

**From:** Kathy Wachs (TMS)  
**Sent:** Wednesday, October 31, 2018 5:01 PM  
**To:** Lexus Recall  
**Subject:** Certain 2018 Model Year LS 500 and LS 500h Certain 2018 Model Year NX 300 and NX 300h Certain 2018 Model Year RX 350L and RX 450hL Certain 2017 – 2018 Model Year RX350 and RX450h Intelligent Clearance Sonar (ICS) System Reprogram Special Service Camp  
**Attachments:** JLH DC Multi REM 10-31-18.pdf

●● PROTECTED 関係者外秘

Lexus is launching a Special Service Campaign on certain 2017 and 2018 model year vehicles equipped with Intelligent Clearance Sonar (ICS).

Model / Years	Production Period	Approximate Total Vehicles
2018 LS 500	Mid December 2017 - Late June 2018	6,700
2018 LS 500h	Early October 2017 - Mid June 2018	300
2018 NX 300/NX 300h	Early September 2017 - Mid May 2018	36,000
2018 RX 350L	Early December 2017 - Late April 2018	16,800
2018 RX 450hL	Mid-January 2018 - Late April 2018	1,200
2017-2018 RX 350	Early August 2016 - Late May 2018	157,900
2017 - 2018 RX 450h	Late August 2016 - Late May 2018	15,700

**Condition**

The involved vehicles are equipped with Intelligent Clearance Sonar (ICS). Due to improper software programming in the ICS system, the ICS system may improperly activate when an involved vehicle enters certain types of carwash facilities and is placed into neutral. If the ICS system activates, the ICS system will exhibit warnings and the system may apply the brakes.

**Remedy**

Any authorized Lexus dealer will reprogram the ICS Electronic Control Unit software **FREE OF CHARGE**.

**Covered Vehicles**

There are approximately 234,000 vehicles covered by this Special Service Campaign. Approximately 380 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

**Dealer Notification and Owner Letter Mailing Date**

Dealers will be notified today via e-mail at approximately 5:30PM Central Time.

Lexus will begin to notify owners in late-November 2018. A sample of the owner notification letter has been included in the dealer communication for your reference.

*Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Special Service Campaign.*

Thank you for your cooperation.

**Kathy Wachs**

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Lexus Customer Service

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