



Original Publication Date: October 6, 2022

To: All Lexus Dealer Principals, General Managers, Service Managers, and Parts Managers

## LIMITED SERVICE CAMPAIGN 22LD04 *Remedy Notice*

### Certain 2022 Model Year NX 250, NX350, NX350H, NX450H+ Software Update for "Car Finder" Feature

Model / Years	Production Period	Approximate Total Vehicles
2022 Model Year NX 250, NX350, NX350H, NX450H+	Early April 2022 - Late August 2022	27,100

#### Condition

The Car Finder app, which is included with a Lexus app subscription, operates the headlights to help locate the vehicle in a parking lot. Updated software is available to improve system operation. When the headlamp switch is off, the new software keeps the headlamps on for about 60 seconds unless prior to that you unlock or open the driver's door or turn the ignition on. This update is available whether or not you currently have a subscription or decide to subscribe in the future.

#### Remedy

Any authorized Lexus dealer will update the Body Control Module **FREE OF CHARGE**

***This Limited Service Campaign will be available until September 30, 2025, and is only available at an authorized Lexus dealer.***

#### Covered Vehicles

There are approximately 27,100 vehicles covered by this Limited Service Campaign. Approximately 350 vehicles involved in this Limited Service Campaign were distributed to Puerto Rico.

#### Owner Letter Mailing Date

Lexus will begin to notify owners in late October 2022. A sample of the owner notification letter has been included for your reference.

*Lexus makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Limited Service Campaign announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

## Dealer Inventory Procedures

### New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Lexus requests that dealers complete this Limited Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Limited Service Campaign prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Limited Service Campaign.

Lexus expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Lexus and the dealer may use this information to contact the guest when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to [quality\\_compliance@Lexus.com](mailto:quality_compliance@Lexus.com). In the subject line of the email state "Disclosure Form 22LD04" and include the VIN.

**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.

## Customer Handling, Parts Ordering, and Remedy Procedures

### Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Limited Service Campaign. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Lexus Brand Engagement Center (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 Tyler Litchenberger (469) 292-2671 in Lexus Corporate Communications. Please do not provide this number to guests. Please provide this contact only to media.

### 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 currently hold at least one of the following certification levels:

- Certified Technician (any specialty and above)

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

### 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.

***This Limited Service Campaign will be available until September 30, 2025, and is only available at an authorized Lexus dealer.***

**Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to Lexus. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

**Parts Recovery Procedures**

All parts replaced as part of this Limited Service Campaign must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

