



2-19-2015 Update: Warranty claim procedures provided.

February 11, 2015

**Subject:** Safety Recall ELF (E2F) - *Remedy Available*  
2007 through 2010 Model Year LS Vehicles  
2006 through 2011 Model Year GS and IS Vehicles  
2010 Model Year IS C Vehicles  
2008 through 2010 Model Year IS F Vehicles  
Potential Fuel Pressure Sensor 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 2007 through 2010 model year LS, 2006 through 2011 model year GS and IS, 2010 model year IS C, and 2008 through 2010 model year IS F vehicles.

**Lexus has completed the remedy preparations and will begin mailing the remedy owner letter for Safety Recall ELF.**

#### Condition

In the subject vehicles, the sealing property of the gasket seated in between the pressure sensor and the fuel delivery pipe could become degraded. During vehicle operation, fuel could leak past the gasket. In the presence of an ignition source, this could increase the risk of a vehicle fire.

Below are important details regarding the remedy phase; please review this entire package with your staff to familiarize them with this notification and implementation requirements.

#### Owner Notification

Lexus will begin to mail a remedy notification letter, in phases coordinated with parts availability, to owners of covered vehicles in late February, 2015.

*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.*

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

#### Involved Vehicles

There are approximately 423,000 vehicles covered by this Safety Recall in the United States.

NOTE: There are only eight 2011 Model Year vehicles covered by this Safety Recall.

Model	Model Year	Production Period	Approx. UIO
LS 460 / 600h	2007 through 2010	May 2006 through July 2010	84,000
GS 300 / 350 GS 460 / 450h	2006 through 2011	January 2005 through September 2010	104,000
IS 250 / 350	2006 through 2011	August 2005 through September 2010	218,000
IS 250C / 350C	2010	April 2009 through June 2010	13,000
IS F	2008 through 2010	December 2007 through July 2010	3,700

### Status/Implementation at Dealerships

- ELF Remedy Notification documents will be posted on TIS starting Wednesday, February 11, 2015.
- VINs covered by this Safety Recall are searchable on TIS.
- Warranty operations codes will be available for claim filing in the near future.

### 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.

### Campaign Special Service Tools

In a separate shipment, which was scheduled to arrive on February 9, 2015, your dealership was sent a package containing special service tools (SSTs) for this campaign. When received, the package will have a fluorescent (green, orange, yellow, or pink) label like the sample shown below for easy identification.



These tools are needed when performing the remedy. These tools ***ARE NOT*** available through normal parts or tool channels. There is a very limited supply of tools, but if additional tools are needed, contact your Area representative.

Refer to Section II-B of the Technical Instructions located on TIS for a list of the SSTs provided for the remedy procedure.

### Technician Training Requirements

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

### Parts Ordering Process (DDMAX)

Orders can be placed through each dealer's facing PDC. The kits have been placed on DDMAX and will be systematically released based on the established order criteria. Each dealer's facing PDC will send an e-mail with dealer specific order criteria. A sample of the Parts Allocation Report for the kit part numbers is included below for your reference.

An initial quantity of the required Pando 39C (00289-ELF39) has been shipped to each dealer. Please contact your DSPM to request additional quantities of Pando 39C. Your DSPM will contact Lexus headquarters who will evaluate your ELF paid warranty claim volume, overall remaining UIO, and availability of Pando 39C. Upon Lexus headquarters approval your dealership will be authorized to submit an order for the approved quantity via the LCMC website.

Note: Each can of Pando 39C is sufficient to service approximately 120 vehicles.

*Parts and service managers should work together to schedule appointments based on parts availability within the DDMAX kit limits and Pando 39C availability.*

Model	Part Number	Part Description	Qty/Vehicle
LS 460/600h, GS 460	04004-35138	Fuel Pressure Sensor Gasket Kit	1
IS F	04004-35238	Fuel Pressure Sensor Gasket Kit	1
GS 350/450h, IS 350/350 C	04004-35331	Fuel Pressure Sensor Gasket Kit	1
IS 250/250 C	04004-35831	Fuel Pressure Sensor Gasket Kit	1
GS 300	04004-35931	Fuel Pressure Sensor Gasket Kit	1



### IMPORTANT PARTS ORDERING UPDATE

All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to Service and Parts Operations Communication 2011-20 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

## 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

Model	Operation Code	Description	Flat Rate Time*
IS 250/350, IS 250C/350C, GS 300/350, GS 450h	AGGB7A	Replace the fuel pressure sensor gasket	3.1 hr/vehicle
IS F, GS 460, LS 460, LS 600h	AGGB7B		4.1 hr/vehicle

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

Note: Dealers may submit for the cost of the Pando 39C (00289-ELF39) at a maximum rate of \$1.10 per vehicle as sublet type "ZZ."

