



# ◀ 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.



Original Publication Date: August 31, 2023

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

## 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

Model / Years	Production Period	Approximate Total Vehicles
2022 - 2023 Model Year NX 250	Early November 2021 - Late January 2023	9,000
2022 - 2023 Model Year NX 350	Early November 2021 - Late January 2023	29,410
2022 - 2023 Model Year NX 350h	Early November 2021 - Late January 2023	16,710
2022 - 2023 Model Year NX 450h+	Mid November 2021 - Late December 2022	3,970

### 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.

### Remedy

Lexus dealers will update the software in the forward recognition camera **FREE OF CHARGE**.

### Covered Vehicles

There are approximately 59,100 vehicles covered by this Special Service Campaign. Approximately 680 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

### Owner Letter Mailing Date

Lexus will begin to notify owners in late August 2023. 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 (In-Stock Vehicles)**

To ensure guest satisfaction, Lexus requests that dealers complete this Special Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Special Service Campaign prior to guest 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 guest that the vehicle is involved in a Special Service Campaign.

Lexus expects dealers to use the attached Guest 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@toyota.com](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form 23LC01" and include the VIN.

### **Lexus Certified Used Vehicle (LCUV)**

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.

## 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 [4.17](#), "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 Joshua Burns (469) 292-6449 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 completed all of the following courses:

- LIC206A - Electrical Repair 1

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 that have completed the above courses 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

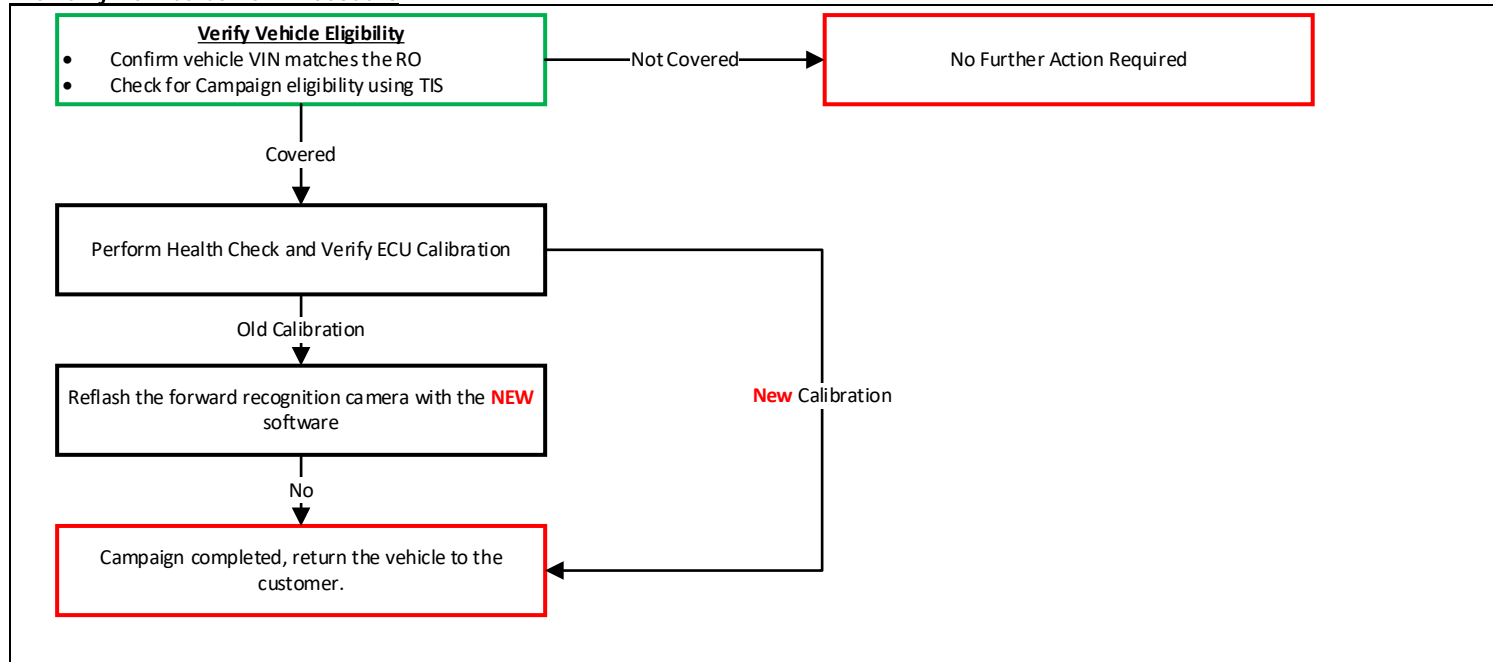
Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

