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Ref. No.: CSO-TD24-LL-101

September 26, 2024

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

Subject: Special Service Campaign for Engine Room Main Wire Harness Replacement on Lexus UX300H Model

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 of the Engine room main wire harness on Lexus UX300h Model.

In the Philippine market, the Special Service Campaign on Lexus UX300h model will cover a total of **3** vehicles:

Brand	Model	No. of Vehicles	Production period
Lexus	UX300h	3	January 12, 2024 through January 17, 2024
Nothing Follows			

Subject vehicles have a manufacturing error that can misroute wires supplying power to the motor generator electronic control unit (MG ECU). This may cause the wires to fracture over time due to bending stress and vibrations, potentially leading to a loss of motive power and increasing the risk of a crash at high speeds.

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 Engine room main wire harness. 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 Engine room main wire harness 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. AGATON TEODORO O. UVERO
Assistant Secretary and Supervising Head
Fair Trade Group (FTG)
Department of Trade and Industry

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