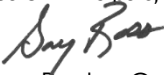




INTEROFFICE MEMORANDUM

Original Publication Date: May 24, 2023

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

From: Gary Ross   
Vice-President, Product Quality and Service Support

LIMITED SERVICE CAMPAIGN 23LD03 (*Remedy*)

Certain 2023 Model Year RX 350  
Certain 2023 Model Year RX 350H  
Certain 2023 Model Year RX500H  
DCM Replacement

Specific information for Region support is provided below.

Condition

The subject vehicles are equipped with a Data Communication Module (DCM) which supports the use of connected service utilities such as Roadside Assistance, Automatic Collision Notification, and Emergency Assistance (SOS). These connected services are available as a free trial subscription when the vehicle is purchased. Due to a supplier shipping error, there is a possibility that incorrect, not activated DCMs were installed in the subject vehicles, which causes connected services to be unavailable.

Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on May 25, 2023.

*Please reference the attached Dealer Letter for additional details.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.