### 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 guest delivery.

## Warranty Reimbursement Procedures

### Warranty Reimbursement Procedure



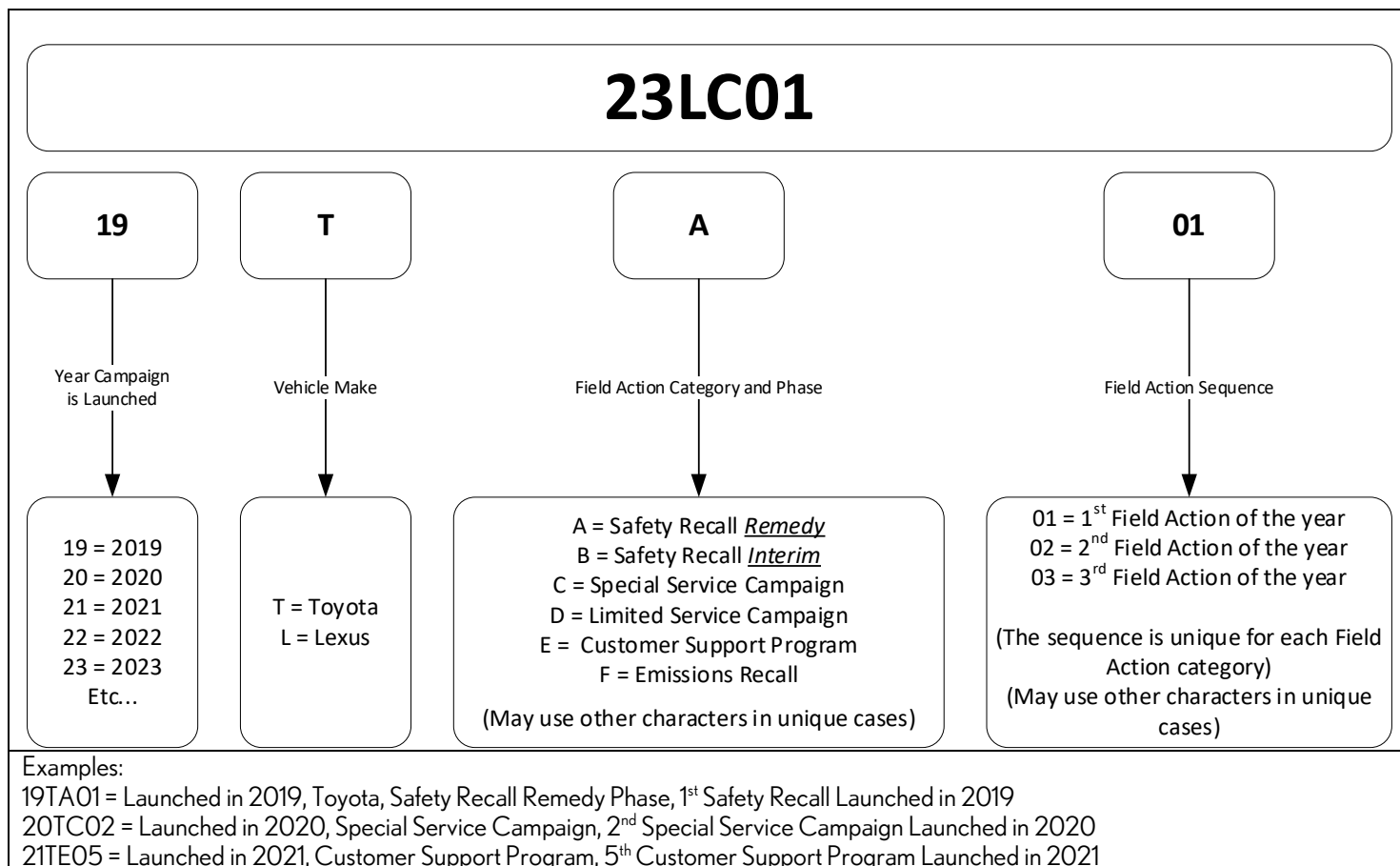
Op Code	Description	Flat Rate Hours
23LC01R1	LSS+ Software Update NX (Conventional)	0.9
23LC01R2	LSS+ Software Update NX (HEV & PHEV)	1.0

