

This notice applies to your vehicle:
[VIN]

URGENT SAFETY RECALL
This is an important Safety Recall. The
remedy will be performed **FREE OF**
CHARGE to you.

IMPORTANT SAFETY RECALL 22LA02 (Remedy Notice)

**Certain 2022 Model Year NX 250, NX 350, NX 350H, NX450H+
Potentially Missing Spot - Welds
NHTSA Recall No. [22V-238]**

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in certain 2022 model year NX 250, NX 350, NX 350H, NX450H+ vehicles.

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 front shock absorbers in the affected vehicles are mounted to body panels that may be missing some spot-welds. Incorrect welding could **cause a shock absorber to separate from the mounting area, resulting in a loss of driving stability and increasing the risk of a crash.**

What should you do?

Please contact any authorized Lexus dealer to schedule an appointment to have the remedy performed as soon as possible. Your local Lexus dealer will be more than happy to answer any of your questions.

- ✓ To find a dealer near you, visit www.lexus.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.lexus.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, please visit <http://Lexus.com/contact> for options to contact the Lexus Brand Engagement Center.

What will Lexus do?

For all involved vehicles, Lexus dealers will inspect the welding near the shock absorber mounting area. For vehicles with missing spot welds, additional welds will be added to the body panel(s) **FREE OF CHARGE**. If the inspection determines that any welds on the right or left body panel have failed, the body panel with the failed weld(s) will be replaced with a new body panel **FREE OF CHARGE**.

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The inspection will take approximately 45 minutes. If spot-welds are found to be missing, the repair may take several days depending on your dealer and/or a third-party body repair facility's schedule. If repair is required, your Lexus dealer will offer you a loaner vehicle during the repair.

If a repair is necessary but it is not made, cracks and breakage may occur on other spot-welds and/or on the body panels around the front shock absorber mounting areas, leading to abnormal steering feeling. This

could cause a front shock absorber to separate from the mounting area, creating an abnormal noise, and resulting in a loss of vehicle driving stability. If the steering feels unusual or you hear abnormal noise from the front of the vehicle, please park your vehicle when it is safe to do so and contact your dealer for vehicle pickup.

What if you are not the owner or operator of this vehicle?

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-lexus>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at **1-888-327-4236 (TTY: 1-800-424-9153)**, or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products. 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