



Originally Published: April 3, 2018

Subject: **Safety Recall JLD (J2D) - *Interim Notice***
Certain 2017 Model Year RX 350 Vehicles
Vacuum Pump

On April 3, 2018, 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 2017 model year RX350 vehicles.

Condition

The involved vehicles are equipped with a vacuum pump assembly, which provides braking assist. A component in the vacuum pump assembly may have been manufactured incorrectly. This condition could lead to the illumination of a warning light, a warning message, an audible tone, and result in the sudden loss of braking assist. A sudden loss of braking assist while driving could increase the risk of a crash.

Remedy

Lexus is currently preparing the remedy for this condition. The remedy, when available, will involve the replacement of the vacuum pump at ***NO CHARGE*** to the customer.

Covered Vehicles

There are approximately 200 vehicles covered by this Safety Recall. None of the vehicles covered by this Safety Recall were distributed to Puerto Rico.

Model Name	Model Year	Production Period
RX350	2017	Early October 2017 - Mid-October 2017

Owner Letter Mailing Date

Lexus will notify owners by late May 2018.

Lexus makes significant effort to obtain current customer name and address information from each state through industry resources 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.

New Vehicles in Dealership Inventory

There are 2 vehicles in new dealer inventory as of April 2, 2018.



Under Title 49, Section 30112 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 or contains a defect related to motor vehicle safety. Further, 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.

Lexus reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Lexus provides these flooring reimbursements at 60 day intervals. Lexus reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being remedied.

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

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 24 hours to populate information for newly launched campaigns.

Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00241-INSPT	Inspection Mirror Hang Tag	25 Per Pack

Pre-Owned Vehicles in Dealer Inventory

Lexus typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Lexus.

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, 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. In the subject line of the email state "Disclosure Form JLD/J2D" 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 24 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 Loaner) Vehicles

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

Loaner Vehicle Reimbursement Procedure

For customers who are uncomfortable driving their vehicle while Lexus prepares the remedy, a loaner vehicle or alternative transportation can be claimed to a maximum \$45 per day.

Lexus is currently preparing the rental vehicle op codes. The Dealer Letter will be updated when these op codes are available, please hold claim filing until that time.

NOTE: A rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.

Media Contacts

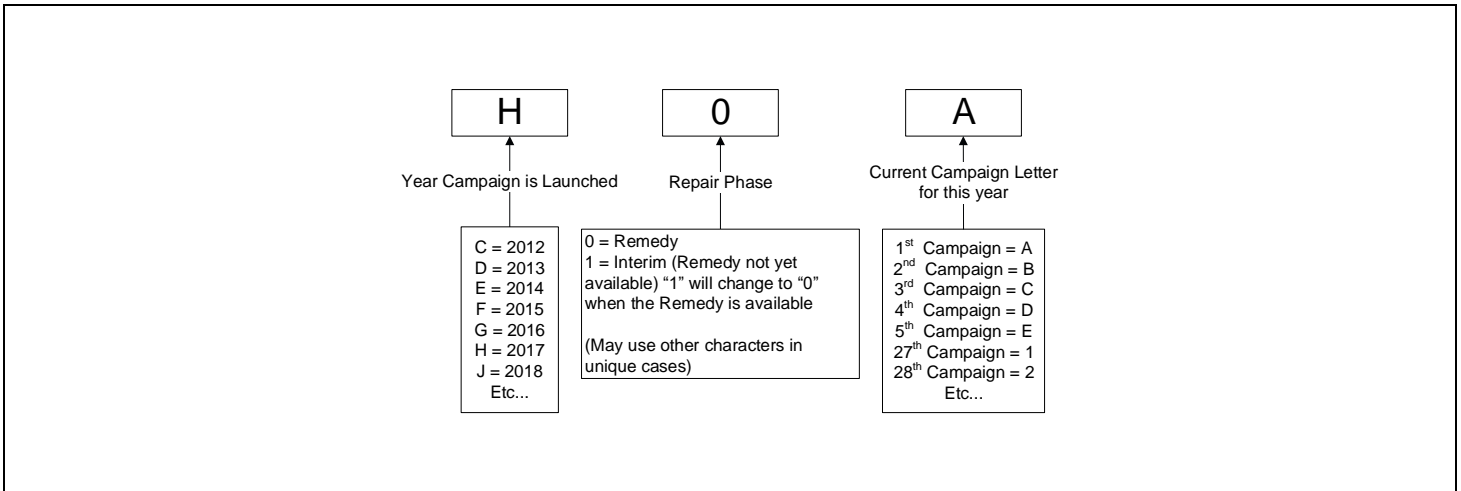
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Lexus Guest Experience Center (1-800-255-3987) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 5:00 pm Central Time.

