



◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
09/18/2025	Lexus has added 2024 NX350h, 2023-2024 NX450h, 2023-2024 RX350h, and 2024 RX450h+. Lexus has expanded coverage to 10 year/unlimited mile coverage with completion of Campaign - LSC 25LD01.
09/19/2024	Vehicles exhibiting AM radio static condition covered under this CSP may now be repaired.

*The most recent update in the attached Dealer Letter will be highlighted with a **red box**.*

Please review this notification with your staff to ensure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



CUSTOMER SUPPORT PROGRAM 23LE05

Certain 2022- 2024 Model Year NX350h
Certain 2022- 2024 Model Year NX450h+
Certain 2023- 2024 Model Year RX350h
Certain 2024 Model Year RX450h+
Coverage for High Voltage Floor Under Wire Harness and Rear Traction Motor Cable Corrosion

Model / Years	Production Period	Approximate Total Vehicles
2022 - 2024 NX350h	Early April 2021 - Mid April 2024	43,270
2022 - 2024 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

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing an expanded Customer Support Program to provide coverage for the HV Floor Under Wire Harness and the Rear Traction Motor Cable on certain 2022-2024 Model Year NX350h, certain 2022- 2024 NX450h+, certain 2023-2024 RX350h, and 2024 Model Year RX450H+ vehicles.

Background

Although the HV Floor Under Wire Harness and Rear Traction Motor Cable is covered by Lexus New Vehicle Limited Warranty for 4 years or 50,000 miles (whichever comes first), we at Lexus care about the guests' ownership experience. Lexus is providing extended coverage under this Customer Support Program for repairs related to excessive corrosion to the wire harness connections at the Rear Motor Generator. Excessive corrosion can cause AM Radio Static during certain drive cycles, or the vehicle may not start.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement

<u>Tech Requirements</u> LIC209A - EPV Repair
<u>Repair Time</u> Repair: 5.5 hrs. - 9.0 hrs.
<u>Parts Control at Launch</u> MAC D
<u>Owner Notification Date</u> Early October
<u>Salvaged Title Eligible</u> No

Customer Support Program Details

This Customer Support Program provides coverage as it applies to HV Floor Under Wire Harness and Rear Traction Motor Generator Cable on certain 2022 -2024 Model Year NX350h, 2022-2024 NX450h+, 2023-2024 RX350h, and 2024 RX450h+ vehicles. The specific condition covered by this program is excessive corrosion at the connector of the HV Floor Under Wire Harness and Rear Traction Motor Cable. If the condition is verified by Lexus inspection criteria, the vehicle will be repaired or have the affected wire harness/cable replaced under the terms of this Customer Support Program.

- This coverage has been expanded from 8 years from the date of first use or 100,00 miles (whichever comes first) to 10 years/ unlimited miles.
- To maintain the expanded 10 years/ unlimited mile coverage the vehicle must have LSC 25LD01 completed by September 30, 2028. Vehicles that have not had LSC 25LD01 will revert to 8 years from the date of first use or 100,000 (whichever comes first) when LSC 25LD01 expires.

Owner Notification

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

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 the Lexus Newsroom <https://pressroom.lexus.com/>



