



November 10, 2014

Subject: Safety Recall ELD - *Remedy Available*
Certain 2015 Model Year RX 350 Vehicles Equipped with 2GR-FE Engine
Potential Fuel Delivery Pipe Leak

Dear Dealer Principal:

As previously communicated, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2015 model year RX 350 vehicles. **As a result, new vehicles in dealer inventory must not be delivered until corrected.**

Lexus has prepared the remedy for this condition and will begin notifying owners of affected vehicles.

Condition

In the subject vehicles, the Bank 1 (cowl side) fuel delivery pipe end cap could have been insufficiently welded during the manufacturing process. This condition can lead to a fuel leak in the engine compartment. Fuel leakage in the presence of an ignition source could increase the risk of a vehicle fire.

Remedy

Lexus dealers will inspect the fuel delivery pipe to determine if the vehicle is equipped with an affected part. If so, the fuel delivery pipe will be replaced at **NO CHARGE** to the vehicle owner. For additional information on inspection and remedy procedures, please refer to TIS.

Owner Notification

Lexus will begin to notify owners in mid-November, 2014.

Lexus makes significant effort to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Involved Vehicles

There are approximately 3,200 certain 2015 model year RX 350 vehicles covered by this Safety Recall in the United States. All affected vehicles were produced in North America. Vehicles that have been removed from this campaign will show **Not Applicable** on TIS.

Model	Model Year	Production Period	Approximate UIO
RX 350	2015	May 2014 - June 2014	3,200

Please note that only owners of covered vehicles will be notified. If your dealership is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

New Vehicles in Dealership Inventory



Under Title 49, Section 30112(a) of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard. In addition, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. Lexus requests your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

Pre-Owned Vehicles in Dealer Inventory

Lexus requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the vehicle has been remedied.

LCCS Vehicles

Lexus recommends dealers complete the remedy repair on any LCCS vehicles in a dealer's fleet covered by a Safety Recall prior to loaning a vehicle to a customer.

Parts Ordering

DOS Parts Ordering Process

Orders should be placed through the dealership's facing PDC. These parts have been placed on Dealer Ordering Solutions (DOS) and will be systematically released daily based on dealer ordering criteria.

Parts are only needed if the vehicle fails the inspection.

Model	Part Number	Part Description	Qty.
RX 350	23870-0P011	Fuel Delivery Pipe	1
	90301-07033	Injector "O"-Rings	6
	23291-23010	Injector Vibration Insulator	6
	17176-0P021	Air Surge Tank Gasket	3
	22271-0P020	Throttle Body Gasket	1

Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file Safety Recall claims and coordinate appropriate part orders. A sample of the Parts Allocation Report has been attached below for your reference.

LEXUS							
Parts Allocation Report							
99999							
SAMPLE LEXUS							
The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.							
Parts with recent changes will be illustrated from top to bottom with the most recent effective date.							
If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q. Sample at (999) 999-9999.							
Part Number	Part Description	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership associates involved in this inspection procedure are required to successfully complete E-Learning course LSC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this interim procedure are required to currently hold at least one of the following certification levels:

- Certified, Senior, or Master Technician
- Certified, Senior or Master, Diagnostic Technicians