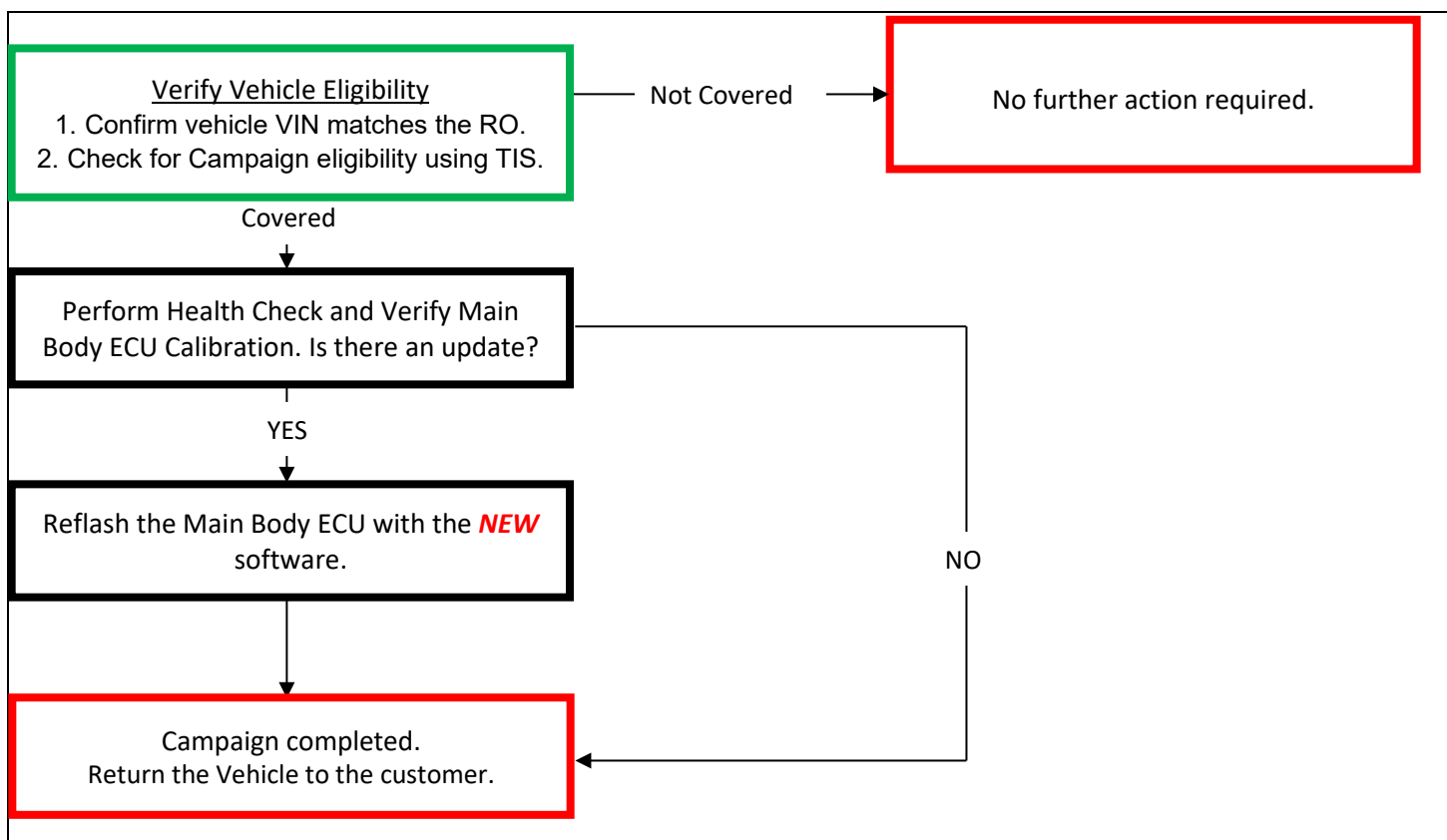
To help minimize dealer storage challenges, Lexus recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Lexus.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

