



INTEROFFICE MEMORANDUM

Original Publication Date: December 20, 2023

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 - 2024 LX	Early November 2022 - Late October 2023	7,000
2023 - 2024 NX (CBU)	Early November 2022 - Late October 2023	26,900
2023 - 2024 RX (CBU)	Mid November 2022 - Late October 2023	12,500
2022 - 2024 NX (NAP)	Mid-October 2022 - Late October 2023	51,800
2023 - 2024 RX (NAP)	Mid-October 2022 - Late October 2023	96,900
2023 - 2024 RZ	Mid-January 2023 - Late October 2023	5,400

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 December 21, 2023 notifying dealers that the remedy for phase 5 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.