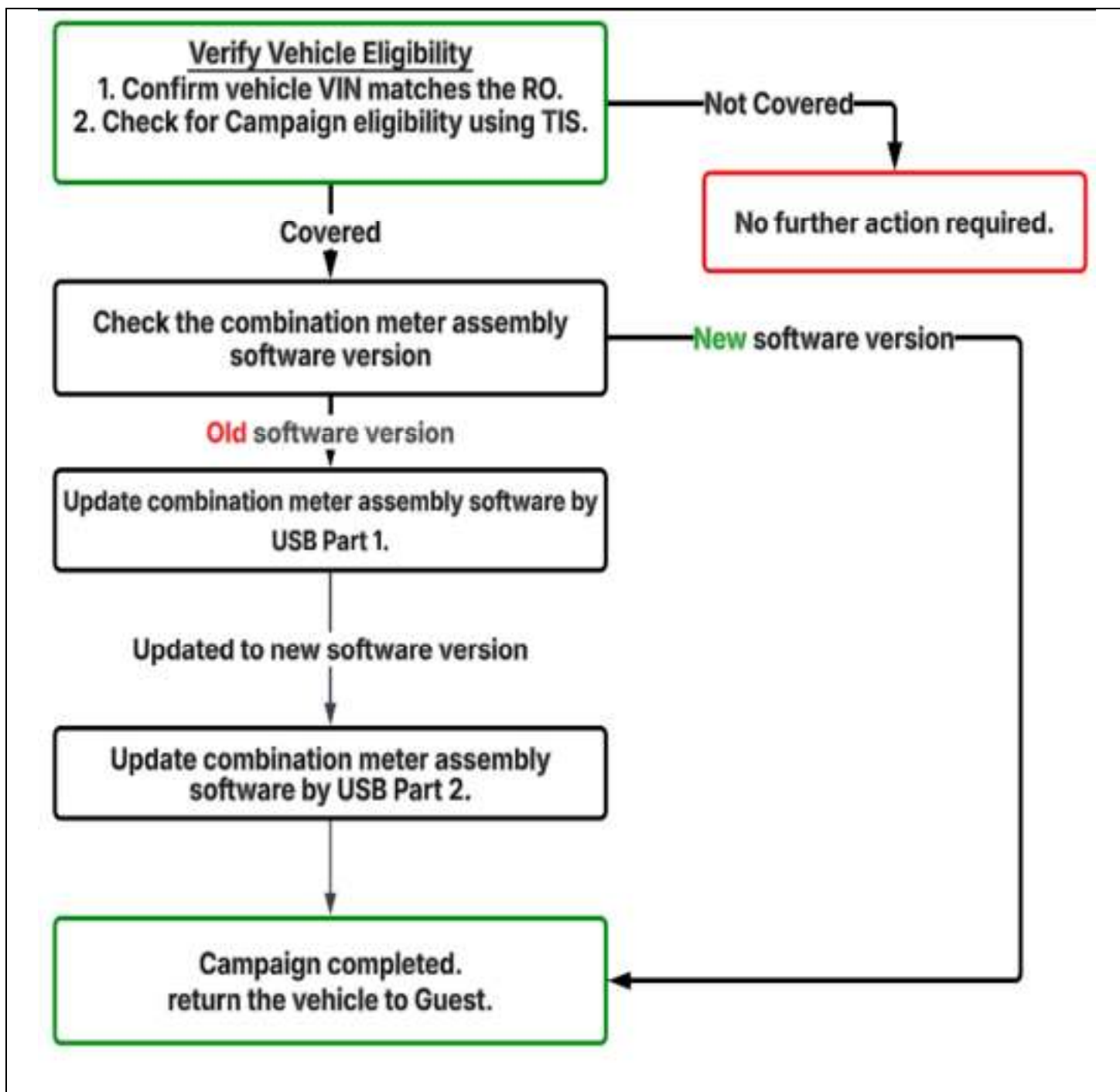
Media Contacts

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

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Service Department

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
26LA06R1	USB combination meter reprogramming using software 1& 2	0.9

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the rare case that the combination meter ECU contains the latest software (no software update needed), use opcode 26LA06R1.
- Lexus' usual guest care amenities apply to this Customer Satisfaction Campaign 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 1 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.

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:

- LIC206A - Electrical Repair 1

Sales Department

New Vehicles in Dealership Inventory

There are approximately 14 vehicles in new dealer inventory as of May 26, 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 provides these flooring reimbursements within 30 days of remedy launch. 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.*
- 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.

Frequently Asked Questions

Q1: What is the condition?

A1: Some areas of the 12.3 combination meter display may become blank during startup and would not show some warnings/indicators to the driver. This causes the vehicles not to meet certain federal safety requirements. Continued driving with these warnings not displayed could delay the driver taking the appropriate action and increase the risk of a crash or injury.

Q2: What is Lexus going to do?

A2: Any authorized Lexus dealer will update the software of the combination meter, **FREE OF CHARGE**. We understand that our guests' time is valuable. Therefore, Lexus is preparing an option for guests to obtain the software update via OTA in the near future for vehicles that support this function.

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

A3: There are approximately 41,400 Lexus vehicles covered by this Safety Recall.

Model / Years	Production Period	Approximate Total Vehicles
2024 GX550	Late May 2023 - Late December 2024	32,200
2025 UX300H	Early September 2023 - Late July 2025	9,200

Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A3a: Yes, certain Land Cruiser & certain Mirai vehicles are covered by this Safety Recall.

