

Subject		Market
2018MY LC500/500h, LS500/500h Shipping Company Precaution.		USA
Service Category	Section	
Vehicle Interior	Meter/Gauge/Display	
Applicability		
2018MY LC500/500h, LS500/500h		

APPLICABLE VEHICLES

2018	LS500	2018	LC500
2018	LC500H	2018	LS500H

CONDITION

Some 2018 model year LC and LS 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 in some cases, will set a DTC.

2018 model year LS and LC 2wd models share the same front suspension layout leaving the bracket vulnerable to damage if towed incorrectly.

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 securing the vehicle with metal hooks around 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

Lexus recommends dealers ensure tow truck companies are aware of proper hook and 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 links show recommended locations to hook when towing vehicle.

LINK REFERENCES

1. [Lexus 2018 LC500, LC500h Owner's Manual \(OM11405U\)](#)
2. [Lexus 2018 LS500 Owners Manual \(OM50F54U\)](#)
3. [Lexus 2018 LS500H Owners Manual \(OM50F42U\)](#)