



◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
7/2/2026	A watermark has been added to the Dealer Letter to indicate that all VINs under 23LD04 are now expired as of June 30 th , 2026.
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
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Original Publication Date: August 10, 2023

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

LIMITED SERVICE CAMPAIGN 23LD04 (Remedy Notice)

Certain 2024 Model Year NX250
Certain 2024 Model Year NX350
Certain 2024 Model Year NX350H
Certain 2024 Model Year NX450H+
GPS Antenna May Not Receive Power

Model / Years	Production Period	Approximate Total Vehicles
2024 NX 250	Early March 2023 - Late April 2023	2,400
2024 NX350	Early March 2023 - Late April 2023	2,000
2024 NX350H	Early March 2023 - Late April 2023	1,000
2024 NX450H+	Early March 2023 - Late April 2023	800

Condition

The subject vehicles are equipped with a GPS antenna wire harness that will not allow the GPS to operate when the vehicle is off as intended. As a result, the vehicle location cannot be identified through stolen vehicle location services when the vehicle is off.

Remedy

Lexus dealers will correct the GPS antenna wiring **FREE OF CHARGE**.

This Limited Service Campaign will be available until June 30, 2026 and is only available at an authorized Lexus dealer.

Covered Vehicles

There are approximately 6,200 vehicles covered by this Limited Service Campaign. Approximately 100 vehicles involved in this Limited Service Campaign were distributed to Puerto Rico.

Owner Letter Mailing Date

Lexus will begin to notify owners in late August. 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 guests 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. 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 Limited Service Campaign.

Lexus expects dealers to use the attached Guest Contact and Vehicle Disclosure Form to obtain vehicle buyer information. 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 and send a copy to QC@lexus.com. In the subject line of the email state "Disclosure Form 23LD04" and include the VIN.

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.

Customer 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 800-255-3987 - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central 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.

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 weekly.

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 (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central 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

No parts are needed for this Limited Service Campaign. However, it is possible that parts for this campaign may be needed if they are damaged during the repair. If needed, provide your VIN and RO by email to QC@lexus.com to special order parts if needed.

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 have currently completed 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 who have completed the above course 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.

