



# ◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
10/25/2023	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: May 25, 2023

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

## LIMITED SERVICE CAMPAIGN 23LD03 *Remedy Notice*

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

Model / Years	Production Period	Approximate Total Vehicles
2023 Model Year RX350	Early November 2022 - Late November 2022	49
2023 Model Year RX350H	Mid November 2022	1
2023 Model Year RX500H	Early November 2022- Mid November 2022	10

### 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.

### Remedy

Lexus dealers will replace the DCM with a new one **FREE OF CHARGE**.

***This Limited Service Campaign will be available until March 31, 2023, and is only available at an authorized Lexus dealer.***

### Covered Vehicles

There are approximately 60 vehicles covered by this Limited Service Campaign. There are no vehicles involved in this Limited Service Campaign distributed to Puerto Rico.

### Owner Letter Mailing Date

Lexus will begin to notify owners in late May 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 Limited 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 Limited Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Limited 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 Limited 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@Lexus.com](mailto:quality_compliance@Lexus.com). In the subject line of the email state "Disclosure Form 23LD03" and include the VIN.

**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.

### Lexus Certified Used Vehicle

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.

## Customer 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 Limited 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 800-255-3987 - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

### Salvage Title Vehicles

Every attempt should be made to complete an open Limited Service Campaign when circumstances permit, unless noted otherwise in the LSC 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.

### Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information. Dealers can identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

*All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program.* Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Part Number	Description	Quantity
86741-0E110	Transceiver, Telematics	1

### **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 have currently completed 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 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.

*This Limited Service Campaign will be available until March 31, 2023, and is only available at an authorized Lexus dealer.*

### **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.

### **Parts Recovery Procedures**

All parts replaced as part of this Limited Service Campaign must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

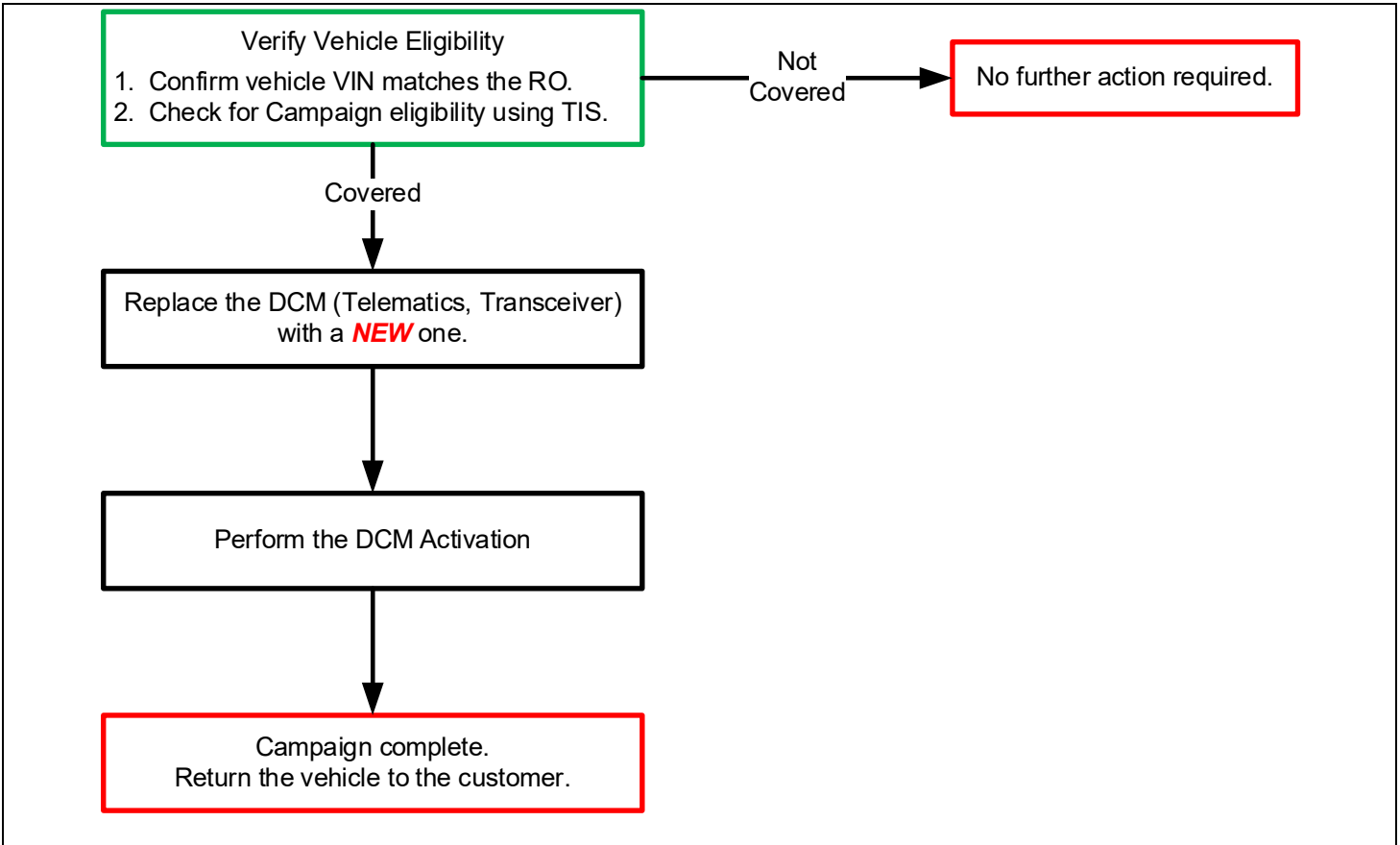
To help minimize dealer storage challenges, Lexus recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Lexus.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

