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Ref. No.: CSO-TD24-LL-066

August 22, 2024

ATTY. CHERRYL G. CARBONELL

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

Subject: Special Service Campaign for Camera Replacement on certain Lexus Models

Dear Atty. Carbonell,

As part of its corporate commitment to product safety and quality, Toyota Motor Philippines (TMP) has launched a Special Service Campaign to conduct inspection and/or replacement on certain Lexus models.

In the Philippine market, the Special Service Campaign on certain Lexus models will cover a total of **699** vehicles:

Brand	Model	No. of Vehicles	Production period
Lexus	ES	177	February 20, 2023 through August 23, 2023
	LS500 / 500H	44	April 20, 2023 through September 5, 2023
	LX600 / 500D	33	February 20, 2023 through July 29, 2023
	NX	3	December 20, 2022 through February 23, 2023
	RX	349	November 16, 2022 through August 4, 2023
	RZ	41	February 20, 2023 through July 21, 2023
	UX	52	January 20, 2023 through April 4, 2023
	Total	699	

Nothing Follows

Subject vehicles are equipped with front and rearview cameras which may experience camera case separation due to insufficient laser welding during production. This can lead to water leakage into the camera, causing short circuits and the failure to display images of the areas in front or behind the vehicle.

Involved customers will be notified by Toyota Motor Philippines through an Official Notification Letter and will be invited by Lexus Manila Inc. or any of our Lexus Accredited Dealers nationwide to conduct an inspection and/or replacement of the Camera. 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 conduct the inspection and/or replacement of the Camera to 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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