



INTEROFFICE MEMORANDUM

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To: All Lexus Area General Managers
From: Gary Ross
Vice-President, Product Quality and Service Support

SECOND KEY DELIVERY PROGRAM 23LJ01

Multiple Models and Model Years
Second Key Delivery Program

| Model / Years | Production Period | Approximate Total Vehicles |
|----------------------|--|----------------------------|
| 2023 GX | Early November 2022 - Early January 2023 | 5,230 |
| 2023 IS | Early November 2022 - Early January 2023 | 4,180 |
| 2023 LC | Late October 2022 - Late December 2022 | 360 |
| 2023 LS | Late October 2022 - Early January 2023 | 300 |
| 2023 UX | Late October 2022 - Mid January 2023 | 2,750 |
| 2023 ES | Mid-October 2022 - Early January 2023 | 8,050 |
| 2023 LX | Early November 2022 - Late July 2023 | 4,550 |
| 2023 NX (CBU) | Early November 2022 - Late July 2023 | 13,250 |
| 2023 RX (CBU) | Mid November 2022 - Late July 2023 | 7,900 |
| 2022 - 2023 NX (NAP) | Mid-October 2022 - Late July 2023 | 36,250 |
| 2023 RX (NAP) | Mid-October 2022 - Late July 2023 | 62,000 |
| 2023 RZ | Mid-January 2023 - Late July 2023 | 3,050 |

Specific information for Area support is provided below.

Condition

The supply of Smart Keys available for Lexus vehicles has been temporarily limited to one (1) on select models since October 2022 due to global semiconductor shortages impacting certain microchips. Affected vehicles have been delivered with only one Smart Key and a second mechanical key.

Dealer Notification

The attached dealer letter will be sent to all Lexus dealers on November 21, 2023 notifying dealers that the remedy for phase 3 vehicles has launched.

Important Information for Areas

Note that a nominal price of \$0.01 has been set for the second key given that the guest already paid for the value of the second Smart Key when they purchased their vehicle. Dealers are being reimbursed 0.4 labor hours for the delivery of the second key which includes administrative aspects of delivering the second key such as ordering and storing parts. Dealers are encouraged to determine appropriate accounting methods for their individual business for each department of the dealership considering this reimbursement plan.