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Ref. No.: CSO-TD24-LL-065

July 30, 2024

ATTY. CHERYL G. CARBONELL
OIC-Director
Consumer Protection & Advocacy Bureau (CPAB)
Department of Trade and Industry

Subject: Customer Satisfaction Campaign for Forward Recognition Camera Reprogramming on Lexus NX Model

Dear Atty. Carbonell,

As part of its corporate commitment to product safety and quality, Toyota Motor Philippines (TMP) has launched a Customer Satisfaction Campaign to reprogram or replace the Forward Recognition Camera on Lexus NX model.

In the Philippine market, the Customer Satisfaction Campaign for the Lexus NX model will cover a total of **133** vehicles:

Brand	Model	No. of Vehicles	Production period
Lexus	NX	133	November 15, 2021 through February 27, 2023
Nothing Follows			

Subject vehicles are equipped with LSS+3.0 containing a forward recognition camera for assistance features, including Pre-Collision System (PCS). The forward recognition camera software may cause a memory failure when the ignition is turned off, leading to the PCS not activating upon the next ignition start. This results in warning lights, audible chimes, and messages on the instrument panel.

Involved customers will be notified by Toyota Motor Philippines through Official Notification Letter and will be invited by Lexus Manila Inc. or any of our Lexus Accredited Dealers nationwide to perform the reprogramming of the Forward Recognition Camera, or replacement if necessary. The remedy will be performed at **NO CHARGE** to vehicle owners.

Involved customers with vehicles included in the service campaign are highly encouraged to immediately set an appointment with an authorized Lexus Dealer to perform the necessary reprogramming of the Forward Recognition Camera and prevent problems from occurring.

Thank you very much

Very truly yours,


BERNARDINO C. AREVALO
First Vice President
Customer Service Operations
Marketing Division

Cc: ATTY. AMANDA MARIE F. NOGRALES
Assistant Secretary/Supervising Head
Consumer Protection Group (CPG)
Department of Trade and Industry

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