



LEXUS AUSTRALIA INITIATES CUSTOMER SERVICE EXERCISE FOR FRONT AND REAR-VIEW CAMERAS

Added 17-06-2024

Lexus Australia announced it will initiate a Customer Service Exercise (CSE) for front and rear-view cameras on a range of Lexus models produced between 20th October 2022 and 28th August 2023. There are approximately **5,219 vehicles** involved in the Australian market.

The subject vehicles are equipped with a front-view camera and a rear-view camera used to capture and display an image of the area in front and behind the vehicle. Due to insufficient laser welding of the camera case at the supplier during a specific production period, there is a possibility that the camera case may separate when exposed to external stress over time, allowing water to leak into the camera. If this occurs, the circuit inside the camera can short, leading to an inability to display an image of the area in front and/or behind the vehicle.

For the involved vehicles, Lexus dealers will inspect the serial number of the camera and, if necessary, replace it. The inspection and any replacement will be free of charge to vehicle owners.

For all involved vehicles, inspection will take approximately 1 to 1.5 hours to complete. If replacement is necessary, it will take approximately 1 to 3.5 hours to complete. Both inspection and repair times will vary depending on the model. However, depending on the Dealer's work schedule, owners may be required to make the vehicle available for a longer period of time.

Lexus Australia will contact all owners of involved vehicles to provide details of this CSE campaign. Customers are asked to keep their contact details up to date [here](#) so future communications can be received.

Owners with additional questions or concerns are asked to please contact their local/preferred Lexus Dealer in the first instance or the Lexus Customer Assistance Centre on 1800 023 009 from 8am-6pm AEST Monday to Friday. Please quote your 17-digit Vehicle Identification Number (VIN).

Q&A Q1. What models are involved in Australia? A1. There are approximately 5,219 Lexus vehicles involved in the Australian market.



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M O D E L N A M E	M O D E L C O D E	W M I	V D S	C D	V I N R A N G E	P R O D U C T I O N R A N G E	Q T Y		
FR O M	T O	FR O M	T O						
ES 250	AXZA10R	JTH	B1B1	#	02055140	02060909	20/02/2023	1/08/2023	85
ES 300h	AXZH10R	JTH	B2B1	#	02202197	02217731	20/02/2023	23/08/2023	733
LS 500	VXFA50R	JTH	B5LFF	#	05017842	05018584	24/11/2022	20/04/2023	7
LS 500h	GVF50R	JTH	B YLFF	#	05025350	05025616	6/03/2023	10/07/2023	13
LX 500d	FJA310R	JTJ	PA#CX	#	04001862	04002737	13/02/2023	28/08/2023	289
LX 600	VJA310R	JTJ	PB#CX	#	04020444	04036237	14/02/2023	28/08/2023	308
NX 350	TAZA25R	JTJ	CGBEZ	#	02009211	05005609	13/12/2022	1/03/2023	180
NX 350h	AAZH2#R	JTJ	C#B#Z	#	02007512	05009125	13/12/2022	1/03/2023	80

NX 45 0h +	AA ZH 26 R	JTJ	C K B FZ	#	020 156 79	02 01 99 18	9/1 2/2 022	1/0 3/2 023	76
RX 35 0	TAL A1 5R	JTJ	C H BJ A	#	020 001 20	02 00 84 46	26/ 10/ 202 2	8/0 8/2 023	38 6
RX 35 0h	AA LH 15 R	JTJ	CJ BJ A	#	020 001 29	02 01 75 92	29/ 10/ 202 2	1/0 8/2 023	76 5
RX 50 0h	TAL H1 7R	JTJ	C M B H A	#	020 001 86	02 00 61 34	20/ 10/ 202 2	7/0 8/2 023	31 5
RZ 45 0e	XE BM 15 R	JTJ	A A B A B	#	0A 001 563	0A 01 33 15	1/0 2/2 023	21/ 07/ 202 3	50 9
UX 20 0	MZ AA 10 R	JTH	Y3 5B H	#	020 594 51	02 06 30 12	20/ 01/ 202 3	10/ 08/ 202 3	53 9
UX 25 0h	MZ AH 1# R	JTH	## 5B H	#	020 682 82	02 18 01 22	20/ 01/ 202 3	10/ 08/ 202 3	89 1
UX 30 0e	KM A1 0R	JTH	A A B B H	#	020 131 93	02 01 38 17	1/0 3/2 023	31/ 07/ 202 3	43

Note: Although the involved vehicles are within the above VIN ranges, not all vehicles in these VIN ranges were sold in the Australian market. (#) indicates additional check digit (alpha or numeric).

Q2. What is the condition? (Description) A2: The subject vehicles are equipped with a front-view camera and a rear-view camera used to capture and display an image of the area in front of and behind the vehicle. Due to insufficient laser welding of the camera case at the supplier during a specific production period, there is a possibility that the camera case may separate when exposed to external stress over time, allowing water to leak into the camera. If this occurs, the circuit inside the camera can short, leading to an inability to display an image of the area in front and/or behind the vehicle.

SQ1. Are there any symptoms/warnings before the problem can occur? A: Although not predictable, in some cases the camera may fog up, reducing visibility of the image.

Q3. What does the remedy involve? A3: For the involved vehicles, Lexus dealers will inspect the serial number of the camera and, if necessary, replace it.

Q4. How long will the remedy take? A4: For all involved vehicles, inspection will take approximately 1 to 1.5 hours to complete. If replacement is necessary, it will take approximately 1 to 3.5 hours to complete. Both inspection and repair times will vary depending on the model. However, depending on the Dealer's work schedule, owners may be required to make the vehicle available for a longer period of time.

Q5. Can I continue to drive my vehicle? A5. Yes, you can continue to drive your vehicle, however we request owners contact their local/preferred Lexus dealership to arrange inspection for this CSE at their earliest convenience. In the meantime, if you have any concerns, please contact your local/preferred Lexus dealership or the Lexus Customer Assistance Centre on 1800 023 009 from 8am-6pm AEST Monday to Friday.

Q6. Does this condition affect other Lexus models? A6. Only models mentioned in the VIN range we identified [refer table at question 1] are involved in the Australian market.

Q7. My vehicle is in the production range. What should I do? A7. Please contact your closest/preferred Lexus dealer to verify if your vehicle is involved. Alternatively, please contact the Lexus Customer Assistance Centre on 1800 023 009 from 8am-6pm AEST Monday to Friday. Please quote your Vehicle Identification Number (VIN).

Q8. Where can I find my VIN? A8. VIN number location varies by model. For information on how to find the VIN position specific to your vehicle, please search "vehicle identification number" in the alphabetical index at the rear of your Owner's Manual.

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