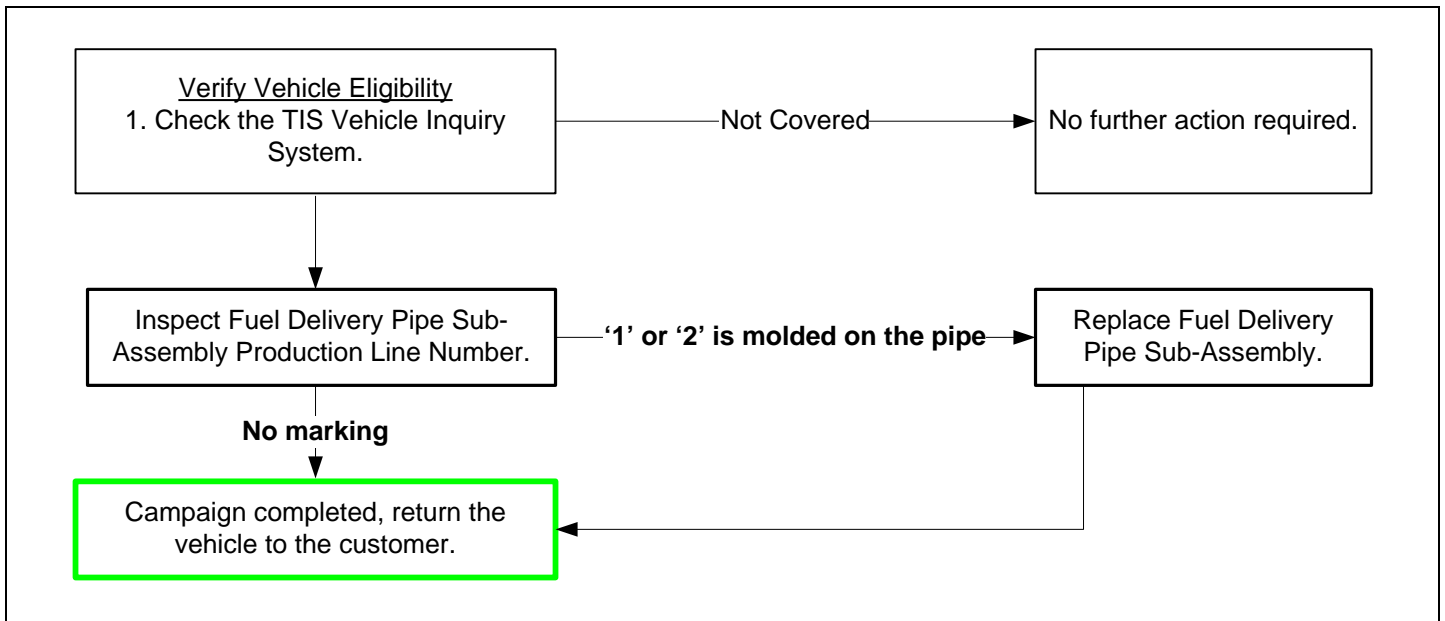
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this interim procedure. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Remedy Procedures

Please refer to TIS for Technical Instructions for this repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle at the time of the appointment.

Warranty Reimbursement Procedure



Safety Recall	Op. Code	Description	Flat Rate Hour
ELD	AGGA8D	Fuel Delivery Pipe <u>Passes</u> Inspection Procedure (No Number Found)	0.3 hr/vehicle
ELD	AGGA8H	Replace Fuel Delivery Pipe (includes inspection time)	2.9 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Vehicles Inspected and Failed During the Preliminary Phase (E2D)

Please use the opcodes below for vehicles that Failed (number found) during the preliminary phase vehicle inspection. A warranty claim for 0.3 hours/vehicle was previously submitted for these vehicles.

Safety Recall	Op. Code	Description	Flat Rate Hour
ELD	AGGA8R	Replace Fuel Delivery Pipe (Inspected during preliminary phase E2D)	2.8 hr/vehicle

- **Rental Vehicle:** If the fuel delivery pipe in a customer's vehicle was determined to be affected (Number Found) during the Preliminary phase (E2D), a rental vehicle can be claimed under opcode AGGA8R for a maximum of 45 days under sublet type "RT."

Lexus' usual customer care amenities of car wash and fuel tank fill apply to this Safety Recall. Additionally, one day of rental vehicle expense (to a maximum of \$45/day) or the cost of pick-up and delivery or remote repair of the customer's vehicle may be claimed if required.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Lexus. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Handling

A Q&A is attached to assist you in responding to any questions or customer concerns. If the customer has any further questions they are requested to contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm PST, or Saturday, 7:00 am to 4:00 pm PST.

Please review this notification with your staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your understanding and cooperation.

Lexus
A Division of Toyota Motor Sales, USA, INC.

Attachments

CC: Customer Satisfaction Manager
General Manager
Parts Manager
Pre-owned Manager
Service Manager
Warranty Administrator



Safety Recall ELD - **Remedy Notice**

Certain 2015 Model Year RX 350 Vehicles Equipped with 2GR-FE Engine

Potential Fuel Delivery Pipe Leak

Q1: What is the condition?

