

Lexus 2nd Smart Key – Frequently Asked Questions

Q1. What is causing this shortage?

A: Global semiconductor shortages are creating a shortage of microchips needed for our Smart Key entry system. In order to produce a sufficient volume of vehicles to meet customer demand, we have temporarily reduced the number of smart keys provided from two to one. We will provide the second key fob to customers as they become available.

Q2. What vehicles have been impacted by this shortage?

A: NA Vehicles: NX, RX, ES

CBU Vehicles: NX, RX, UX, GX, LX, ES, IS, LS, RCF, LC, RZ

Q3. What vehicles are still being produced with only one smart key?

A: NX, RX, LX, RZ

We expect these models to remain in production with only one smart key through November 2023. We will provide updates on this timing as we learn more.

Q4. For vehicles that were retailed with only one key, when will customers receive their 2nd smart key?

A: We will notify guests in phases as their 2nd key becomes available.

- Phase 1 guests will receive their campaign notice in July 2023
- Phase 2 guests will receive their campaign notification in September 2023.
- Once we have completed Phase 1 and 2 fulfillments, we will have provided the 2nd smart key for guests of all vehicles except NX, RX, LX, and RZ's produced in January 2023 and beyond.
- We will provide you with additional details on fulfillment timing of the 3rd phase as soon as we have it.
- Right now, we expect that there will be at least 4 phases.

Our current planned timing by model is as follows:

Phase	Notification Timing	Production Window	Models
1	Jul 2023	Oct'22 - Jan'23	CBU: ES, IS, LS, RCF, LC, UX, GX
		Oct'22 - Dec'22	CBU: NX, RX, LX, RZ
2	Sep 2023	Oct'22 - Jan'23	NAP: ES
		Oct'22 - Dec'22	NAP: NX, RX
3	TBD	Jan '23 - TBD	NAP & CBU: NX, RX, LX, RZ
4	TBD	TBD	NAP & CBU: NX, RX, LX, RZ

Q5. How will we provide guests with their 2nd smart key?

A: Guests will receive a letter from Lexus notifying them when their 2nd smart key is available. They will be asked to schedule an appointment with their local dealer to go in and have the 2nd smart key paired with their vehicle.

Q6. How will Lexus communicate to guests why this issue is happening?

A: First, Lexus will send a letter to guests to formally advise them that this is not a dealer issue but rather a global Lexus issue. We will apologize for the delay and provide them with rough timing of when they can expect to receive their second key (see attached letter).

For guests whose vehicle was RDR'd on or before March 31, 2023, Lexus will be sending letters out on April XX. For all other guests taking delivery of their vehicle with only one key on April 1st or later, Lexus will send the letter within 30 days of delivery. We currently plan to send these letters in monthly batches at the end of the month.

Q6. How will Lexus support Dealers with any guest satisfaction issues or escalated cases?

A: As an option for guest satisfaction and/or escalated cases, dealers may goodwill a replacement key. Dealers can order up to one smart key part number per dealer per day with a valid VIN (ex: 1 NX smart key, 1 RX smart key, etc.). If dealers require any additional support, they should reach out to their DSPM. *** This limit is in place to allow Lexus to build sufficient stock to provide a 2nd key to our guests, as well as wholesale all future vehicles with 2 smart keys. ***

Additionally, we can consider goodwill assistance beyond providing a 2nd key for escalated cases.

Q7: What happens if customers lose their first smart key?

A: Dealers may goodwill a replacement key for the guest. Dealers can order up to one smart key part number per VIN per day (ex: 1 NX smart key, 1 RX smart key, etc.)