

Subject		Market
2018MY LC500/500h Shipping Company Precaution.		USA
Service Category	Section	
Vehicle Interior	Meter/Gauge/Display	
Applicability		
2018MY LC500/500h		

APPLICABLE VEHICLES

2018	LC500	2018	LC500H
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CONDITION

Some LC models have been found with a bent front height adjustment sensor bracket. This is causing the headlights to be misaligned when auto adjusting based on the vehicle height position and will set a DTC.

Vehicles found shipped by third party tow companies using flatbed trucks are not securing vehicles per the recommendations found in the Owner's Manual. Some methods seen include strapping the vehicle down using the front lower control arms as a mount point.

The height adjustment sensor bracket is fixed to the lower control arm and using this method risks bending the bracket if the strap or chain contacts this bracket under load.

RECOMMENDATIONS

TMNA recommends dealers ensure tow truck companies are aware of proper tie down points and the risks if not done properly. Customers should also be educated in situations when non-dealer roadside assistance is used.

If vehicle has been found to have damaged height adjustment sensor bracket after being towed by a third party tow company, please advise, as tow company may be responsible for damages.

Attached link shows recommended locations for fastening down vehicle.

LINK REFERENCES

1. [Lexus 2018 LC500, LC500h Owner's Manual \(OM11405U\)](#)