



◀ **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.



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

Original Publication Date: March 30, 2023

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

LIMITED SERVICE CAMPAIGN 23LD01 Remedy Notice

Certain 2021 Model Year RX350 Tow
Converter Not Installed

Model / Years	Production Period	Approximate Total Vehicles
2021 Model Year RX350	Early October 2020 - Late November 2020	460

Campaign Description

The involved vehicles equipped with the Tow Prep Package did not have the Tow Converter installed.

Remedy

Any Authorized Lexus dealer will install the Tow Converter FREE OF CHARGE.

This Limited Service Campaign will be available until November 30, 2025 and is only available at an authorized Lexus dealer.

Covered Vehicles

There are approximately 460 vehicles covered by this Limited Service Campaign. No vehicles covered by this Limited Service Campaign were distributed to Puerto Rico.

Owner Letter Mailing Date

Lexus will begin to notify owners in late June 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.

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.

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

Head Unit Notifications

Head unit notifications are electronic messages that are displayed in the vehicle's audio system screen. Guests who receive head unit notification regarding this Limited Service Campaign are requested to schedule an appointment with their authorized dealer to have this Limited Service Campaign completed.

When these messages are received by the vehicle's Data Communication Module, the head unit will display a pop-up prompt stating that the vehicle has a new Limited Service Campaign. The prompt will contain options to 'Remind Me' or to 'View' the message. If a guest chooses 'Remind Me', the guest can then choose to be reminded again on next trip, in 7 days, or in 30 days. If a guest views and then closes the message, the message will be available in the Notification App if the guest chooses to review it again. If the vehicle's completion status remains incomplete for a period of 90 days from the message being viewed, the head unit may display a renotification pop-up prompt as an additional reminder to the guest to have this Limited Service Campaign completed.

The message will completely clear from the vehicle once the following conditions are met: The Limited Service Campaign is completed, the dealer has filed a claim, and the claim is approved by Lexus. Then the message will be cleared at the next clearing cycle, which currently happens daily.

Owners who receive a head unit notification after having this Limited Service Campaign completed can be advised to ignore the message. Owners with additional concerns can be directed to 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 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 - Non SET and GST 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 [2011087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Part Number	Description	Quantity
PT725-48160	Hitch Converter Kit	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 currently have 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 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 November 30, 2025, and is only available at an authorized Lexus dealer.

