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March 14, 2023

ATTY. MELQUIADES MARCUS N. VALDEZ II

Director

Consumer Protection & Advocacy Bureau (CPAB)

Department of Trade and Industry

Subject: Customer Satisfaction Campaign Lexus Safety System (LSS) 3.0 Forward Recognition on certain Lexus NX and NX HEV

Dear Atty. Valdez,

In line with its corporate commitment to product safety and quality, Toyota has initiated a Customer Satisfaction Campaign for LSS 3.0 Forward Recognition on certain Lexus NX and NX HEV.

In Global Market, the production period of the affected vehicles is April 15, 2021 to February 1, 2023.

In Philippine market, the Customer Satisfaction Campaign shall cover total of **115** officially sold vehicles:

Brand	Model	No. of Units	Production period
Lexus	NX	40	November 15, 2021 to December 20, 2022
	NX HEV	75	November 17, 2021 to December 6, 2022
Nothing Follows			

Due to the programming of the PDA (Proactive Driving Assist) software within the forward recognition camera, when a subject vehicle passes a line of stopped or parked vehicles, there is a possibility of a discrepancy on detected objects between the PDA and LSS + system. If this occurs, the camera will be rebooted and LSS+ functions will be inoperative for approximately 4 seconds, during which time the PCS (Pre-Collision System) will be inoperative and the PCS warning light will be illuminated. After rebooting, the functions will be restored and operative.

With this, Dealers will perform reprogramming to update the PDA software in the forward recognition camera. The remedy will be performed at **NO CHARGE** to vehicle owners.

We look forward to your usual kind understanding and support.

Very truly yours,


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

DEPARTMENT OF TRADE AND INDUSTRY CPAB	
RECEIVED BY:	LINDA PERALTA
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TOYOTA MOTOR PHILIPPINES CORPORATION

Head Office & Santa Rosa Plant
Toyota Special Economic Zone,
Santa Rosa-Tagaytay Highway
Santa Rosa City, Laguna 4026, Philippines
T +63 2 8825 8888 / +63 49 541 3020, F +63 2 8843 5799
www.toyota.com.ph

Makati Office
31/F GT Tower International,
6813 Ayala Ave. cor. H.V. Dela Costa St.
Salcedo Village, Makati City 1227, Philippines
T +63 2 8858 8200, F +63 2 8858 8040
customerassistance@toyota.com.ph

Vehicle Logistics Hub
Diversion Rd. Balagtas 4200
Batangas City (Capital)
Batangas, Philippines