



Via Overnight Mail  
June 21, 2004

To: Area General Manager  
From: Chuck Yaeger - National Customer Services Field Operations Manager  
Subject: 2004 LS 430 Fuel Pump

In mid-July Lexus will initiate a voluntary Special Service Campaign (SSC) to replace the fuel pump on certain 2004 Model Year LS 430 vehicles.

**Background**

On June 18, 2004, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) regarding the fuel pump on approximately 14,000 LS 430 vehicles, with the intent to initiate a Special Service Campaign.

**Condition**

On certain 2004 Model Year LS 430 vehicles, the impeller inside the fuel pump may have been improperly molded due to a manufacturing error. Alcohol in some fuels may deform the impeller and cause it to come into contact with the fuel pump housing. This condition could increase the rotational resistance of the impeller and, in the worst case, the fuel pump could seize, which may result in engine stalling.

**Status**

An SSC to replace the fuel pump will be launched in mid-July 2004. Owner notification will begin in late July 2004 consistent with parts availability. The attached Dealer Daily message will be posted to all dealers informing them of the issue and SSC launch timing. If you or your staff receives any contacts from owners experiencing issues with the fuel pump, please direct the owner to their local Lexus dealer for diagnosis and/or repair. A Q&A is attached for your reference. As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall, until the necessary repairs have been performed.

Please review this preliminary notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your understanding and cooperation.

**Enclosures**

- |    |                                    |                             |
|----|------------------------------------|-----------------------------|
| Cc | Area Assistant General Manager     | Area Sales Manager          |
|    | Area Customer Satisfaction Manager | Area Technical Manager      |
|    | Area Field Technical Specialist    | District Operations Manager |
|    | Area Operations Manager            |                             |

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 OF REGISTRATION



Special Service Campaign (SSC) 4LB  
2004 Model Year Lexus LS 430 Fuel Pump Q&A

Q1: What is the condition?

A1: On certain 2004 Model Year LS 430 vehicles, the impeller inside the fuel pump may have been improperly molded due to a manufacturing error.

Q2: What is the cause of this condition?

A2: Alcohol in some fuels may deform the impeller and cause it to come into contact with the fuel pump housing. This condition could increase the rotational resistance of the impeller and, in the worst case, the fuel pump could seize, which may result in engine stalling.

Q3: Are there any warnings that this condition has occurred?

A3: No, there are no specific warnings for this condition.

Q4: Which and how many vehicles are involved?

A4: Certain 2004 Model Year Lexus LS 430 vehicles are involved. There are approximately 14,000 vehicles involved in the U.S.

Q5: What is the production range of the involved vehicles?

A5: The affected LS 430 vehicles were produced from July, 2003 to January, 2004.

Q6: Are there any other Lexus or Toyota vehicles involved?

A6: No, this condition only affects certain 2004 MY LS 430 vehicles.

Q7: How many cases of this condition have been reported?

A7: There have been 61 cases of this condition reported in the affected LS 430 vehicles.

Q8: Have there been any accidents reported?

A8: There have been no reports of any accidents related to this condition.

Q9: What is Lexus going to do?

A9: Owners of the involved vehicles will receive a Special Service Campaign notification by first class mail starting in late July, 2004. Any Lexus dealer will replace the fuel pump at NO COST to the vehicle owner.

Q10: How long will the repair take?

A10: The repair may take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q11: What should an owner do if they are concerned about this condition?

A11: Owners are requested to contact their local Lexus dealer for diagnosis and repair.

Kathy Wachs/Lexus Service & Parts Operations  
June 18, 2004  
Approved By: George Christoff

## 2004 LS 430 Fuel Pump

-- URGENT--

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This new SSC involves the replacement of the fuel pump. A dealer package including technical instructions, parts information and warranty reimbursement procedures will be mailed to your dealership in mid-July. Owner notifications will begin in late July 2004.

In the event a vehicle owner who reports a problem with the fuel pump contacts you, please continue to conduct the appropriate repairs to the vehicles. As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall, until the necessary repairs have been performed.

The following Q&A has been provided for your reference. All media inquiries should be directed to Bill Ussery at (310) 468-3282 in Lexus Public Relations.

Please contact your District Operations Manager if you have further questions.



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