Campaign Designation Decoder



Examples:

C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012

EOA = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014

HOA = Launched in 2017, Remedy Phase, 1st Campaign Launched in 2017.

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 Safety Recall.

Lexus
A Division of Toyota Motor Sales, USA

Attachments

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

Safety Recall JLD (Interim J2D) – *Interim Notice*
 Certain 2017 Model Year RX 350 Vehicles
 Vacuum Pump

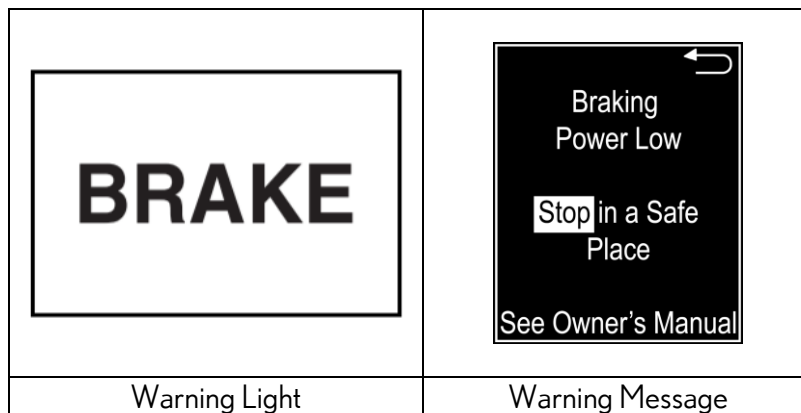
Frequently Asked Questions
 Original Publication Date: April 3, 2018

Q1: What is the condition?

A1: The involved vehicles are equipped with a vacuum pump assembly, which provides braking assist. A component in the vacuum pump assembly may have been manufactured incorrectly. This condition could lead to the illumination of a warning light, a warning message, an audible tone, and result in the sudden loss of braking assist. A sudden loss of braking assist while driving could increase the risk of a crash.

Q2: Are there any warnings that this condition has occurred?

A2: If this condition occurs, it could lead to the illumination of a warning light, a warning message, an audible tone, and a harder brake pedal feel. Also, the brake pedal may feel “over-sensitive” at lower vehicle speeds.



Q3: What is Lexus going to do?

A3: Lexus is currently preparing the remedy for this condition. When the remedy becomes available, Lexus will send an owner notification by first class mail, starting in late May 2018, advising owners to make an appointment with their authorized Lexus dealer to have the vacuum pump replaced at **NO CHARGE**.

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

A4: There are approximately 200 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
RX350	2017	Early October 2017 - Mid-October 2017

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

A4a: Yes, there are certain 2017 model year Sienna and Tacoma vehicles, and certain 2018 model year Camry and Highlander vehicles

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: *What if I have additional questions or concerns?*

A6: If you have additional questions or concerns, please contact the Lexus Guest Experience Center at 1-800-255-3987, Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 5:00 pm Central Time.



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LEXUS
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for L/Certified units.

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Lexus dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature _____

Lexus recommends that you register with the Lexus Drivers Community at <http://www.lexus.com/drivers/> and regularly check recall applicability using www.lexus.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model _____

Model Year _____

Customer Information

Customer Name _____

Customer Email _____

Customer Address _____

Home Phone # _____

Mobile Phone # _____

Date _____

Please provide this information so that Lexus or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit www.lexus.com/drivers or contact us at 1-800-255-3987.

Dealer Information

Dealer Name/Address _____

Dealer Code _____

Dealer Phone Number _____

Dealer Staff Name _____

Dealer Staff Signature _____