Customer Support Program Contents

Service Department3

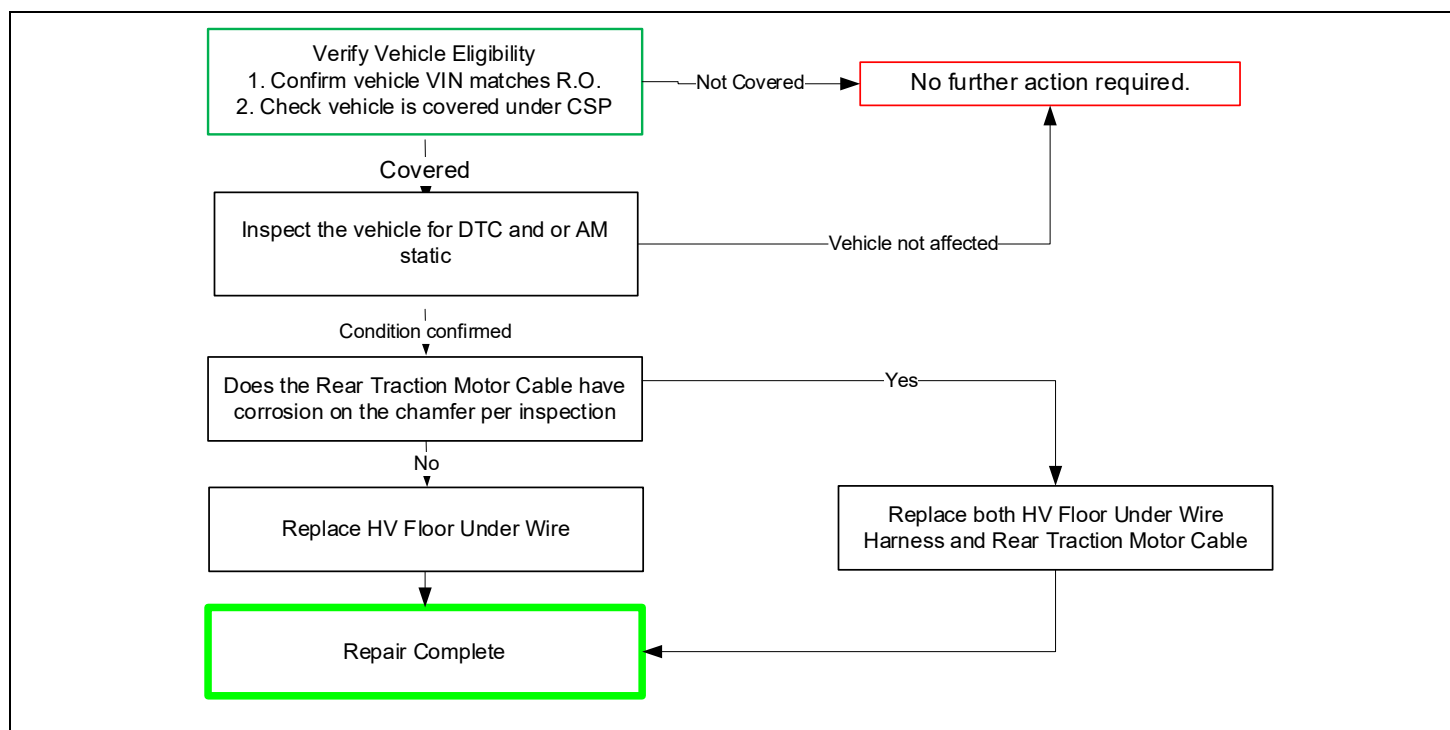
Parts Department.....4

Frequently Asked Questions.....6

Policies And Procedures8

Service Department

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
23LE05R1	Replace NX350H Floor Under Wire Harness	4.5
23LE05R2	Replace NX350H Floor Under Wire and Rear Traction Motor Cable	6.8
23LE05R3	Replace NX350H w/ PVM (Panoramic View Monitor) Floor Under Wire Harness	6.0
23LE05R4	Replace NX350H w/ PVM (Panoramic View Monitor) Floor Under Wire and Rear Traction Motor Cable	8.3
23LE05R5	Replace NX450H+ Floor Under Wire Harness	8.8
23LE05R6	Replace NX450H+ Floor Under Wire and Rear Traction Motor Cable	11.3
23LE05R7	Replace NX450H+ w/ PVM (Panoramic View Monitor) Floor Under Wire Harness	10.3
23LE05R8	Replace NX450H+ w/ PVM (Panoramic View Monitor) Floor Under Wire and Rear Traction Motor Cable	12.8
23LE05R9	Replace RX350h Floor Under Wire Harness	5.1
23LE05R10	Replace RX350h Floor Under Wire and Rear Traction Motor Cable	5.8
23LE05R11	Replace RX450h+ Floor Under Wire Harness	7.7
23LE05R12	Replace RX450h+ Floor Under Wire and Rear Traction Motor Cable	8.4

Note: Vehicles that have cable the replacement performed under CSP 23LE05 will not require LSC 25LD01 to be completed. LSC 25LD01 will automatically be closed once CSP 23LE05 is completed.