Q4: What if I previously paid for repairs related to this Safety Recall?

A4: Reimbursement consideration instructions will be provided in the owner letter.

Q5: How does Lexus obtain my mailing information?

A5: 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.

Q6: What if I have additional questions or concerns?

A6: 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.

Q7: Are there any symptoms/warnings of this condition?

A7: Yes, If the condition occurs, certain portions of the combination meter may become blank at startup.



Q8: Can the function of the combination meter be restored once the condition occurs?

A8: Yes, If the condition occurs, the operation of the meter can be restored by the following process:

In a safe place, turn the vehicle off, exit and wait 20 minutes without opening any of the doors or otherwise interacting with the vehicle. Then start the vehicle again with the ignition switch.

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 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. 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.

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.

Guest Reimbursement

Reimbursement consideration instructions will be included in the owner's letter.



IMPORTANT SAFETY RECALL

Certain 2024 Model Year GX550 and Certain 2025 Model Year UX300H
Partial Blank Display on 12.3-Inch Combination Meter During Startup
NHTSA Recall No. 26V-341
Lexus Recall No. 26LA06 (Remedy Notice)

This is an important Safety Recall. The remedy will be performed **FREE OF CHARGE** to you.

Dear (customer's First/Last name)

This notice applies to your vehicle:
[VIN]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Lexus has decided that certain 2024 model year GX550 and certain 2025 model year UX300H vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No.101 "Controls and Displays".

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

Some areas of the 12.3 combination meter display may become blank during startup and would not show some warnings/indicators to the driver. This causes the vehicles not to meet certain federal safety requirements. Continued driving with these warnings not displayed could delay the driver taking the appropriate action and **increase the risk of a crash or injury.**

What will Lexus do?

Any authorized Lexus dealer will update the software of the combination meter, **FREE OF CHARGE**

What does the software update change on my vehicle?

The software update will remedy the condition in this safety recall. In addition, it will:

- Provide a fix to turn-by-turn directions by showing them on the head-up display, if equipped, even when the combination meter is displaying the map.
- Provide additional bug fixes.

What should you do?

Please contact any authorized Lexus dealer to schedule an appointment to have the remedy performed as soon as possible. Your local Lexus dealer will be more than happy to answer any of your questions.

- ✓ To find a dealer near you, visit www.Lexus.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.lexus.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, please visit <http://Lexus.com/contact> for options to contact the Lexus Brand Engagement Center or 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.

This is an important Safety Recall

The remedy will take approximately one hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If the condition occurs before the software update is completed, meter operation can be restored by the following process:

- In a safe place, turn the vehicle ignition off, exit and wait 20 minutes without opening any of the doors or otherwise interacting with the vehicle. Then start the vehicle again with the ignition switch.

Lexus is also preparing an Over-the-Air (OTA) update option for this safety recall remedy.

We understand that our guests' time is valuable. Therefore, Lexus is preparing an option for guests to obtain the software update via OTA in the near future.

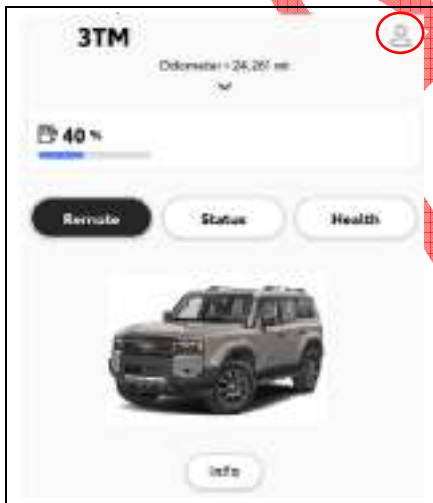
Once available, if obtaining the software update via OTA, the update will be provided in two parts. The first software update will not make any changes to your vehicle. It will prepare the system for the second update, which will make the changes described above.

If your vehicle is set up to receive OTA updates (see additional instructions, below), your multi-media screen will inform you when the first update is available for download, once update 1 is completed you should receive the second update in approximately 2 weeks following the first update completion. If you do not receive one or both OTA updates as described above, any authorized Lexus dealer will be able to complete the software update.

How to check if my vehicle is OTA Ready?

To receive this and future OTA software updates, please ensure your vehicle connectivity settings are active in the Lexus app and that your vehicle is in an area with strong mobile service. If you don't have the Lexus app and/or are not sure of the connectivity status of your vehicle, please contact the Lexus Brand engagement center at 1-800-255-3987 on Monday through Friday, from 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time. You can check to ensure that your vehicle is OTA-ready using the following steps in the Lexus app.

1. Open the Lexus app and press the icon on the top right corner.



2. Go to account > Privacy Portal and legal info > Vehicle specific settings

3. The Vehicle Specific Settings screen must show Active for vehicle connectivity to receive OTA updates.



What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Lexus' online self-service portal.) Visit <https://support.lexus.com/s/questions-comments> and click Continue to begin submitting a support request. Select Recalls and then Reimbursement Request from the picklist to complete the form and submit

Alternatively, if you prefer to mail this information for reimbursement consideration, please use the address shown below:

Lexus a Division of Toyota Motor Sales, U.S.A., Inc.
Attention: Brand Engagement Center
PO Box 259003
Mail Drop E1-5D
Plano, TX 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

What if you are not the owner or operator of this vehicle?

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, please visit <https://www.lexus.com/My-Lexus>.

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

Lexus, a division of Toyota Motor Sales