



*INTEROFFICE MEMORANDUM*

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To: All Lexus Area General Managers and Assistant General Managers  
From: Chuck Yaeger  
Senior Manager, Fixed Operations

**SAFETY RECALL RENOTIFICATION  
OWNER RENOTIFICATION 21R003**

Safety Recall and Service Campaign completion is an important part of our commitment to meet customer expectations of Lexus products. Lexus conducted follow-up notifications to remind owners whose vehicles have not yet had Safety Recall repairs completed in the campaign(s) listed below.

We request your assistance in completing the applicable campaign repairs as owners receive follow-up notifications and contact your dealership. Please note the follow-up activity may cause an increase in owner appointments. Lexus plans to mail these follow-up activities in the weeks to come. Please take this into consideration when analyzing your manpower requirements.

**Campaigns Covered in the Renotification**

Campaign	Model and Model Year	Approximate Renotification UIO	Renotification Schedule
JLL	2008-2019 LX 570; Front Seatbelt	23,400	Mid to Late March 2022
JLG	2010 GX 460 and 2011-2013 GX 460; Air Injection Pumps and Air Switching Valves	13,600	
JLF	2007-2011 GS and 2006-2014 IS; Fuel Delivery Pipe	34,000	
GLJ	2011-2012 CT200H; Curtain Shield Airbag	4,600	

**Follow-Up Owner Notification Letter Mailing Date**

The Campaign Follow-Up Owner Notification(s) began in Mid-March 2022. Owner notifications will be mailed over a period of several weeks consistent with parts availability. The owner will be notified using the following method(s):

- First Class Mail Letter

## Dealer Inventory Procedures

### Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, Lexus requests that dealers complete Safety Recalls and/or Service Campaigns on any used vehicles currently in dealer inventory prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall and/or Service Campaign.

Lexus expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ for that campaign, to the vehicle buyer. Lexus and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com). In the subject line of the email state, "Disclosure Form JLL, JLG, JLF, or GLJ" and include the VIN.

**NOTE:** Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.lexus.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

### L/Certified Vehicles

L/Certified policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as L/Certified until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

### LCCS Service Loaners

Lexus requests that dealers remove all LCCS Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

## Customer Handling, Parts Ordering, and Remedy Procedures

### Technical Instructions

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and/or Service Campaigns on the vehicle during the time of appointment.

### Parts Ordering

The applicable parts ordering information can be found in the Dealer Letter and Technical Instructions of the *specific* campaign. As a general practice, please utilize the following guidelines to determine your parts order for this renotification activity:

- Check current stock levels.
- Subsequent orders should be based on customer appointments.
- Replenishment orders of parts should be based on a "sell one, buy one" basis.

### **Customer Handling and Dealership Follow-Up**

Please consider this follow-up notice a great opportunity to focus on assuring customers that their safety remains a top priority at Lexus. Customers who receive a Safety Recall and/or Service Campaign Follow-Up Notice may contact your dealership with questions regarding the letter and/or remedy. Please ensure that all customer contact personnel are aware of this Safety Recall or Special Service Campaign and know how to accurately answer a customer's questions or how to direct the customer to someone that can. Please welcome them to your dealership and answer any questions that they may have.

Lexus encourages dealerships to follow-up with their customers by telephone to encourage them to complete this Safety Recall and/or Service Campaign. The following word track has been provided for this purpose. To assure a consistent and accurate description of the Safety Recall and/or Service Campaign is communicated to the customer, dealership associates are requested to refer to the specific Safety Recall or Special Service Campaign Q&A (available in TIS) to answer any specific customer questions.

Hello [Mr./Ms.] \_\_\_\_\_ [Customer Name],

Our dealership [Dealership Name] is following up with you regarding Safety Recall/Service Campaign [Safety Recall/Service Campaign No.] which involves [Safety Recall/Service Campaign Title]. Our records indicate that your vehicle has not been remedied under this Safety Recall/Service Campaign. As a customer convenience, I would like to answer any questions that you may have. [Answer any questions using the applicable campaign Q&A]

May I schedule an appointment for your vehicle to complete this [Important Safety Recall/Service Campaign]?

What date and time will be convenient for you to bring your vehicle into our service department which is located at [dealership address]. If you have any further questions or concerns, please contact me at [contact name and telephone no.]

**NOTE:** Additional guidelines regarding dealership follow-up for non-completed recalls and other campaigns can be found in Warranty Policy 5.21.

***Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Owner Renotification of Non-Completed Safety Recall, Special Service or Limited Service Campaign.***

Thank you for your cooperation.

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