A1: In the subject vehicles, the Bank 1 (cowl side) fuel delivery pipe end cap could have been insufficiently welded during the manufacturing process. This condition can lead to a fuel leak in the engine compartment. Fuel leakage in the presence of an ignition source could increase the risk of a vehicle fire.

Q1a: What is the cause of the condition?

A1a: The insufficient weld was caused by a maintenance issue with the equipment used to manufacture the fuel delivery pipe. This condition only occurred at one supplier for this component during a brief period; not all vehicles are equipped with the affected fuel delivery pipe. An authorized Lexus dealership will inspect the fuel delivery pipe to determine if it is affected.

Q2: What is Lexus going to do?

A2: In Mid-November, 2014, Lexus will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Lexus dealer will inspect the fuel delivery pipe to determine if your vehicle is equipped with an affected part. If so, the fuel delivery pipe will be replaced at **No Charge** to you.

Q2a: How long will the repair take?

A2a: Inspecting the fuel delivery pipe will take approximately 45 minutes. If an affected part is identified, replacing the fuel delivery pipe will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q3: Are there any warnings or indicators before this condition occurs?

A3: There are no advanced warnings prior to the existence of this condition. However, if the condition is present, occupants may notice a persistent fuel odor while driving or immediately after operating the vehicle.

Q3a: What if I experience the condition?

A3a: If you experience the condition described above, please contact your local authorized Lexus dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at **No Charge** to you.

Q3b: Can my vehicle be driven if this condition occurs?

A3b: No. If you notice a persistent fuel odor while driving or immediately after operating the vehicle, please stop your vehicle in a safe manner, turn the ignition off, and contact your local authorized Lexus dealer for immediate diagnosis and repair or Lexus Roadside Assistance.

Q4: Which and how many vehicles are covered by this Safety Recall?

A4: There are approximately 3,200 vehicles covered by this Safety Recall in the US.

Model	Model Year	Production Period	Approx. UIO
RX 350	2015	May 2014 - June 2014	3,200

Q4a: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall in the U.S.?

A4a: Yes. Certain 2014 Model Year Toyota Avalon, Camry, Highlander and Sienna vehicles are also involved.

Q4b: Are RX 450h Hybrid vehicles covered by this campaign?

A4b: No, RX 450h Hybrid vehicles are equipped with a different fuel delivery pipe.

Q5: How does Lexus obtain my mailing information?

A5: Lexus uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q6: Do I need my owner letter to have the remedy performed?

A6: You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

Q7: What if I have additional questions or concerns?

A7: If you have additional questions or concerns, please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

**Certain 2015 Model Year RX 350 Vehicles
Potential Fuel Delivery Pipe Leak
IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: [VIN]

URGENT SAFETY RECALL

This is an important Safety Recall.
The remedy will be performed at **NO**
CHARGE to you.

Dear Lexus Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 RX 350 vehicles

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the Condition?

The fuel delivery pipe end cap could have been insufficiently welded which can lead to a fuel leak in the engine compartment. Fuel leakage in the presence of an ignition source could increase the risk of a vehicle fire.

What will Lexus do?

Any authorized Lexus dealer will inspect the fuel delivery pipe to determine if your vehicle is equipped with an affected part. If so, the fuel delivery pipe will be replaced at **No Charge** to you.

What should you do?

This is an important Safety Recall

Please contact any authorized Lexus dealer to schedule an appointment to have the remedy performed as soon as possible.

Inspecting the fuel delivery pipe will take approximately 45 minutes. If an affected part is identified, replacing the fuel delivery pipe will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Until the remedy is completed on your vehicle, if the condition is present, occupants may notice a persistent fuel odor while driving or immediately after operating the vehicle.

If you experience this condition, please stop your vehicle in a safe manner, turn the ignition off, and contact your local authorized Lexus dealer for immediate diagnosis and repair. You can also contact Lexus Roadside Assistance.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.lexus.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

- **Your local Lexus dealer will be more than happy to answer any of your questions and set up an**

appointment to perform the repair.

- You can find additional information and locate a Lexus dealer in your area by going online and visiting www.lexus.com.
- If you require further assistance, you may contact the Lexus Customer Assistance Center at 1-800-255-3987, Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am to 4:00 pm Pacific Time.

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.