



## LEXUS AUSTRALIA RECALLS NX VEHICLES DUE TO CARFINDER SOFTWARE

Added 02-09-2022

Lexus Australia has today announced that it will initiate a safety recall involving NX 250, NX 350, NX 350h and NX 450h+ vehicles produced between November 2021 and June 2022 (inclusive). There are 1,987 vehicles involved in the Australian market. These vehicles are equipped with a body control module (BCM) that, among other tasks, controls the operation of exterior lighting. Using the Lexus Connected app, the headlamps can be turned on remotely for approximately 60 seconds to help the user locate their parked vehicle. Under certain conditions, if the headlamps are activated using the Lexus Connected app, the BCM software simultaneously illuminates the headlamps and the daytime running lamps (DRLs) and the headlamps remain illuminated without the taillamps illuminating depending on the position of the light control switch. This results in a non-compliance with Australian Design Rule 13. For all involved vehicles, Lexus dealers will update the BCM software **free of charge to vehicle owners**. To update the BCM software will take approximately one hour; however, depending on the Dealer's work schedule, owners may be required to make the vehicle available for a longer period of time, with alternative transport support available to owners. Lexus Australia will provide all owners of involved vehicles details of this safety recall campaign by SMS, email and/or mail to their last known address. To update your contact details, please call the Lexus Customer Assistance Centre on 1800 023 009 (Monday to Friday 8.00am to 6.00pm AEST) or visit [www.lexus.com.au/owners/update-details](http://www.lexus.com.au/owners/update-details). 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 (Mon-Fri 8.00am-6.00pm AEST). Please quote your 17-digit Vehicle Identification Number (VIN).

**Q&A Q1 Which and how many models are involved in Australia?**

**A1.** There are 1,987 Lexus NX 250, NX 350, NX 350h and NX 450h+ vehicles involved in the Australian market.

M O D E L N A	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
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FR O M	TO	FR OM	TO					
NX 35 0h	AA ZH 20R - 2W D	JTJ	CC BA Z	#	200 013 5	2003 468	16/ 11/ 202 1	17/ 06/ 202 2
50 00 11 0	500 299 7	29/ 11/ 202 1	23/ 06/ 202 2					
NX 25 0	AA ZA2 0R - 2W D	CD BA Z	200 014 1	2004 437	15/ 11/ 202 1	21/06 /2022		
50 00 13 5	500 344 9	29/ 11/ 202 1	21/ 06/ 202 2					
NX 35 0	TAZ A25 R - AW D	CG BE Z	200 029 0	2007 421	15/ 11/ 202 1	17/06 /2022		
50 00 39 7	500 416 4	29/ 11/ 202 1	17/ 06/ 202 2					
NX 35 0h	AA ZH 25R - AW D	CK BE Z	200 028 3	2007 156	16/ 11/ 202 1	21/06 /2022		
50 00 23 1	500 346 2	29/ 11/ 202 1	24/ 06/ 202 2					
NX 45 0h +	AA ZH 26R - AW D	CK BF Z	200 017 0	2008 026	15/ 11/ 202 1	20/06 /2022		

Note: 1. Although the involved vehicles are within the above VIN ranges, not all vehicles in these VIN ranges were sold in the Australian market. 2. (#) indicates additional check digit (alpha or numeric). **Q2: What is the condition?**A2: Under particular circumstances when using the Lexus Connected app to help locate a vehicle by illuminating the headlamps, a software error may cause the body control module (BCM) to activate both the headlamps and the DRLs, and the headlamps to remain illuminated without the taillamps. This results in non-compliance with Australian Design Rule 13. **Q3: What does the remedy involve?**A3: For all

involved vehicles, Lexus Dealers will update the BCM software free of charge to vehicle owners.**Q4: How long will the remedy take?****A4:** Updating of the BCM software will take approximately one hour; 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 recall completion. Owners with additional questions or concerns are asked to please contact their local Lexus Dealer in the first instance or the Lexus Customer Assistance Centre on 1800 023 009 from 8am - 6pm Monday to Friday**Q6: Does this condition affect other Lexus models?****A6:** Only NX models mentioned in the VIN range in the table at question 1 are involved in the Australian market.**Q7: My vehicle is in the affected production range. What should I do?****A7:** Please contact your closest/preferred Lexus dealer to verify if your vehicle is affected. Owners with additional questions or concerns are asked to please contact their local Lexus Dealer in the first instance or the Lexus Customer Assistance Centre.**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.**Q9: I'm reluctant to visit a Dealership due to COVID-19. How can you help?****A9:** You can be assured that Lexus dealers are well-positioned to assist you in ways that prioritise your well-being and that of our dealership staff. Your preferred/local dealer will be able to assist in addressing your specific concern as well as any other questions you may have. ...ends/