



Originally Published: May 3, 2018

Subject: **Safety Recall JLD - *Remedy 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 will send an owner notification by first class mail advising owners to make an appointment with their authorized Lexus dealer to have the vacuum pump replaced 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 begin to notify owners by late May 2018. A sample of the owner notification letter has been included for your reference.

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. If you are contacted by an owner who has not yet received a notification, please ***verify eligibility by confirming through TIS prior to performing repairs***. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

New Vehicles in Dealership Inventory

There are approximately 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.

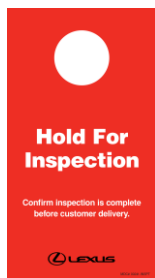
Lexus reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Lexus provides these flooring reimbursements at 60 day intervals. Lexus reserves the right to withhold or charge-back any flooring reimbursement funds that 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

To ensure customer satisfaction, Lexus requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall 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.

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.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified
- Senior
- Master

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. 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

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

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.

Parts Ordering Process

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Lexus Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

Part Number	Description	Quantity
29300-0P011	PUMP ASSY, VACUUM	1
22271-0P020	GASKET, THROTTLE BODY	1
90105-A0127	BOLT, FLANGE	3

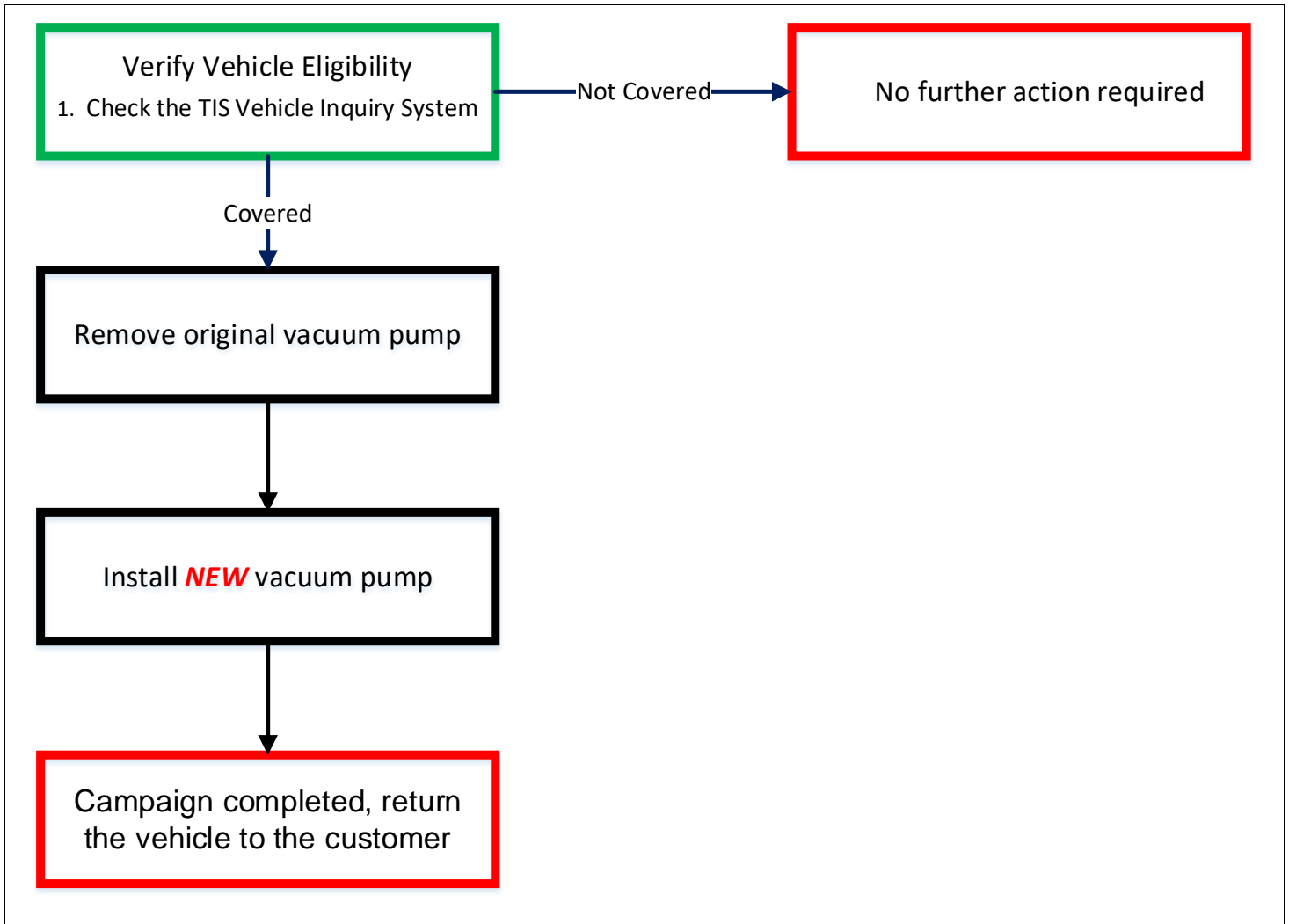
Long Term Alternate Transportation Reimbursement Procedure

For customers who requested a loaner vehicle or alternative transportation in the interim phase, a loaner vehicle or alternative transportation can be claimed up to \$45 per day.

