



# ◀ IMPORTANT UPDATE ▶

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
October 25,2023	Updated Warranty Reimbursement Procedures section to include reimbursement for Lexus Touch activities.

*The most recent update in the attached Dealer Letter will be highlighted with a **red box**.*

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

Thank you for your cooperation.



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

Original Publication Date: November 2, 2022

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

## SPECIAL SERVICE CAMPAIGN 22LC03 *(Remedy Notice)*

Certain 2022 Model Year NX 350 Vehicles  
Certain 2022 Model Year NX 250 Vehicles  
Software Update for a Gear Shift Control Unit

Model / Years	Production Period	Approximate Total Vehicles
2022 Model Year NX 350	Early April 2021 – Mid-August 2022	14,100
2022 Model Year NX 250	Late May 2021 – Early August 2022	3,600

### Condition

In the involved vehicles, a gear shift control unit may output incorrect or missing identification codes which may result in failure at state emissions inspections (SMOG check). While these vehicles may not meet certain state emissions requirements, this issue does not have an effect on the vehicle's performance, emissions, or fuel efficiency.

### Remedy

Any authorized Lexus dealer will update the software in a gear shift control unit **FREE OF CHARGE**.

### Covered Vehicles

There are approximately 17,700 vehicles covered by this Special Service Campaign. Approximately 280 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

### Owner Notification Date

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

*Lexus makes significant effort to obtain current guest 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 Special Service Campaign announcement, it is the dealership's responsibility to forward the owner letter to the guest 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

Lexus requires that dealers complete this Special Service Campaign on any new and used vehicles currently in dealer inventory that are covered by this Special Service Campaign prior to guest delivery.

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.

### L/Certified Vehicles

L/Certified 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 L/Certified until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

## Guest Handling, Parts Ordering, and Remedy Procedures

### Guest Contacts

Guests who receive the owner letter may contact your dealership with questions regarding the letter and/or the Special 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.

- ✓ Guests with additional questions or concerns are asked to please contact the Lexus Brand Engagement Center (1-800-255-3987) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

### Salvage Title Vehicles

Every attempt should be made to complete an open Special Service Campaign when circumstances permit, unless noted otherwise in the SSC dealer letter.

For complete details on this policy, refer to Lexus Warranty Policy [4.15](#), "What Is Not Covered by The Lexus New Vehicle Limited Warranty".

### 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 Toyota 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 recall repair are required to currently have completed all of the following courses:

- L623 - Lexus Electrical Circuit Diagnosis

Always check which technicians can perform the repair by logging on to <https://www.lctpreports.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.

### 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.

**Vehicles Emission Recall Proof of Correction Form (California only)**

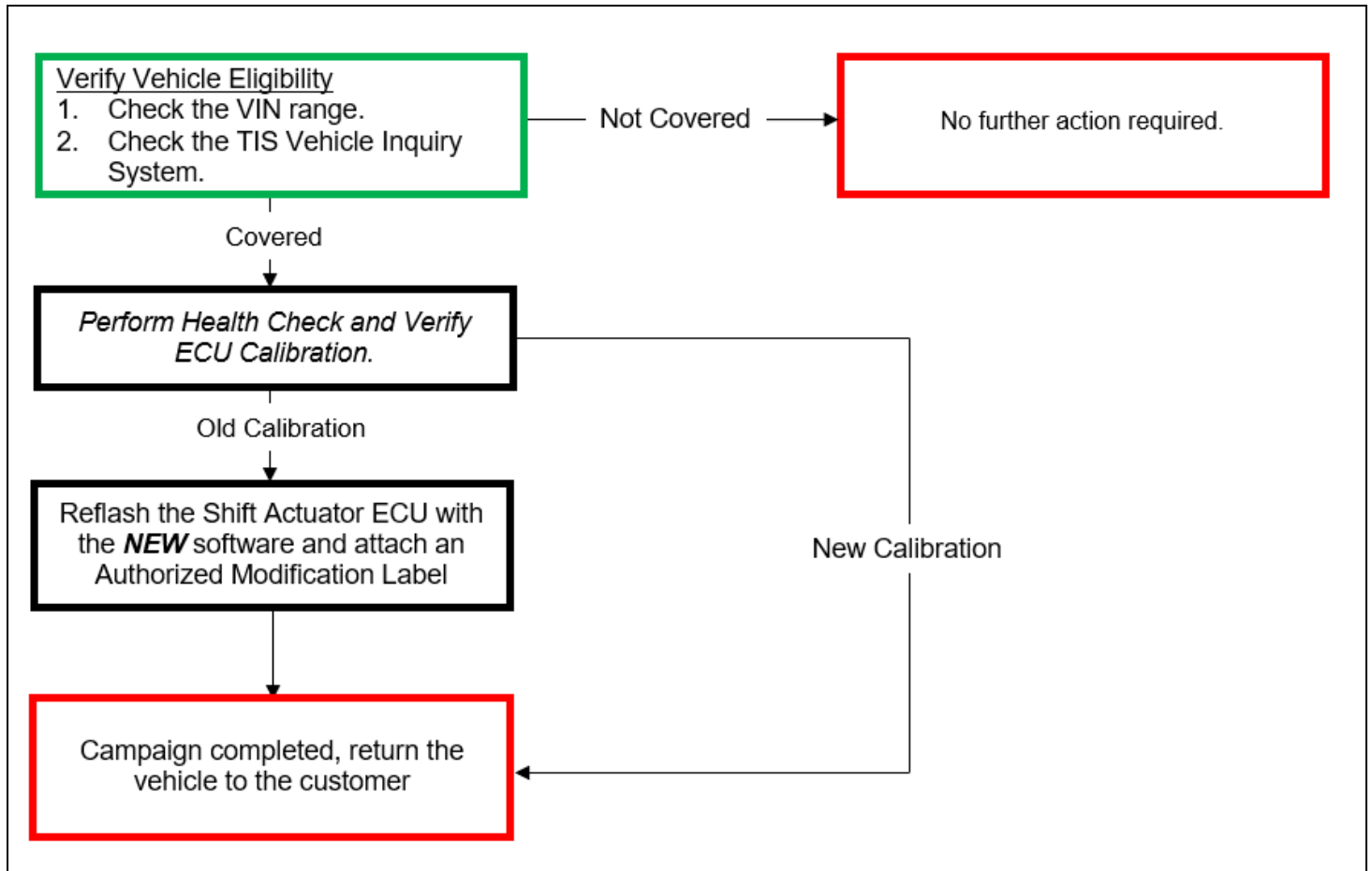
As this Special Service Campaign includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.*** Booklets can be ordered from the MDC (material number 00410-92007).