**Warranty Reimbursement Procedures**

**Warranty Reimbursement Procedure**



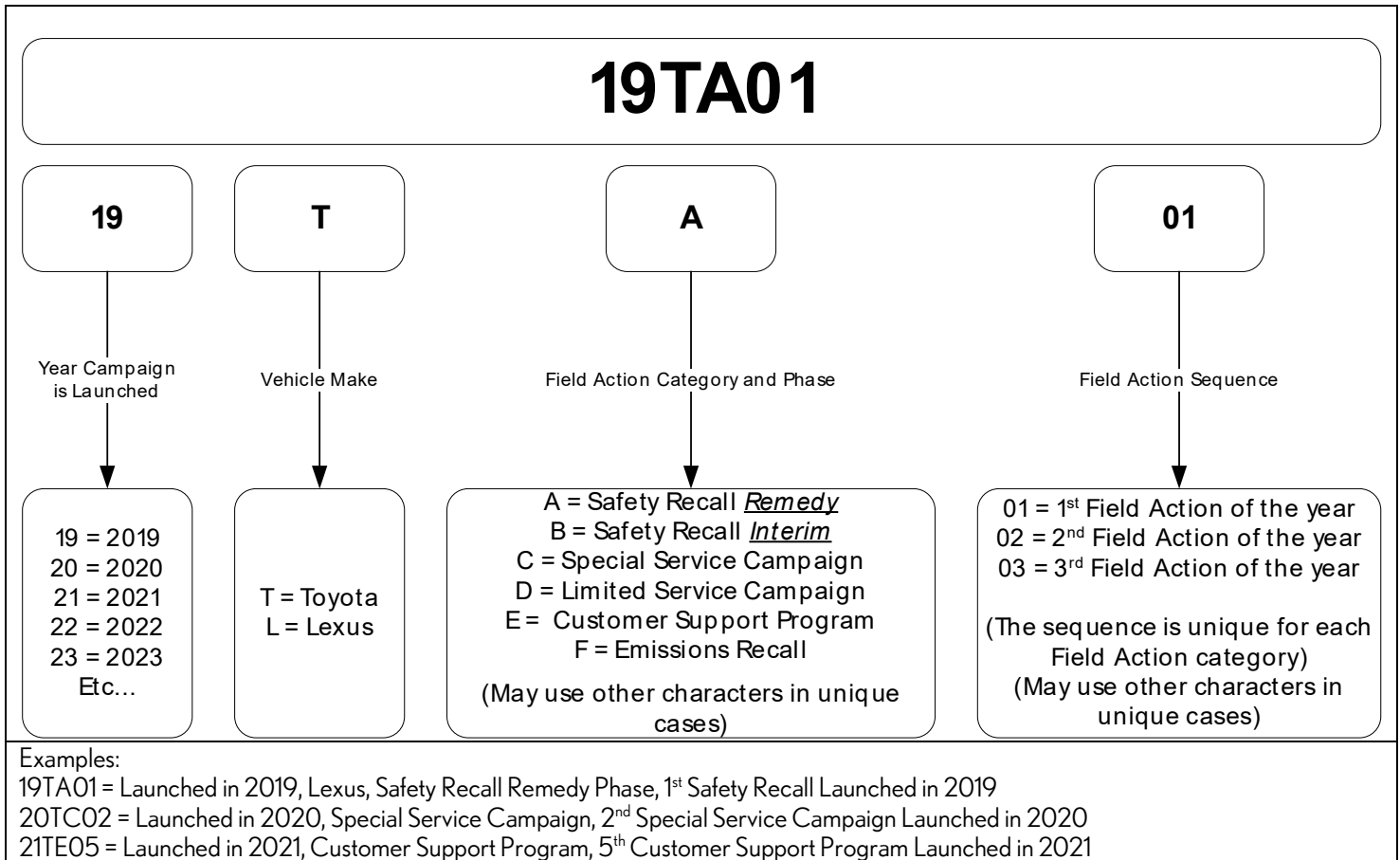
Op Code	Description	Flat Rate Hours
22L04A	BCM Software Update	0.9

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Lexus' usual customer care amenities of car wash and fuel fill up apply to this Safety recall. Additionally, a maximum of two days of rental vehicle expense (at a maximum rate of \$45.00 per day) while the vehicle is being remedied under any of the Op Codes listed above, or the cost of pick-up and redelivery of the customer's car may be claimed if required and subject to the guidelines published in the Safety Recall and Special Service Campaign General Procedures document on TIS.
- ***This Limited Service Campaign expires on September 30, 2025.***

**Claim Filing Accuracy and Correction Requests**

It is the dealer's responsibility to file claims correctly for this Limited Service Campaign. 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.

**Campaign Designation / Phase Decoder**



*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 Limited Service Campaign.*

Thank you for your cooperation.  
 LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.



## LIMITED SERVICE CAMPAIGN 22LD04 *Remedy Notice*

Certain 2022 Model Year NX 250, NX350, NX350H, NX450H+  
Software Update for "Car Finder" Feature

[Frequently Asked Questions](#)

Original Publication Date: October 6, 2022

**Q1:** *What is the condition?*

A1: The Car Finder app, which is included with a Lexus app subscription, operates the headlights to help locate the vehicle in a parking lot. Updated software is available to improve system operation. When the headlamp switch is off, the new software keeps the headlamps on for about 60 seconds unless prior to that you unlock or open the driver's door or turn the ignition on. This update is available whether or not you currently have a subscription or decide to subscribe in the future.

