

Transportation Tie-Down Best Practices

Service Category Suspension

Section Front Suspension

Market USA

Lexus Supports
ASE Certification 

Applicability

| YEAR(S) | MODEL(S) | ADDITIONAL INFORMATION |
|---------|---------------------------------|---|
| 2018 | LC500, LC500H, LS500, LS500H | VDS(s): B51FF, B5LFF, BY1FF, BYLFF, HP5AY, HY5AY Drive Type(s): 2WD |

Introduction

The purpose of this Service Bulletin is to provide best practices for towing/flatbed transporting 2018 model year LC 500, LC 500h, LS 500, and LS 500h 2WD vehicles.

Incorrect towing methods may cause the vehicle to exhibit a bent front height adjustment sensor bracket. This condition may cause headlight misalignment when auto adjusting based on the vehicle height position, and in some cases, will set a Diagnostic Trouble Code (DTC).

Warranty Information

| OP CODE | DESCRIPTION | TIME | OFF | T1 | T2 |
|---------|----------------------------|------|-----|----|----|
| N/A | Not Applicable to Warranty | – | – | – | – |

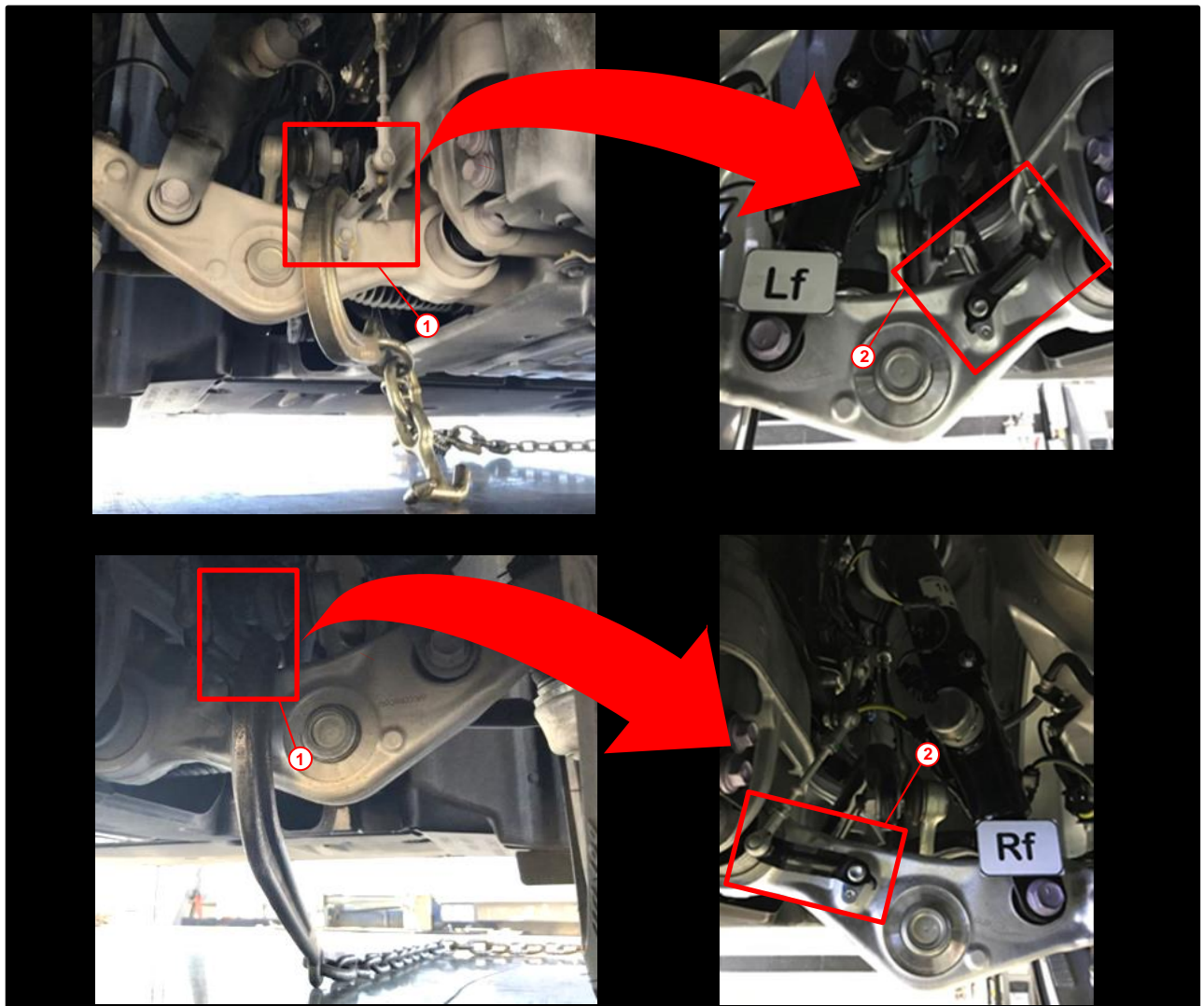
Transportation Tie-Down Best Practices

Best Practices

NOTICE

- If the vehicle is NOT towed correctly, the front height adjustment sensor bracket may be vulnerable to damage due to the layout of the front suspension.
- When shipping a vehicle, some third-party towing companies that use flatbed trucks do NOT follow the recommendations found in the Owner's Manual to secure the vehicle.
For example, some towing companies may secure the vehicle with metal hooks around the front lower control arms as a mount point. The front 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.

Figure 1.



| | |
|---|------------------------------------|
| 1 | Incorrect Tie-Down Method/Location |
| 2 | Damage Caused by Metal Hook |

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Best Practices (continued)

Toyota Motor North America (TMNA) recommends that dealers ensure towing companies are aware of proper hook and tie-down points and the risks if not performed properly. Customers should be educated in situations when non-dealer roadside assistance is used. If the vehicle has a damaged front height adjustment sensor bracket after being towed by a third-party towing company, please advise the dealer service department immediately, as the towing company may be responsible for damages.

1. Refer to the applicable Owner's Manual for the vehicle hook location to load on a flatbed:
 - [2018 LC 500/LC 500h Owner's Manual](#)
 - [2018 LS 500 Owner's Manual](#)
 - [2018 LS 500h Owner's Manual](#)
2. If the procedure in the Owner's Manual CANNOT be performed, request for additional information and support when necessary to load the vehicle.

NOTICE

Do NOT use metal hooks on suspension components for recovery.