



INTEROFFICE MEMORANDUM

Original Publication Date: August 31, 2023

To: All Lexus Area General Managers / Assistant General Managers

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

SPECIAL SERVICE CAMPAIGN 23LC01 *Remedy Notice*

Certain 2022 - 2023 Model Year NX 250
Certain 2022 - 2023 Model Year NX 350
Certain 2022 - 2023 Model Year NX 350H
Certain 2022 - 2023 Model Year NX 450h+
Lexus Safety Sense+ Inoperative Intermittently

Specific information for Region support is provided below.

Condition

The subject vehicles are equipped with Lexus Safety Sense + (LSS+) which consists of several driving assist features, including pre-collision braking, lane departure warning, and more. Due to inappropriate programming of the software within the forward recognition camera, there is a possibility that under certain conditions, LSS+ functions could become inoperative for approximately 4 seconds before rebooting and becoming operational again.

Dealer Notification

The attached dealer letter will be sent to all Lexus dealers on August 31, 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.