



LIMITED SERVICE CAMPAIGN 25LD01

Certain 2022- 2025 Model Year NX350h
 Certain 2022- 2025 Model Year NX450h+
 Certain 2023- 2024 Model Year RX350h
 Certain 2024 Model Year RX450h+
 Rear Traction Motor Cable Corrosion

Model / Years	Production Period	Approximate Total Vehicles
2022 - 2025 NX350h	Early April 2021 - Mid April 2024	43,270
2022 - 2025 NX450h+	Early April 2021 - Early May 2024	12,390
2023 - 2024 RX350h	Late April 2023 - Early December 2024	22,800
2024 RX450h+	Mid-April 2022 - Early April 2024	26,000

Condition

The subject vehicles are equipped with a rear motor unit and an HV Floor Under Wire that provide high voltage to operate the motor. Mud, water, or road salt could potentially enter the HV Floor Underwire connector housing and could cause corrosion over time. Excessive corrosion could cause AM Radio Static during certain driving cycles, or the vehicle may not start.

Remedy

Any authorized Lexus dealer will apply a wire harness protector seal to the HV Floor Under Wire connector at *NO CHARGE* to the vehicle owner.

NOTE: LSC 25LD01 is required to maintain the 10 years/ unlimited miles under CSP 23LE05. If LSC 25LD01 is not performed before the expiration date, the vehicle coverage under 23LE05 will revert to 8 years from the date of first use or 100,000 miles (whichever comes first) for eligible vehicles.

This Limited-Service Campaign will be available until September 30, 2028, and is only available at an authorized Lexus dealer.

<u>Expiration Date</u> September 30, 2028
<u>Tech Requirements</u> LIC209A - EPV Repair or MCR225A (Electrified Powertrain Safety and Power Down) Completion
<u>Inspection/Repair Time</u> Inspection: 0.5 Repair: 1.0 - 2.0
<u>Parts Control at Launch</u> DDO-MAX
<u>Parts Replacement Rate</u> 99%
<u>Owner Notification Date</u> Early October
<u>Salvaged Title Eligible</u> No

Owner Notification

Mail
Lexus will begin to notify owners in early October 2025. A sample of the owner’s notification letter has been included for your reference.

Lexus App
Vehicles involved in this Limited-Service Campaign will be visible in the Lexus App at time of announcement.

Guest Contacts

Guests may contact your dealership with questions regarding the Limited-Service Campaign. Please welcome them to your dealership and answer any questions that they may have. A FAQ is provided to ensure a consistent message is communicated.

Guest 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.

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 at pressroom.lexus.com.