## Warranty Reimbursement Procedures

### Warranty Reimbursement Procedure



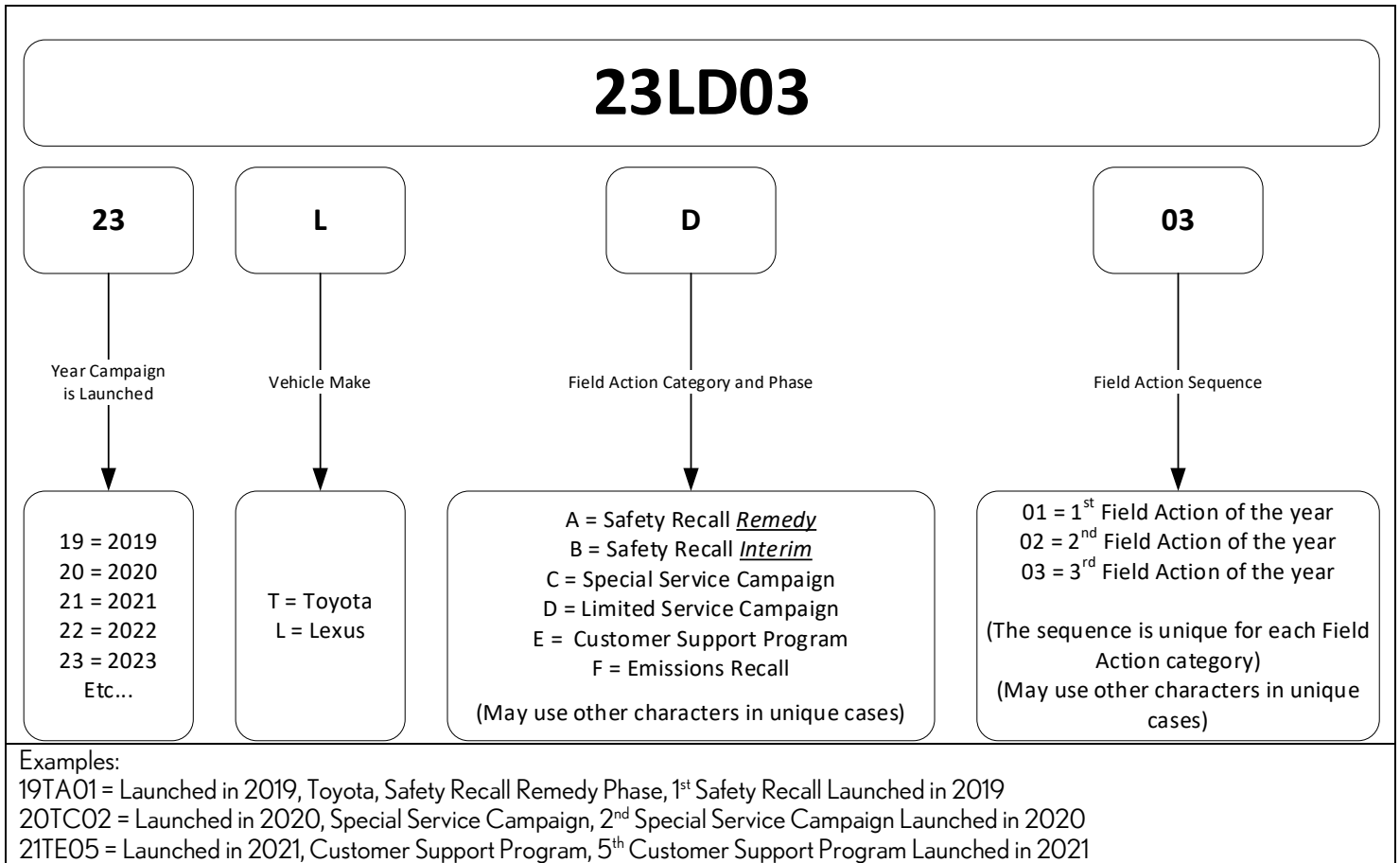
Op Code	Description	Flat Rate Hours
23LD03R1	Replace DCM + Perform DCM Activation	1.6

- 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 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.
- ***This Limited Service Campaign expires on March 31, 2033.***

### Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Limited 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 Limited Service Campaign.*

Thank you for your cooperation.  
 LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.



## LIMITED SERVICE CAMPAIGN 23LD03 *Remedy Notice*

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

[Frequently Asked Questions](#)

Original Publication Date: May 25, 2023

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

A1: 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.

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

A2: Lexus dealers will replace the DCM with a new one **FREE OF CHARGE**.

**Q2a:** *How long will this Limited Service Campaign be available?*

A2a: This Limited Service Campaign will be offered **FREE OF CHARGE** until **March 31, 2023**

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

A3: There are approximately 60 vehicles covered by this Limited Service Campaign.

Model Name	Model Year	Production Period
RX350	2023 Model Year	Early November 2022 - Late November 2022
RX350H	2023 Model Year	Mid November 2022
RX500H	2023 Model Year	Early November 2022- Mid November 2022

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

A4: The repair takes approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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



Certain 2023 Model Year RX 350  
Certain 2023 Model Year RX 350H  
Certain 2023 Model Year RX500H  
DCM Replacement  
Limited Service Campaign 23LD03 (Remedy Notice)

[VIN]

Dear Lexus Customer:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Lexus is announcing a Limited 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 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.

**What will Lexus do?**

Any authorized Lexus dealer will replace the DCM with a new one **FREE OF CHARGE**.

**What should you do?**

Before you are inconvenienced by this condition, any authorized Lexus dealer will replace the DCM with a new one **FREE OF CHARGE** to you.

Please contact your authorized Lexus dealer to make an appointment to have the DCM replaced. **The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience.** The remedy will take approximately **2 hours**. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

***This Program will be offered until 03/31/2033, and will only be available at an authorized Lexus dealer.***

**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>.

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.