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Ref. No : CSO-TD22-LL-023

April 20, 2022

ATTY. MELQUIADES MARCUS N. VALDEZ II

Director

Consumer Protection & Advocacy Bureau (CPAB)

Department of Trade and Industry

Subject: Special Service Campaign (SSC) – Spot Welding on Certain Lexus NX

Dear Atty. Valdez,

In line with its corporate commitment to product safety and quality, Toyota has initiated a Special Service Campaign related to Spot Welding on Certain Lexus NX.

In Global Market, the production period of the affected vehicles is from October 8, 2019 to April 7, 2022.

In Philippine market, the Special Service Campaign shall cover total of 34 officially sold vehicles:

Brand	Model	No. of Units	Production period
Lexus	NX HEV	28	November 17, 2021 to January 14, 2022
	NX	6	November 15, 2021 to January 13, 2022

Nothing Follows

The subject vehicles are manufactured with body panels that are spot-welded to the left and right front shock absorber mounting areas. During the spot-welding of these panels, there is a possibility that certain spot-welds were missed. In this condition, cracks and breakage may occur on other spot-welds and/or on the body panels around the front shock absorber mounting areas. Under longer-term (time and mileage) use, this could eventually cause a front shock absorber to separate from the mounting area, resulting in a loss of vehicle driving stability, increasing the risk of crash.

With this, we will inspect the welding near the shock absorber mounting area of the covered vehicles. If any missing spot-weld is found, welds will be added and any damage to the vehicle will be repaired. 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**
Underscretary
Consumer Protection Group
Department of Trade and Industry

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