- All claims should be filed under CSP opcode.
- A loaner vehicle or alternative transportation through Lexus Customer Convenience System (LCCS) Service Loaner Program can be claimed up to a maximum of 1 day at a maximum of \$55 per day as a sublet type "RT" under any of the Op Codes listed above.
 - *Rentals that exceed the maximum number of allowable days will require DSPM authorization.*
 - *Rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.*
 - This loaner vehicle or alternative transportation is intended for use while the guest's vehicle is down for repair.
- Towing can be claimed under any of the Op Codes listed above for a maximum of \$250 as sublet type "TW" in the event the Guest vehicle cannot be driven due to DTC.
 - *The towing invoice **MUST** be attached to all towing claims. These claims may be subject to debit if the towing invoice is not attached.*

Salvage Title Vehicles

There is no New Vehicle Limited Warranty coverage or non-emission CSP coverage for vehicles that have been branded as salvage, total loss, true mileage unknown, or similar title under any state's law. Nonetheless, every attempt should be made to complete an open emission related CSP when circumstances permit, unless noted otherwise in the CSP dealer letter.

For complete details on this policy, refer to Lexus Warranty Policy [4.15](#), "What Is Not Covered by The Lexus New Vehicle Limited Warranty".

Remedy Procedures

Refer to TIS for Technical Instructions on this CSPs diagnosis and repair. Conduct all non-complete Safety Recalls and Service Campaigns on the vehicle during the appointment.

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 levels:

LIC209A - EPV Repair

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 trained technicians available to always perform this repair.

NOTE: Claims for repairs that were performed by non-qualified technicians are subject to debit.

Guest Reimbursement

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

Parts Department

Parts Information

Parts for this campaign may either be required to be ordered in Campaign Part Order Request (CPOR) on Service Lane or placed on Manual Allocation Control (MAC) due to potentially 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.

As this is a Customer Support Program, the conditions **MUST** be verified by inspecting the vehicle. Therefore, dealers **SHOULD NOT** increase their stock of related repair parts. *Dealers are requested to only order parts for vehicles experiencing this condition. **DO NOT ORDER FOR STOCK***. As always, if a guest experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

HV Floor Under Wire Harness Repair Parts (NX350h)

NAP Production		
Part Number	Description	Qty
821H1-F6010	HV Floor Under Wire Harness	1
72693-06030	Rear Seat Cushion Hook Clips	2
90917-A6002	Gasket, Exhaust Pipe	1
17451-F0100	Gasket, Exhaust Pipe	1
90177-A0021	Nut, Lock	2
90105-A0369	Bolt, Flange	2

CBU Production		
Part Number	Description	Qty
821H1-78020	HV Floor Under Wire Harness	1
72693-12080	Rear Seat Cushion Hook Clips	2
90917-A6002	Gasket, Exhaust Pipe	1
17451-F0100	Gasket, Exhaust Pipe	1
90177-10005	Nut, Lock	2
90105-A0369	Bolt, Flange	2

HV Floor Under Wire Harness Repair Parts (RX350h)

NAP Production		
Part Number	Description	Qty
821H1-48142	HV Floor Under Wire Harness	1
72693-12080	Rear Seat Cushion Hook Clips	2
90917-06094	Gasket, Exhaust Pipe	1
17451-25040	Gasket, Exhaust Pipe	1
90177-10005	Nut, Lock	2
90105-10585	Bolt, Flange	2

Rear Traction Motor Cable Parts: Only require replacement based on inspection standards.

Part Number	Description	Qty
G1149-42010	Rear Traction Motor Cable	1
G114D-47021	Cap Motor Cable Terminal	1
91552-E1255	Bolt, W/ Washer	2
90119-14186	Bolt, W/ Washer	1

HV Floor Under Wire Harness Repair Parts (NX450h+)

Part Number	Description	Qty
821H1-78040	HV Floor Under Wire Harness	1
72693-12080	Rear Seat Cushion Hook Clips	2
90917-A6002	Gasket, Exhaust Pipe	1
17451-F0100	Gasket, Exhaust Pipe	1
17173-25020	Gasket, Exhaust Manifold to Head	1
90126-08052	Bolt, Stud (Manifold to Cylinder Head) <i>*If Needed</i>	1
90177-10005	Nut, Lock	2
90105-A369	Bolt, Flange	2
90068-14011	Ring, O, No. 3 for Liquid Tube	1
90099-14155	Ring, O, No. 9 for Discharge Tube	1

Rear Traction Motor Cable Parts: Only require replacement based on inspection standards.