Op. Code	Description
LGG38A	Vehicle Rental 1-30 Days

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

Warranty Reimbursement Procedure



Model	Opcode	Description	Flat Rate Hours
RX350	LGG35E	Replace the vacuum pump	1.3

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost of Toyota Genuine Adhesive 1324, Three Bond 1324 or equivalent thread sealer (not thread locker) can be claimed as sublet type "OF" under OP Code LGG35E at a maximum cost of \$0.25 per vehicle.

Lexus' usual customer care amenities of car wash and fuel fill-up apply to this Safety Recall. Additionally, one day of rental vehicle expense (to a maximum of \$45/day) while the vehicle is being remedied or the cost of pick-up and delivery of the customer's car may be claimed if required and subject to the guidelines published in the Safety Recall and Special Service Campaign General Procedures document on TIS.

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Lexus for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect opcode or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Media Contacts

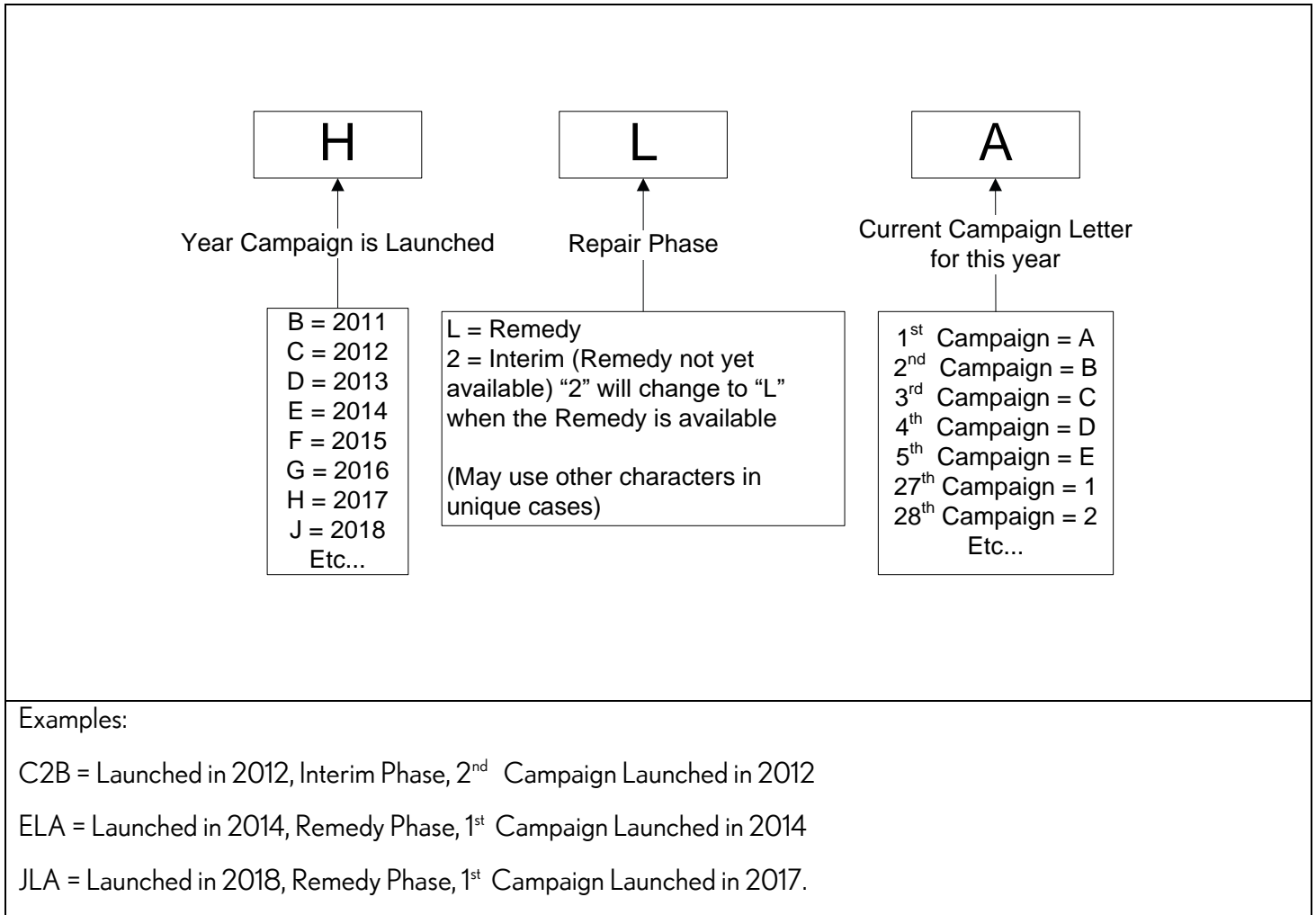
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Lexus Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

