




INTEROFFICE MEMORANDUM

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To: All Lexus Area General Managers
From: Gary Ross 
Vice-President, Product Quality and Service Support

SECOND KEY DELIVERY PROGRAM 23LJ01

**Multiple Models and Model Years
Second Key Delivery Program**

Specific information for Region support is provided below.

Condition

The supply of Smart Keys available for Lexus vehicles has been temporarily limited to one (1) on select models since November 2022 due to global semiconductor shortages impacting certain microchips. Affected vehicles have been delivered with only one Smart Key and a second mechanical key.

Dealer Notification

The attached dealer letter will be sent to all Lexus dealers on June 15, 2023.

Important Information for Regions

Note that a nominal price of \$0.01 has been set for the second key given that the customer already paid for the value of the second Smart Key when they purchased their vehicle. Dealers are being reimbursed 0.4 labor hours for the delivery of the second key which includes administrative aspects of delivering the second key such as ordering and storing parts. Dealers are encouraged to determine appropriate accounting methods for their individual business for each department of the dealership considering this reimbursement plan.