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the rare case that the vehicle's software contains the latest calibration ID (no software update needed), use corresponding vehicle opcode [23LC01R1 or 23LC01R2].
- These are larger than normal files for this software update. More detail is included in the Technical Instructions.
- 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 \$55.00 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

### 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.

## 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 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

### Frequently Asked Questions

Original Publication Date: August 31, 2023

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

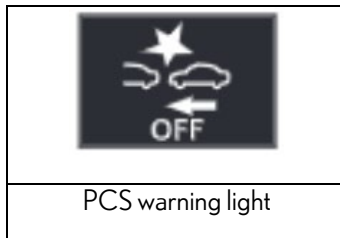
A1: The subject vehicles are equipped with Lexus Safety Sense + (LSS+) which consists of several driving assist features, including pre-collision braking, lane departure warning, and more. Due to inappropriate programming of the software within the forward recognition camera, there is a possibility that under certain conditions, LSS+ functions could become inoperative for approximately 4 seconds before rebooting and becoming operational again.

**Q1a:** *What is the function of the forward recognition camera?*

A1a: *It recognizes objects in front of the camera and has an electronic device which has a program for LSS+ function including PCS.*

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

A1c: Yes, If the condition has occurred, the PCS warning light is illuminated on the combination meter. After the reboot is complete, the PCS warning light will turn off.



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

A2: Any authorized Lexus dealer will update the software in the forward recognition camera **FREE OF CHARGE**.

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

A3: There are approximately 59,100 vehicles covered by this Special Service Campaign.

Model Name	Model Year	Production Period	UIO
NX250	2022 - 2023	Early November 2021 - Late January 2023	9,000
NX350	2022 - 2023	Early November 2021 - Late January 2023	29,410
NX350H	2022 - 2023	Early November 2021 - Late January 2023	16,710
NX450H	2022 - 2023	Mid November 2021 - Late December 2022	3,970

**Q3a:** *Are there any other Toyota/Lexus vehicles covered by this Special Service Campaign in the U.S.?*

A3a: Yes, there are certain Toyota bZ4X and Corolla Models vehicles are covered by this Special Service Campaign.

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

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

**Q5:** *What if I previously paid for repairs related to this Special Service Campaign?*

A5: Reimbursement consideration instructions will be provided in the owner letter.

**Q6:** *How does Lexus obtain my mailing information?*

A6: 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.

**Q7:** *What if I have additional questions or concerns?*

A7: If you have additional questions or concerns, 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.





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  
Special Service Campaign 23LC01 (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?

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.

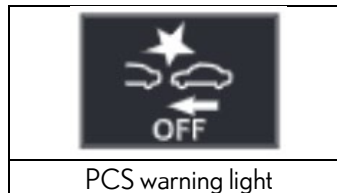
#### What will Lexus do?

Any authorized Lexus dealer will update the software in the forward recognition camera **FREE OF CHARGE**.

#### What should you do?

Please contact your authorized Lexus dealer to make an appointment to have the software update performed. The repair takes approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

If you observe the PCS warning light turning on in the combination meter, then turning off after about 4 seconds, you may be experiencing the condition. Please bring your vehicle to your dealer for further diagnosis and to have the remedy performed.



#### 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 <https://drivers.lexus.com/lexusdrivers>. 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.