**Q2:** *What is Lexus going to do?*

A2: Lexus will send an owner notification by first class mail starting in Late October 2022 advising owners to make an appointment with their authorized Lexus dealer to update the BCM **FREE OF CHARGE**.

**Q2a:** *How long will this Limited Service Campaign be available?*

A2a: This Limited Service Campaign will be offered **FREE OF CHARGE** until **September 30, 2025**

**Q3:** *Which and how many vehicles are covered by this Limited Service Campaign?*

A3: There are approximately 27,100 vehicles covered by this Limited Service Campaign.

Model Name	Model Year	Production Period
NX 250, NX350, NX350H, NX450H+	2022	Early April 2022 - Late August 2022

No vehicles involved in this Limited Service Campaign were distributed to Puerto Rico.

**Q4:** *How long will the repair take?*

A4: The repair takes approximately one and a half hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**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 800-255-3987 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.



2022 Model Year NX 250, NX350, NX350H, NX450H+  
Software Update for "Car Finder" Feature  
Limited Service Campaign 22LD04 (Remedy Notice)

[VIN]

Dear Lexus Guest:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior guest satisfaction, Lexus is announcing a Limited Service Campaign, which includes your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**What is the condition?**

The Car Finder app, which is included with a Lexus app subscription, operates the headlights to help locate the vehicle in a parking lot. Updated software is available to improve system operation. When the headlamp switch is off, the new software keeps the headlamps on for about 60 seconds unless prior to that you unlock or open the driver's door or turn the ignition on. This update is available whether or not you currently have a subscription or decide to subscribe in the future.

**What will Lexus do?**

Any authorized Lexus dealer will update the Body Control Module **FREE OF CHARGE**

**What should you do?**

Before you are inconvenienced by this condition, any authorized Lexus dealer will perform the software update **FREE OF CHARGE** to you.

Please contact your authorized Lexus dealer to make an appointment to have the software update performed. The remedy will take approximately one and a half hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. ***This Program will be offered until September 30, 2025, and will only be available at an authorized Lexus dealer.***

**What if you have other questions?**

- ***Your local Lexus dealer will be more than happy to answer any of your questions.***
- For more information on this and other campaigns, please visit [www.lexus.com/recall](http://www.lexus.com/recall).
- If you require further assistance, you may contact the Lexus Brand Engagement Center at 800-255-3987 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

If you would like to update your vehicle ownership or contact information, please visit <https://drivers.lexus.com/lexusdrivers>.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.



Lexus, A Division of Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

## CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and L/Certified units.

This vehicle is involved in a Safety Recall. At this time, the remedy is not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Lexus dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature \_\_\_\_\_

Lexus recommends that you register with the Lexus Drivers Community at <http://www.lexus.com/drivers/> and regularly check recall applicability using [www.lexus.com/recall](http://www.lexus.com/recall) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN 

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Campaign Code 

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Model \_\_\_\_\_

Model Year \_\_\_\_\_

### Customer Information

Customer Name \_\_\_\_\_

Customer Email \_\_\_\_\_

Customer Address \_\_\_\_\_

Home Phone # \_\_\_\_\_

Mobile Phone # \_\_\_\_\_

Date \_\_\_\_\_

*Please provide this information so that Lexus or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit [www.lexus.com/drivers](http://www.lexus.com/drivers) or contact us at 1-800-255-3987*

### Dealer Information

Dealer Name/Address \_\_\_\_\_

Dealer Code \_\_\_\_\_

Dealer Phone Number \_\_\_\_\_

Dealer Staff Name \_\_\_\_\_

Dealer Staff Signature \_\_\_\_\_