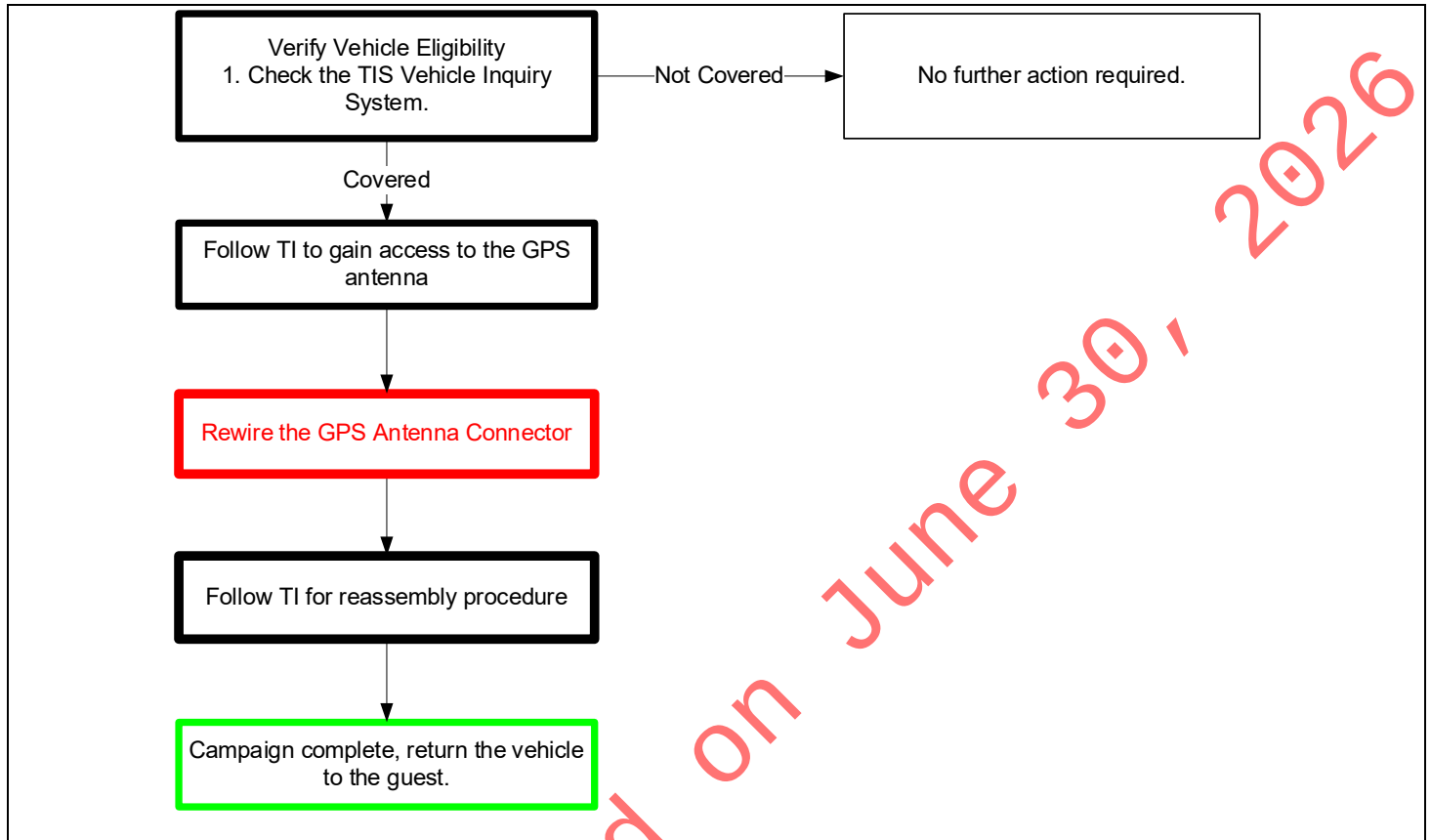
This Limited Service Campaign will be available until June 30, 2026 and is only available at an authorized Lexus dealer.

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.

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



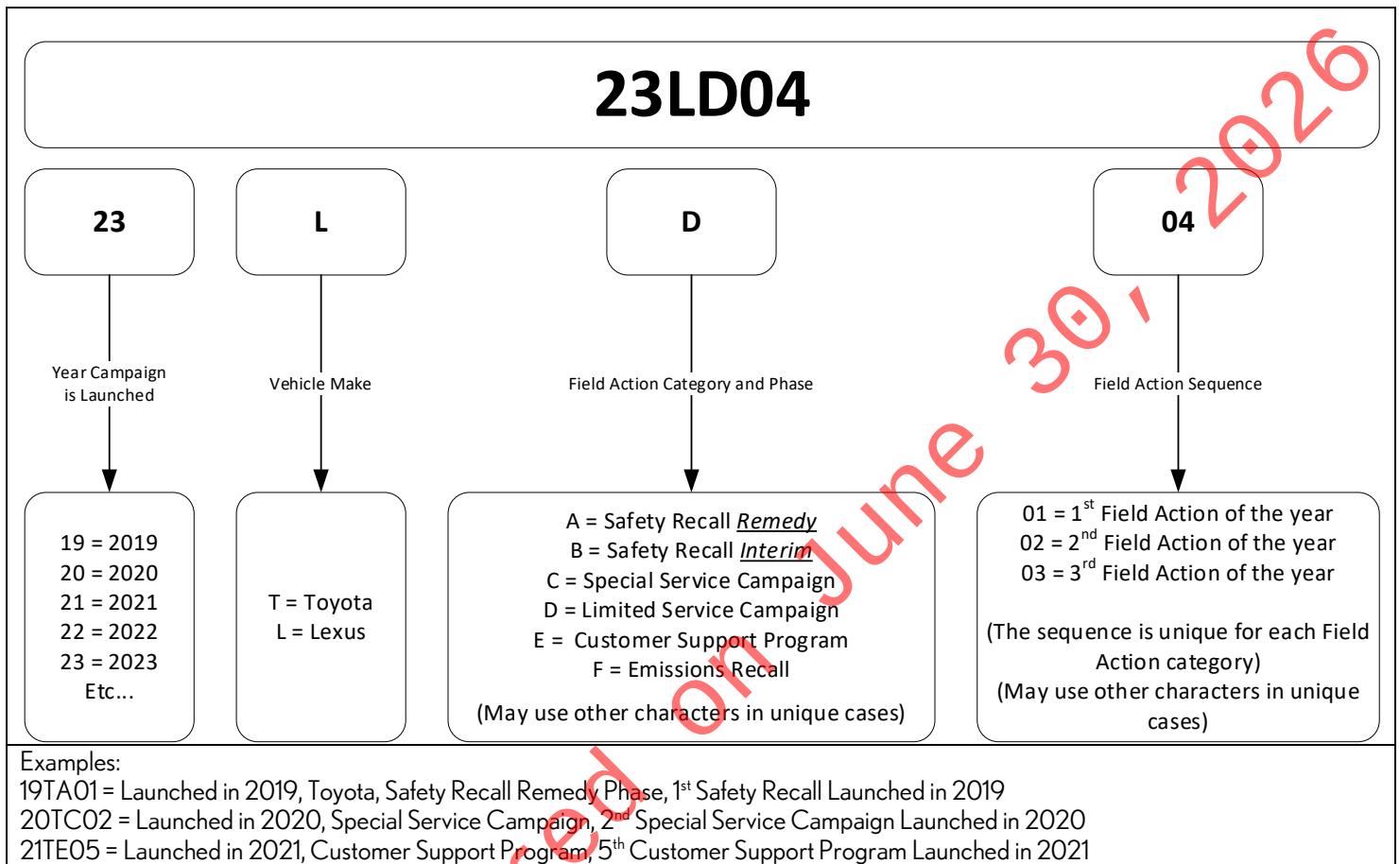
Op Code	Description	Flat Rate Hours
23LD04R1	Repair the GPS Antenna	1.0