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by early June 2023. If the vehicle owner's warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

Vehicle Emission Recall – Proof of Correction				
License Number	Make	Year Model	Body Type	Vehicle Identification Number
Manufacturer		Recall Number		
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.				
Dealer's Name		Address, City, State and Zip		
Date	Dealership's Authorized Signature			
Return this certificate to DMV only when required – otherwise retain for your records. 02/20 0000-0000				

## Warranty Reimbursement Procedures

### Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
22LC03	Update the software in the Gear Shift Actuator ECU	0.6

- 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 Special Service Campaign. Additionally, a maximum of one day of rental vehicle expense (at a maximum rate of \$55.00 per day) while the vehicle is being remedied 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

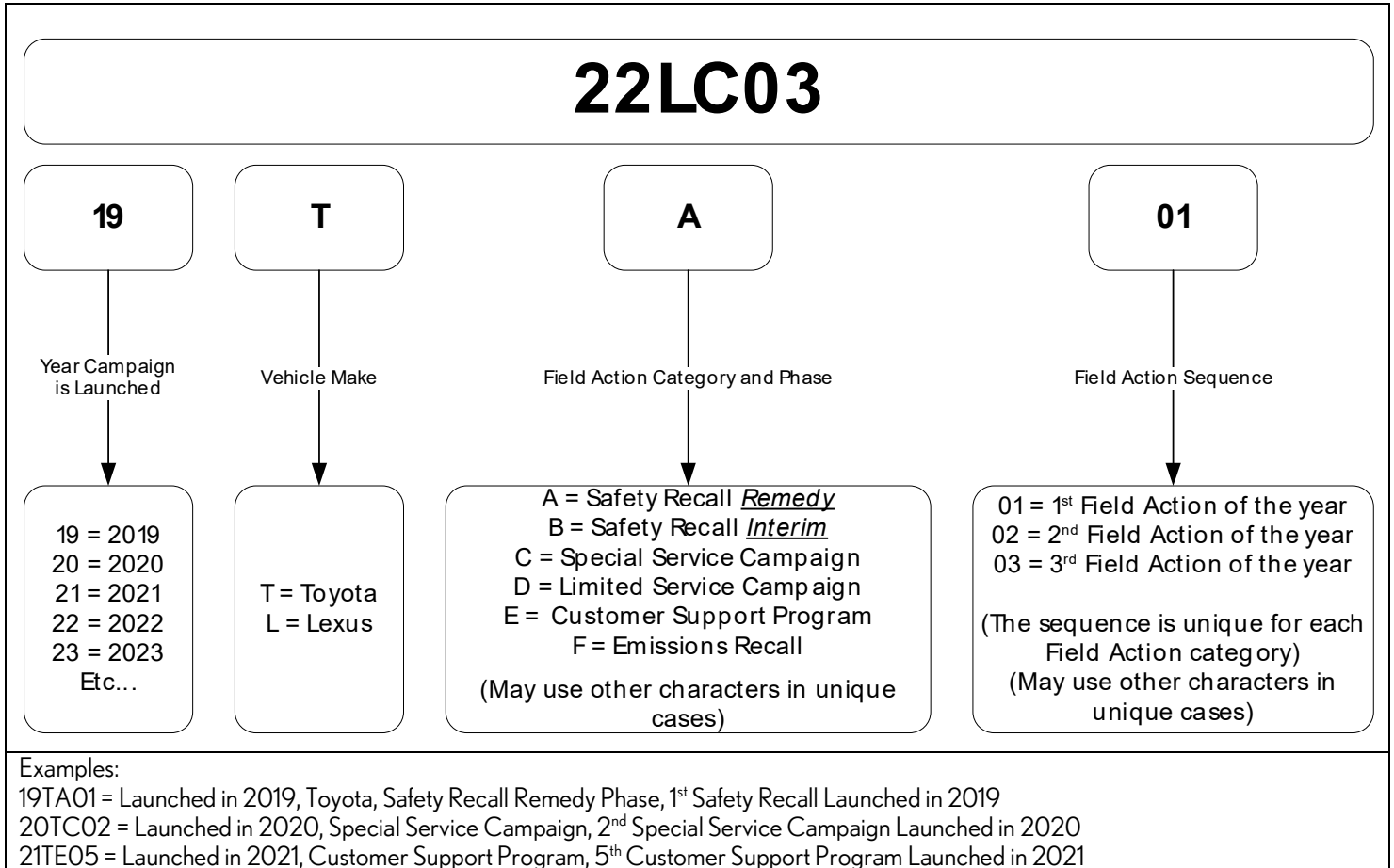
### Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Special 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.

### Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

## 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 Special Service Campaign.*

Thank you for your cooperation.

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



## SPECIAL SERVICE CAMPAIGN 22LC03 (Remedy Notice)

Certain 2022 Model Year NX 350 Vehicles  
Certain 2022 Model Year NX 250 Vehicles  
Software Update for a Gear Shift Control Unit

### Frequently Asked Questions

Original Publication Date: November 2, 2022

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

A1: In the involved vehicles, a gear shift control unit may output incorrect or missing identification codes which may result in failure at state emissions inspections (SMOG check). While these vehicles may not meet certain state emissions requirements, this issue does not have an effect on the vehicle's performance, emissions, or fuel efficiency.

**Q1a:** *What is the gear shift control unit?*

A1a: The gear shift control unit is a computer that manages the operation of the vehicle's transaxle.

**Q1b:** *Are there any symptoms of this condition?*

A1b: If the condition happens, it may cause the vehicle to fail emissions testing inspection (SMOG check) in certain states but does not have an effect on the vehicle's performance, emissions, or fuel efficiency.

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

A2: Lexus will send an owner notification starting in November 2022, advising owners to make an appointment with their authorized Lexus dealer to have the software in a gear shift control unit updated **FREE OF CHARGE**.

**NOTE (Customers who live in the state of California)**

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Special Service Campaign, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Lexus to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Lexus dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

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

A3: There are approximately 17,700 vehicles covered by this Special Service Campaign.

Model Name	Model Year	UIO	Production Period
NX 350	2022	3,600	Early April 2021 - Mid-August 2022
NX 250	2022	14,100	Late May 2021 - Early August 2022

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

A4: The service should take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

**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 1-800-255-3987 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.





Certain 2022 Model Year NX 350 Vehicles  
Certain 2022 Model Year NX 250 Vehicles  
Software Update for a Gear Shift Control Unit  
Special Service Campaign 22LC03 (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 Special 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?**

In the involved vehicles, a gear shift control unit may output incorrect or missing identification codes which may result in failure at state emissions inspections (SMOG check). While these vehicles may not meet certain state emissions requirements, this issue does not have an effect on the vehicle's performance, emissions, or fuel efficiency.

**What will Lexus do?**

Any authorized Lexus dealer will update the software in a gear shift control unit ***FREE OF CHARGE***.

**What should you do?**

Please contact your authorized Lexus dealer to make an appointment to have the software in a gear shift control unit updated ***FREE OF CHARGE***. The service should take approximately 1 hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period.

**Are there any symptoms of this condition?**

If the condition happens, it may cause the vehicle to fail emissions testing inspection (SMOG check) in certain states but does not have an effect on the vehicle's performance, emissions, or fuel efficiency.

**What if you live in California and don't have this Special Service Campaign performed?**

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this ***NO CHARGE*** Special Service Campaign the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Lexus to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Lexus dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

### 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, please visit <http://Lexus.com/contact> for options to contact the Lexus Brand Engagement Center.

If you would like to update your vehicle ownership or contact information, please visit or <https://www.toyota.com/recall/update-info-lexus>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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.