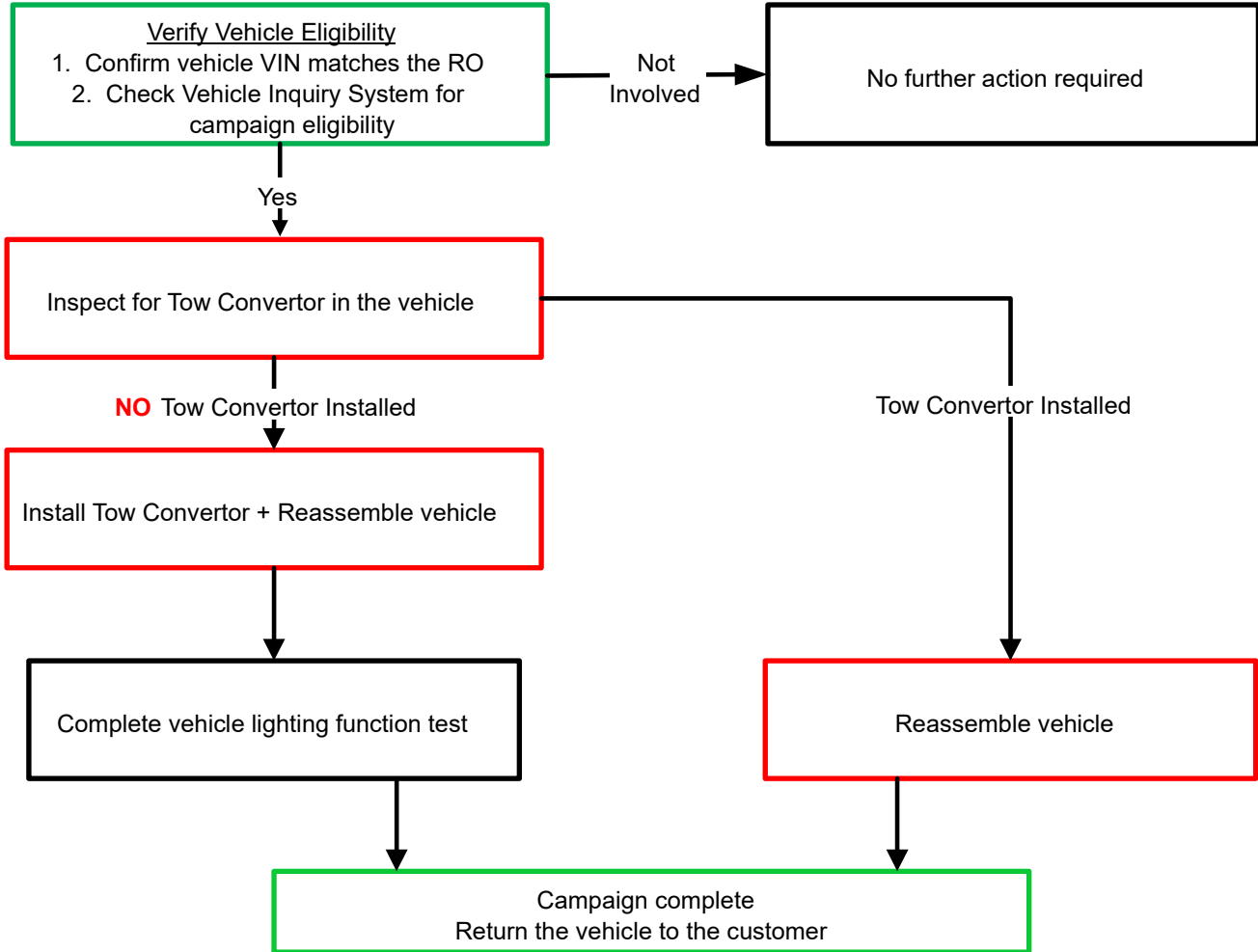
Repair Quality Confirmation

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.

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

Warranty Reimbursement Procedures

NOTE: The flow chart below is for reference only. DO NOT use it in place of the full technical instructions. Follow ALL steps as outlined in the full technical instructions to confirm the campaign is completed correctly.



Op Code	Description	Flat Rate Hours
23LD01R1	Install Tow Converter	0.4

- 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

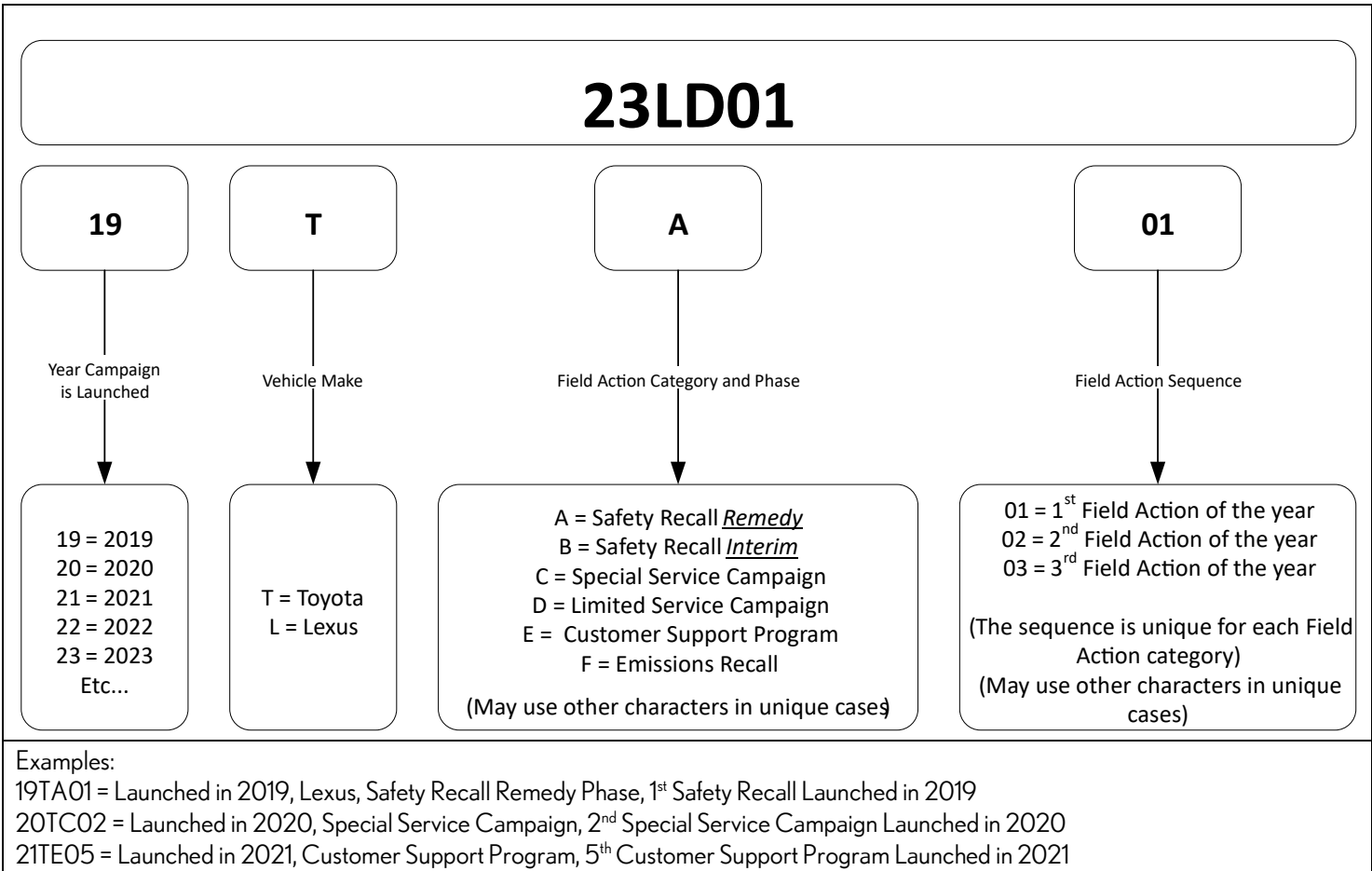
Claim Filing Accuracy and Correction Requests