- 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.
- ***This Limited Service Campaign expires on June 30 2026.***

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.

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 23LD04 *Remedy Notice*

Certain 2024 Model Year NX250
Certain 2024 Model Year NX350
Certain 2024 Model Year NX350H
Certain 2024 Model Year NX450H+
GPS Antenna May Not Receive Power

[Frequently Asked Questions](#)

Original Publication Date: August 10, 2023

Q1: *What is the condition?*

A1: The subject vehicles are equipped with a GPS antenna wire harness that will not allow the GPS to operate when the vehicle is off as intended. As a result, the vehicle location cannot be identified through stolen vehicle location services when the vehicle is off.

Q2: *What is Lexus going to do?*

A2: Lexus dealers will correct the GPS antenna wiring **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 **June 30, 2026**

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

A3: There are approximately 6,200 vehicles covered by this Limited Service Campaign. Approximately 100 vehicles involved in this Limited Service Campaign were distributed to Puerto Rico.

Model Name	Model Year	Production Period
NX 250	2024 Model Year	Early March 2023 - Late April 2023
NX350	2024 Model Year	Early March 2023 - Late April 2023
NX350H	2024 Model Year	Early March 2023 - Late April 2023
NX450H+	2024 Model Year	Early March 2023 - Late April 2023

Q4: *How long will the repair take?*

A4: The repair takes approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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



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Limited Service Campaign 23LD04 (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 condition?

The subject vehicles are equipped with a GPS antenna wire harness that will not allow the GPS to operate when the vehicle is off as intended. As a result, the vehicle location cannot be identified through stolen vehicle location services when the vehicle is off.

What will Lexus do?

Lexus dealers will correct the GPS antenna wiring **FREE OF CHARGE**.

What should you do?

Before you are inconvenienced by this condition, any authorized Lexus dealer will correct the GPS antenna wiring **FREE OF CHARGE** to you.

Please contact your authorized Lexus dealer to make an appointment to have the GPS Antenna wiring corrected. The remedy will take approximately **1 hour**. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

This Limited Service Campaign will be available until June 30, 2026 and is only available at an authorized Lexus dealer.

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>.

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.