

Safety Recall ELD (E2D) - *Preliminary Notice*
Certain 2015 Model Year RX 350 Vehicles Equipped with 2GR-FE Engine
Potential Fuel Delivery Pipe Leak

Updated 9/22/2014

Updated Section

- Status - Clarification to vehicle handling
- Interim Warranty Reimbursement Procedure - Clarification to claim filing

Updated Sections - 9/19/2014

- Involved Vehicles - Vehicle population has been reduced
- Interim Warranty Reimbursement Procedure - Rental reimbursement

On September 18, 2014, Lexus will file 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 be inspected and pass the inspection prior to delivery.

Lexus is currently preparing the remedy for this condition.

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.

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.

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

Note: Vehicles that have been removed from this campaign will show Not Applicable on TIS.

Status/Implementation at Dealerships

- *Lexus is currently preparing the remedy for this condition.* We anticipate the remedy will be available in the near future.
- Until the remedy is available, dealerships are requested to follow the below process. Please refer to the Technical Instructions and Interim Warranty Reimbursement Procedure section for additional details.
 - The vehicle population has been reduced. As a result, vehicles that have been removed from this Safety Recall now show Not Applicable on TIS. It is **required** to confirm TIS status on all vehicles, including those previously identified as affected-inspection failed vehicles.
 - If TIS now indicates Not Applicable, regardless of inspection pass or fail results, the vehicle is not included in this Safety Recall and can be released.

- o A **new vehicle** in dealership inventory that shows Not Completed in TIS and does not pass the inspection cannot be delivered until the remedy is performed.
- o A **customer vehicle** that shows Not Completed in TIS and does not pass the inspection should be held until the remedy is available. Please provide the customer with a rental vehicle. Rental reimbursement will be provided under the Remedy claim.
- (“E2D” until the remedy is launched) Preliminary Notification documents will be posted on TIS starting Wednesday, September 17, 2014.
- VINs covered by this Safety Recall will be searchable on TIS starting Thursday, September 18, 2014. Claim filing for inspection results will be available on Friday, September 19, 2014.

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 applicability and completion can be verified through TIS.

Lexus makes significant effort to identify all vehicles that could be in dealership inventory to ensure correction prior to delivery. Please note the provided VIN list contains vehicles known to be in dealer inventory as well as previously shipped vehicles that could arrive in dealer inventory that have not yet been corrected. Due to various systems required to track vehicle location and the constant movement of vehicles, the list provided could include VINs that are not in your inventory. *Vehicle Safety Recall completion should always be verified through TIS.*

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.

Also to further assist the dealers, a member of your Area Office will provide an updated list of VIN’s that our records show to be in your dealership’s new vehicle, pre-owned vehicle or LCCS inventory, to ensure they are not delivered prior to remedy.