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.

Guest 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 Limited Service Campaign.

Thank you for your cooperation.

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



LIMITED SERVICE CAMPAIGN 23LD01 (*Remedy Notice*)

Certain 2021 Model Year RX350
Tow Converter Not Installed

Frequently Asked Questions

Original Publication Date: March 30, 2023

Q1: *What is the purpose of this campaign?*

A1: The involved vehicles equipped with the Tow Prep Package did not have the Tow Converter installed. The Tow Converter is a convenient way to connect trailer lights to the vehicle's lighting system.

Q1a: *What happens if the Tow Converter is not installed?*

A1a: Another method, not recommended by Lexus, will have to be used to connect trailer lights to your vehicle. The converter makes this connection more convenient.

Q2: *What is Lexus going to do?*

A2: Guests of the vehicles covered by this Limited Service Campaign will receive an owner notification letter via first class mail starting in late April 2023. Any authorized Lexus dealer will install the Tow Converter on your vehicle **FREE OF CHARGE**.

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

A3: There are approximately 460 vehicles covered by this Limited Service Campaign.

Model Name	Model Year	Production Period
RX350	2021	Early October 2020 – Late November 2020

Q4: *How Long will this Limited Service Campaign be available?*

A4: This Limited Service Campaign will be available until November 30, 2025.

Q5: *How long will the Tow Converter installation take?*

A5: The Tow Converter installation will take approximately 45 minutes.. However, it may be necessary for you to make the vehicle available for a longer period of time depending upon the dealer's work schedule.

Q6: *What if I previously paid for installation of the Tow Converter?*

A6: Reimbursement consideration instructions will be provided in the owner letter.

Q7: *How does Lexus obtain my mailing information?*

A7: Lexus uses an industry provider that works with each state's Department of Motor Vehicles (DMV) to receive registration or title information based upon the DMV records. Please ensure your registration or title information is correct.

Q8: *What if an owner has additional questions or concerns?*

A8: Owners with questions or concerns are asked to please contact the Lexus Guest Experience 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.



2021 Model Year RX350
Tow Converter Not Installed
Limited Service Campaign 23LD01 (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 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 purpose of this campaign?

The involved vehicles equipped with the Tow Prep Package did not have the Tow Converter installed. The Tow Converter is a convenient way to connect trailer lights to the vehicle's lighting system. Without the converter, another method, not recommended by Lexus, will have to be used to connect trailer lights to your vehicle. The converter makes this connection more convenient.

What will Lexus do?

Any authorized Lexus dealer will inspect the vehicle and, if not present, the dealer will install the Tow Converter *FREE OF CHARGE* to you.

What should you do?

Please contact your authorized Lexus dealer to make an appointment for inspection, and if necessary, tow converter installation. **The remedy will require parts installation. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience.**

The installation of the tow converter will take approximately 45 minutes. 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 November 30, 2025 and is only available at an authorized Lexus dealer.

What if you have previously paid for the installation of a Tow Converter?

If you have previously paid for tow converter installation prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of the installation details (for example: a repair order), proof-of-payment, and ownership information to Lexus' online, self-service portal. Log-in to your Lexus Drivers account at <https://drivers.lexus.com/lexusdrivers/>, click on the "Service" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail this information for reimbursement consideration, please use the address below:

Lexus
A Division of Toyota Motor North America, Inc.
PO Box 259001 - SSC/CSP
Mail Drop E3-2D
Plano, TX 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

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.
- 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.