Part Number	Description	Qty
G1149-42010	Rear Traction Motor Cable	1
G114D-47021	Cap Motor Cable Terminal	1
90105-A0420	Bolt, W/ Washer	2
90119-A0512	Bolt, W/ Washer	1

HV Floor Under Wire Harness Repair Parts (RX450h+)

Part Number	Description	Qty
821H1-78042	HV Floor Under Wire Harness	1
72693-12080	Rear Seat Cushion Hook Clips	2
90917-06094	Gasket, Exhaust Pipe	1
17451-25040	Gasket, Exhaust Pipe	1
90177-10005	Nut, Lock	2
90105-10585	Bolt, Flange	2

Rear Traction Motor Cable Parts: Only require replacement based on inspection standards.

Part Number	Description	Qty
G1149-42010	Rear Traction Motor Cable	1
G114D-47021	Cap Motor Cable Terminal	1
91552-E1255	Bolt, Flange	2
90119-14186	Bolt, W/ Washer	1

All Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to SPOC Bulletin [2011-20](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Frequently Asked Questions

Q1: What is the condition?

A1: The subject vehicles may exhibit excessive corrosion on the HV Floor Under Wire Harness and Rear Traction Motor Cable at the connector located at the Rear Motor Generator. Excessive corrosion can cause AM Radio Static during certain drive cycles, or, following certain warning indicators, the vehicle may not start.

Q1a: What is the HV Floor Under Wire Harness and Rear Traction Motor Cable?

A1a: The HV Floor Under Wire Harness and Rear Traction Motor Cable are high voltage electrical wires that provide electrical power to the rear wheel electric rear motor generator of NX350h, NX450h+, RX350h, and RX450h+ vehicles.

Q2: What is Lexus going to do?

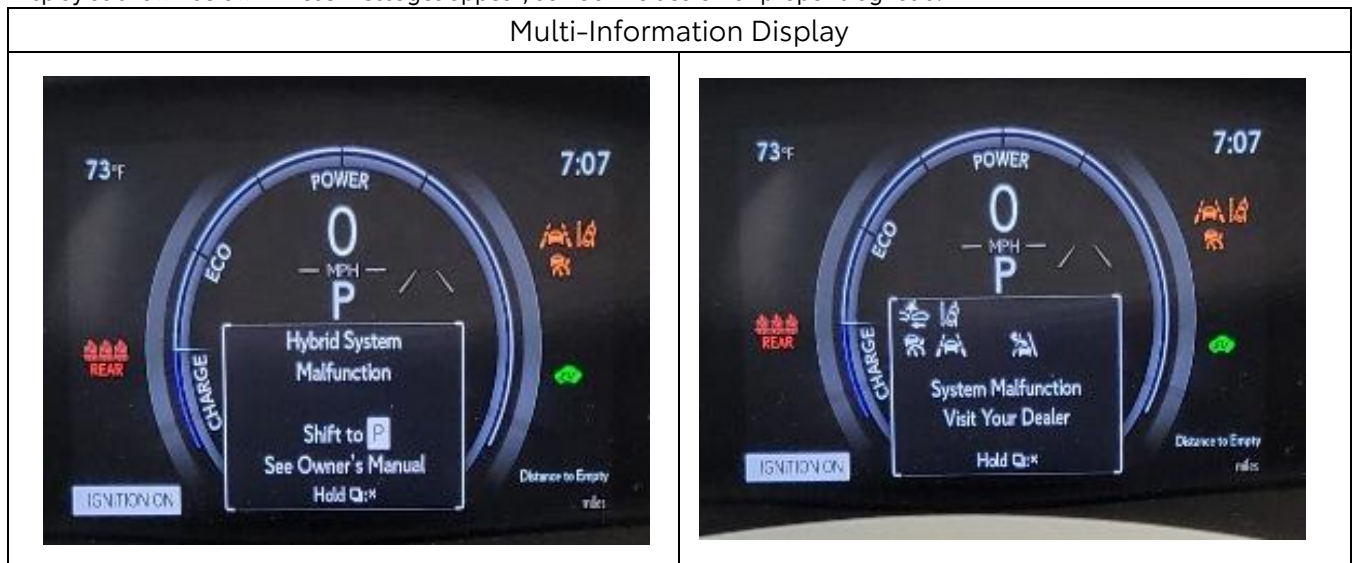
A2: Lexus will administer in phases.