Technician Training Requirements

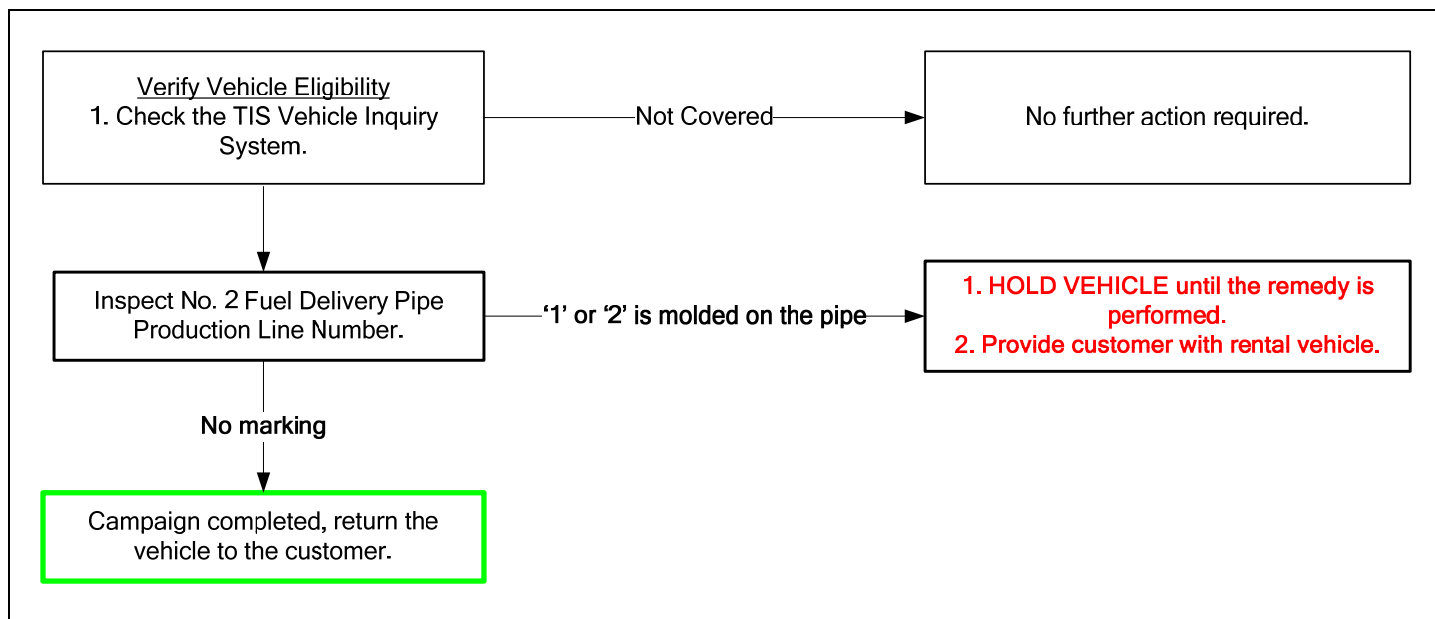
The repair quality of covered vehicles is extremely important to Lexus. All dealership associates involved in this inspection procedure are required to successfully complete E-Learning course LSC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this interim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

Interim Warranty Reimbursement Procedure



Safety Recall	Op. Code	Description	Flat Rate Hour
E2D	QCE2D1	Inspect Fuel Delivery Pipe - (No Number Found)	0.3 hr/vehicle
E2D	QCE2D2	Inspect Fuel Delivery Pipe - (Number Found) <i>Note:</i> • Hold the vehicle until the remedy is performed • Provide the Customer with a rental vehicle.*	0.3 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- *For affected vehicles, rental vehicle reimbursement will be provided once the remedy becomes available.

Warranty Claim Filing During Preliminary Phase

- After completing the inspection, it is imperative the correct Op. Code for Pass and Fail conditions is used and the warranty claim is submitted in a timely manner.
- Vehicles that were previously inspected and now show **Not Applicable** in TIS should be handled as follows:
 - o **IMPORTANT NOTE:** Warranty claims submitted for vehicles showing Not Applicable in TIS will automatically go to Not Approved status in CPS after submitting the claim. Please submit these warranty claims and leave them in the Not Approved status. These claims will be manually processed within 5 business days.
 - o If a vehicle passed the inspection - Submit a claim using QCE2D1.
 - o If a vehicle failed the inspection - Submit a claim using QCE2D2. If a rental car was provided to the customer and is no longer needed because the vehicle is Not Applicable, rental vehicle reimbursement may be added to claims using "RT" sublet type Op. Code QCE2D2.

Note: A small number of claims with an incorrect labor time of 0.2 may have been approved. This issue has been corrected and any discrepancy will be credited shortly. To ensure claims pay the correct labor time, please resave all claims prior to submitting.

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 dealer 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 preliminary 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.



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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: **Lexus is currently preparing the remedy for this condition.** Once preparations are complete, Lexus will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall.

The remedy, when available, will involve an inspection of 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.

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 before the remedy is available?

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, when available, will be performed at **No Charge** to you.

In the interim, if your vehicle is equipped with an affected fuel delivery pipe, the dealership will provide you with a complimentary loaner vehicle until the remedy is performed.

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: When does Lexus anticipate the remedy will be available?

A5: Lexus is currently working on obtaining the remedy parts for this Safety Recall. Lexus will provide additional information as it becomes available.

Q6: How does Lexus obtain my mailing information?

A6: 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.

Q7: When the remedy becomes available, do I need my owner letter to have the remedy performed?

A7: 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.

Q8: What if I have additional questions or concerns?

A8: 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.