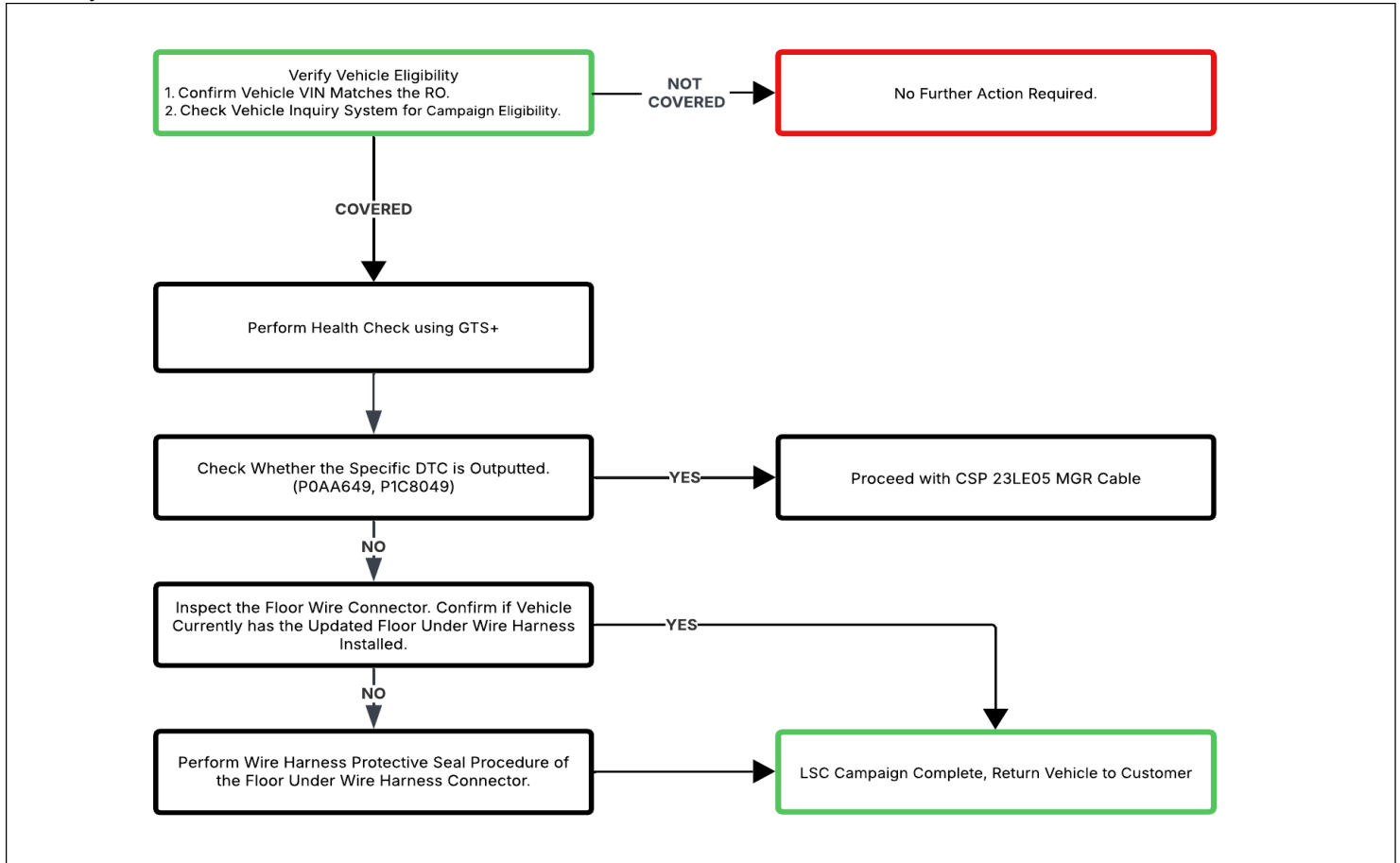


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Service Department

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
25LD01R1	<i>Inspection Only</i> Vehicle has an updated Floor Underwire Harness	0.3
25LD01R2	<i>NX350h</i> Inspection + HV Floor Under Wire Connector Protector Seal Installation	1.5
25LD01R3	<i>NX450h</i> Inspection + HV Floor Under Wire Connector Protector Seal Installation	1.6
25LD01R4	<i>RX350h</i> Inspection + HV Floor Under Wire Connector Protector Seal Installation	1.6
25LD01R5	<i>RX450h+</i> Inspection + HV Floor Under Wire Connector Protector Seal Installation	1.8

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Sublet ZZ can be used to cover up to \$2.00 for Brass Brush and Isopropyl Wipes that are used for this campaign repair.
- **When filing the repair claim, part number 00295-00103-03 should be used for claim filing for 1/3 of FIPG tube.** Part number: 00295-00103 is only for parts ordering and will not be accepted on the claim.

- Lexus' usual guest care amenities of car wash and fuel fill-up apply to this Limited-Service Campaign. Additionally, a maximum of one day of rental vehicle expense (at a maximum rate of \$55.00 per day) while the vehicle is being remedied or the cost of pick-up and redelivery of the guest's vehicle may be claimed if required and subject to the guidelines published in the Limited-Service Campaign General Procedures document on TIS.
- *This Limited-Service Campaign expires on September 30, 2028.*

Salvage Title Vehicles

Vehicles branded as salvage, total loss, true mileage unknown, or similar title are NOT ELIGIBLE for coverage under this LSC.

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.

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 hold at least one of the following certification level or courses.

- LIC209A Electrified Powertrain Vehicle Repair
or
- MCR225A (Electrified Powertrain Safety and Power Down)

Parts Department

Parts Information

At the time of launch, parts for this campaign can be ordered in DDO-Max. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information as part controls can be adjusted throughout the life of the campaign.

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.

Part Number	Description	Quantity
04004-0714A	PROTECTOR, WIRE HARNESS	1
04004-7410R	REPAIR KIT, WIRE HARNESS*	1
00295-00103	SEAL PACKING 103 (FIG)	1 tube 3 repairs per tube

Sales Department

- Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily <https://dealer.lexus.com/dashboard/vehicles/overview>. The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

[Policy for New Vehicles, L-Certified, Pre-Owned Vehicles and LCCS](#)

Frequently Asked Questions

Q1: *What is the condition?*

A1: The subject vehicles are equipped with a rear motor unit and the HV Floor Under Wire that provide high voltage to operate the motor. Potentially mud, water, and/or road salt could enter the HV Floor Under wire connector housing and could cause corrosion over time.

Q1a: *What is the cause of this condition?*

A1a: Mud, water, and/or road salt enters the HV Floor Under wire connector housing and freezes and corrodes causing an expansion or cracks to develop in the HV Floor Under wire connector housing

Q2: *What is Lexus going to do?*

A2: Lexus will send the owner's notification by first class mail, advising owners to make an appointment with their authorized Lexus dealer to apply a wire harness protector seal to the HV Floor Under Wire connector *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 September 30, 2028.

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

A3: There are approximately 81,000 vehicles covered by this Limited-Service Campaign.

Model Name	Model Year	Production Period
NX350h	2022 - 2025	Early April 2021 - Mid April 2024
NX450h+	2022 - 2025	Early April 2021 - Early May 2024
RX350h	2022 - 2024	Late April 2023 - Early December 2024
RX450h+	2024	Mid-April 2022 - Early April 2024

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

A3a: Yes, Certain 2019 - 2024 RAV4 HVAWD, Certain 2021 - 2024 RAV4 Prime, Certain 2020 - 2024 Highlander HV AWD, Certain 2021 - 2024 Venza HV, Certain 2023 -2024 Crown.

Q4: *How long will the repair take?*

A4: The repair takes approximately 1-2 hrs. depending on the vehicle model. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

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

Policies And 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 Special Service Campaign.

Lexus expects dealers to visit <https://lexus-recall-disclosure.imagespm.info/> and complete a Guest Contact and Vehicle Disclosure Form. 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

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 <https://dealer.lexus.com/dashboard/vehicles/overview>. 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.

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.

Parts Recovery Procedures

All parts replaced as part of this Safety Recall must be turned over to the parts department until the 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.

Guest Reimbursement

Reimbursement consideration instructions will be included in the owner's letter.