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September 5, 2022

**ATTY. MELQUIADES MARCUS N. VALDEZ II**

Director  
Consumer Protection & Advocacy Bureau (CPAB)  
Department of Trade and Industry

**Subject:** Customer Satisfaction Campaign for the Lane Tracing Assist (LTA) Control Computer Reprogramming for certain Lexus NX350 Models

Dear Atty. Valdez,

In line with its corporate commitment to product safety and quality, Toyota has initiated a Customer Satisfaction Campaign for the Lane Tracing Assist (LTA) Control Computer Reprogramming on certain Lexus NX350 Models.

In Global Market, the production period of the affected vehicles is March 31, 2021 to June 20, 2022.

In Philippine market, the Customer Satisfaction Campaign shall cover total of **62** officially sold vehicles:

Brand	Model	No. of Units	Production period
Lexus	NX350	62	November 15, 2021 to June 6, 2022
***Nothing Follows***			

The subject vehicles are equipped with Lane Tracing Assist (LTA), a steering assist feature that can be activated to assist the driver in maintaining the vehicle's position in the center of the lane when certain operating conditions are met. Due to improper programming of the LTA control computer, the upper limit of the LTA steering angle may be reached earlier than expected. If this condition occurs, the system may provide a reduced level of lane centering assist than designed under certain road and vehicle conditions (e.g., curve radius, vehicle speed, etc.) and may not meet certain requirements in countries with a regulation covering the performance of lane centering system. Should the condition occur, the driver remains in full control of all steering maneuvers and, in addition, all lane departure warnings (visual and audible) and driver monitoring functions (drivers hands-off steering wheel warning) will continue to operate as designed.

With this, we will perform reprogramming on the LTA software in the Forward Recognition Camera. The remedy will be performed at **NO COST** to our Customers.

We look forward to your usual kind understanding and support.

Very truly yours,

**MR. BERNARDINO C. AREVALO**

First Vice President  
Customer Service Operations  
Marketing Division

Cc: **ATTY. RUTH B. CASTELO**  
Undersecretary  
Consumer Protection Group  
Department of Trade and Industry

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