Phase one: Lexus notified guests of involved 2022-23 MY NX350h & 2022 MY NX450h+.

Phase two: Lexus will notify owners of involved 2024 MY NX350h, 2023-2024 MY NX450h+, 2023-24 MY RX350h, and 2024 MY RX450h+ starting in early October 2025, by first-class mail advising owners of this Customer Support Program.

Q3: Are there any warnings that this condition exists?

A3: If your vehicle detects a hybrid system issue, you may have messages displayed on the Multi-Information Display or the Head Unit Display as shown below. If these messages appear, contact the dealer for proper diagnosis.



Note: It is possible for the lights above to be illuminated and not be related to the condition outlined in this Customer Support Program.

If an owner thinks they are experiencing the AM static condition described in this Customer Support Program, the owner can perform a simple stationary test.

1. In a safe area, start the vehicle in Park.
2. Tune the radio to a known AM station in your area.
3. Listen to the radio and take note of the sound quality.

© 2025 Lexus, A Division of Toyota Motor Sales, USA

4. After confirming the sound quality, place the vehicle into Reverse or Drive with your foot on the brake for 3 seconds. Then place the vehicle back into Park.
5. Repeat step 4 for an additional 2 times.
6. If the vehicle has the concern, the static will start exactly when the vehicle is placed into Drive and/or Reverse. The static will then go away when placed back into Park.

Note: If you are not a regular listener to AM radio, static can be considered normal depending on the reception and as you are driving. This static is not related to this condition.

If an owner believes the vehicle is affected after performing the AM Static check, they should contact their local Lexus dealer for an appropriate diagnosis.

Q3b: *What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?*

A3b: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Lexus Dealership can determine if a condition is covered by this Customer Support Program.

Q4: *Which and how many vehicles are covered by this Customer Support Program?*

A4: There are approximately 14,850 vehicles covered by this Customer Support Program.

Q5: *What are the details of this program?*

A5: This Customer Support Program provides coverage as it applies to the HV Floor Under Wire Harness and Rear Traction Motor Cable Corrosion. If sufficient corrosion occurs, the vehicle can set DTC P0AA649 and/or P1C8049 or create AM Radio Static during certain driving conditions. If the covered conditions are verified, the affected cable will be repaired or replaced under the terms of this Customer Support Program.

• *This coverage has been expanded from 8 years from the date of first use or 100,00 miles (whichever comes first) to 10 years/ unlimited miles.*

To maintain the expanded 10 years/ unlimited mile coverage the vehicle must have LSC 25LD01 completed by September 30, 2028. Vehicles that have not had LSC 25LD01 will revert to 8 years from the date of first use or 100,000 (whichever comes first) when LSC 25LD01 expires.

This coverage is for work performed at an authorized Lexus dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism are not covered.

Q6: *What if an owner HAS NOT experienced this condition but would like to have the repair completed?*

A6: This Customer Support Program only applies to vehicles that are exhibiting and have been diagnosed by an authorized Lexus dealer with the condition(s) described above. If an owner has not experienced the condition, he/she is asked to tear off the sheet included in the owner's letter and insert it into the Owner's Warranty Information Booklet for future reference.

Q7: *How long will the repair take?*

A7: The repair takes approximately 5.0 - 9.0 hrs. for NX350h, 9.0 - 13.0 hrs. for NX450h+, 5.0 - 6.0 hrs. for RX350h, and 8.0 - 9.0 hrs. for RX450h+. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

Q8: *What if I had previously paid for repairs related to this Customer Support Program?*

A8: Reimbursement consideration instructions will be provided in the owner's letter.

Q9: *How does Lexus obtain my mailing information?*

A9: 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.

Q10: *What if I have additional questions or concerns?*

A10: If you have additional questions or concerns, please contact the Lexus Brand Engagement Center at 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

Guest Marketing

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Lexus Warranty Policy 5.22, "Warranty Solicitation." Non-compliance with this policy may result in a claim debit.

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Customer Support Program. 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 Customer Support Program 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.

Campaign Designation / Phase Decoder