### *Loaner Vehicle Reimbursement for Customer Vehicles Diagnosed with Fuel Odor During the Preliminary Phase (E2F)*

If a fuel odor was diagnosed as related to the subject condition in a customer's vehicle during the Preliminary phase of this safety recall (E2F) and the customer was provided a loaner vehicle, dealers may submit a request for reimbursement with the claim for the remedy repair. For customer vehicles meeting the above condition, dealers may claim \$45/day to a maximum of 120 days as sublet type "RT."

## 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 remedy 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.

Attachment

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



**Safety Recall ELF - Remedy Notice**  
**2007 through 2010 Model Year LS Vehicles**  
**2006 through 2011 Model Year GS and IS Vehicles**  
**2010 Model Year IS C Vehicles**  
**2008 through 2010 Model Year IS F Vehicles**  
**Potential Fuel Pressure Sensor Leak**

**Background**

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 2007 through 2010 model year LS, 2006 through 2011 model year GS and IS, 2010 model year IS C, and 2008 through 2010 model year IS F vehicles.

**Q1: What is the condition?**

A1: In the subject vehicles, the sealing property of the gasket seated in between the pressure sensor and the fuel delivery pipe could become degraded. During vehicle operation, fuel could leak past the gasket. In the presence of an ignition source, this could increase the risk of a vehicle fire.

**Q1a: What is the cause of the condition?**

A1a: The fuel delivery pipes could have been produced with particles of excess plating material on the gasket seating surface where the fuel pressure sensor is installed. These particles may degrade the sealing effectiveness of the gasket.

**Q2: What is Lexus going to do?**

A2: Owners of vehicles covered by this Safety Recall will receive an owner notification letter by first class mail starting in late February, 2015. Any authorized Lexus dealership will repair the fuel pressure sensor sealing surface and replace the gasket at **No Charge** to you.

**Q2a: How does Lexus obtain my mailing information?**

A2a: 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.

**Q2b: Do I need my owner letter to have the remedy performed?**

A2b: 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 the notice at the time of your service appointment.

**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: How long will the repair take?**

A4: Repairing the fuel pressure sensor sealing surface and replacing the gasket will take approximately 4 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q5: Which and how many vehicles are covered by this Safety Recall?**

A5: There are approximately 423,000 vehicles covered by this Safety Recall in the US.

NOTE: There are only eight 2011 Model Year vehicles covered by this Safety Recall.

Model	Model Year	Production Period	Approx. UIO
LS 460 / 600h	2007 through 2010	May 2006 through July 2010	84,000
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IS F	2008 through 2010	December 2007 through July 2010	3,700

**Q5a: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall in the U.S.?**

A5a: No. There are no other Toyota, Lexus, or Scion vehicles involved.

**Q6: What if I previously paid for repairs to my vehicle for this condition?**

A6: Reimbursement consideration instructions will be provided in the remedy owner letter.

**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 to 4:00 pm Pacific Time.

2007 through 2010 Model Year LS Vehicles  
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Potential Fuel Pressure Sensor 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 the following vehicles:

2007 through 2010 Model Year LS Vehicles  
2006 through 2011 Model Year GS and IS Vehicles  
2010 Model Year IS C Vehicles  
2008 through 2010 Model Year IS F 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?**

In the subject vehicles, the sealing property of the gasket seated in between the pressure sensor and the fuel delivery pipe could become degraded. During vehicle operation, fuel could leak past the gasket. In the presence of an ignition source, this could increase the risk of a vehicle fire.

**What will Lexus do?**

Any authorized Lexus dealer will repair the fuel pressure sensor sealing surface and replace the gasket 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.**

Repairing the fuel pressure sensor sealing surface and replacing the gasket will take approximately 4 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

There are no advanced warnings prior to the existence of this condition. However, 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 Lexus dealership immediately for diagnosis. If the condition is related to this Safety Recall, the repair will be performed at **No Charge** to you.

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 at [www.lexusdrivers.com](http://www.lexusdrivers.com). You will need your user name, password, and full 17-digit Vehicle Identification Number (VIN).

**What if you live in California and don't have this Safety Recall performed?**

California requires the completion of Safety Recalls on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **no cost** Safety Recall, your vehicle may be more



likely to fail this test. California regulations require Lexus to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall completed.

Your Lexus dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the recall has been completed during your vehicle registration renewal process.

**What if you have other questions?**

***Your local Lexus dealer will be more than happy to answer any of your questions.*** 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>.

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order and proof-of-payment to the following address for reimbursement consideration:

Lexus, a Division of Toyota Motor Sales, U.S.A., Inc  
Lexus Customer Assistance Center L201  
19001 South Western Avenue  
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow us 6-8 weeks to process your request.

Please note the dealership will need to complete the Safety Recall remedy before reimbursement consideration requests can be processed.

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.