Original Publication Date: October 20, 2026

SAFETY RECALL 26LA10 *(Remedy Notice)*

Certain 2022 - 2024 Model Year NX250, NX350, NX350h & NX450h+
Partial Blank Display on 7-Inch Combination Meter During Startup
NHTSA Recall No. 26V687

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

On October 20,2026 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 2022 – 2024 model year NX250, NX350, NX350h & NX450h+ vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2022 – 2024 NX250	Early June 2021 - Late February 2024	1,200	0
2022 – 2024 NX350	Early April 2021 – Late March 2024	29,100	0
2022 – 2024 NX350h	Early April 2021 – Late March 2024	26,600	0
2022 – 2024 NX450h+	Early April 2021 – Early March 2024	11,500	0

Condition

The 7-inch combination meter display may become partially blank during startup and would not show some warnings/indicators to the driver. This causes the vehicles involved to not meet certain regulatory requirements. Continued driving with these warnings not displayed could delay the driver taking appropriate action and increase the risk of a crash.

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
LIC206B – Electrical Repair 2

Inspection/Repair Time
Inspection: 0.2
Repair: 0.9

Parts Control at Launch
N/A

Parts Replacement Rate
N/A

Owner Notification Date
Late December 2026

Salvage Title Eligible
Yes

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Owner Notification

Mail
Lexus will notify owners by late December 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 this Safety Recall. Please welcome them to your dealership and answer any questions that they may have. An 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 to pressroom.lexus.com.

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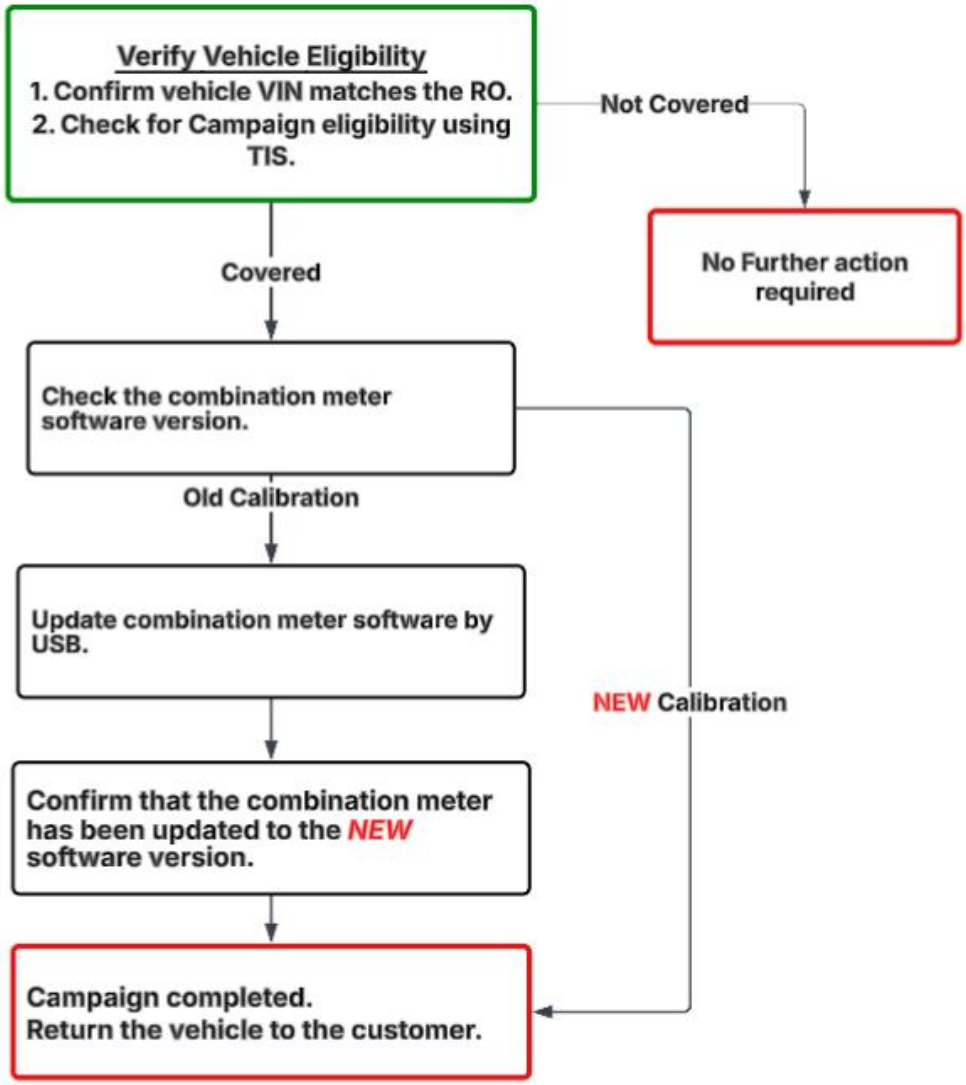
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Service Department

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
26LA10R1	Inspection only	0.2
26LA10R2	Update combination meter Software by USB	0.9

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- 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 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).

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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:

- LIC206B – Electrical Repair 2

Sales Department

New Vehicles in Dealership Inventory
There are approximately 0 vehicles in new dealer inventory as of October 20, 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: The 7-inch combination meter display may become partially blank during startup and would not show some warnings/indicators to the driver. This causes the vehicles involved to not meet certain regulatory requirements. Continued driving with these warnings not displayed could delay the driver taking appropriate action and increase the risk of a crash.

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 68,400 Lexus vehicles covered by this Safety Recall.

Model / Years	Production Period	Approximate Total Vehicles
2022 – 2024 NX250	Early June 2021 - Late February 2024	1,200

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2022 – 2024 NX350	Early April 2021 – Late March 2024	29,100
2022 – 2024 NX350h	Early April 2021 – Late March 2024	26,600
2022 – 2024 NX450h+	Early April 2021 – Early March 2024	11,500

Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?
A3a: No, there are no other vehicles 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:

If a blank or partially blank screen occurs, this may be *temporarily* corrected by turning the ignition off for about 6 minutes and then turning it on again. However, please contact your Lexus dealer to prevent this condition from continuing to occur.

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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.

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 recall has been completed.

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 letter.

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