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



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.

Thank you for your cooperation.

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 - *Remedy Notice*
 Certain 2017 Model Year RX 350 Vehicles
 Vacuum Pump

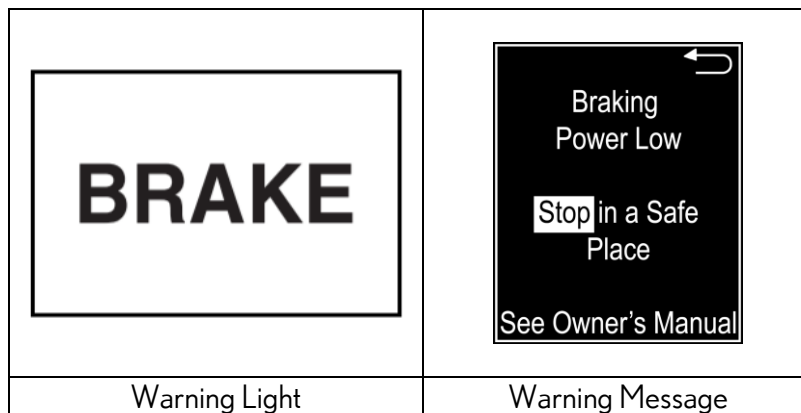
Frequently Asked Questions
 Original Publication Date: May 3, 2018

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 will send an owner notification by first class mail, by 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 long does the repair take?*

A5: The repair takes approximately 1.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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: *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.



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.

Certain 2017 Model Year RX 350 Vehicles
Vacuum Pump
IMPORTANT SAFETY RECALL (Remedy Notice)
NHTSA Recall No. 18V-211

Dear Lexus Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in certain 2017 model year 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 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.

What will Lexus do?

Any authorized Lexus dealer will replace the vacuum pump 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.

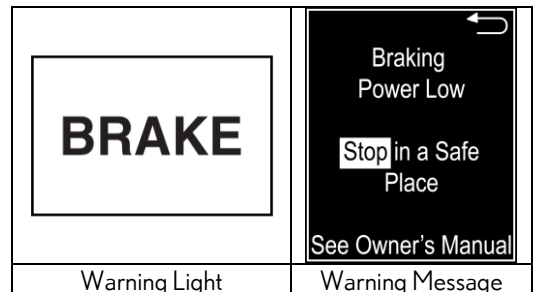
Until the remedy is performed, be alert to any lights or other warnings that may indicate that this or other conditions affecting the brakes may be present.

If this condition has occurred, a warning message may illuminate in addition to the illumination of the Brake Warning Light and an audible tone. See the images below. Also, the brake pedal may become "over-sensitive" at lower vehicle speeds or you may notice that you have to press harder on the brake pedal to stop the vehicle.

The Brake Warning Light is designed to come on when the engine switch is turned to the "ON" position as a function check. Under normal operation, it goes off after a few seconds. The warning light turning off after the check period means the system is operating as designed**.

If the Brake Warning Light remains illuminated after the check period, the parking brake may not be fully released.

If the Brake Warning Light (1) does not illuminate or (2) illuminates or remains illuminated after the check period, **and** the parking brake is fully released, your brake system may not be operating as designed. Please contact your local authorized Lexus dealer promptly for diagnosis and appropriate repair. If the warning lamp illumination is related to the condition covered by this Safety Recall, the inspection and potential repair will be performed at no charge to you.



**Please refer to the Owner's Manual for additional operation details related to this system.

The remedy will take approximately two hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Want to learn more?

For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.lexus.com/recall. Input your full 17-digit Vehicle Identification Number (VIN - Located at the top of this letter) to review information specific to your vehicle.

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 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

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time or without charge, 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 would like to update your vehicle ownership or contact information, you may do so by registering at <http://drivers.lexus.com/lexusdrivers>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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.



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

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and L/Certified units.

This vehicle is involved in a Safety (Noncompliance) 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 _____