



Originally Published: June 26, 2018

Subject: **Safety Recall JLF (Interim J2F) - *Interim Notice***
Certain 2007 - 2011 Model Year GS Vehicles and Certain 2006 - 2014 IS Vehicles
Fuel Delivery Pipe

On June 26, 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 2007 - 2011 model year GS vehicles and certain 2006 - 2014 model year IS vehicles.

Condition

The involved vehicles are equipped with a certain 3.5-liter V6 gasoline engine. The diaphragm material in the fuel pulsation dampers in this engine may harden over time and crack, causing fuel to leak. A fuel leak in the presence of an ignition source can increase the risk of a vehicle fire.

Remedy

Lexus is currently preparing the remedy for this condition. When the remedy becomes available, Lexus will send an owner notification by first class mail advising owners to make an appointment with their authorized Lexus dealer to have the Fuel Delivery Pipe replaced with a new one at ***NO CHARGE***.

Covered Vehicles

There are approximately 115,000 vehicles covered by this Safety Recall. There were approximately 450 vehicles distributed to Puerto Rico involved in this Safety Recall.

Model Name	Model Year	Production Period
GS 350	2007 - 2011	Mid-June 2006 - Late August 2011
GS 450H		Late September 2005 - Late August 2011
IS 350	2006 - 2013	Late May 2005 - Mid-March 2013
IS 350C	2010 - 2014	Late November 2008 - Early August 2014

Owner Letter Mailing Date

Lexus expects to notify owners by early August 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. 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.

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 JLF/J2F" 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.

Interim Phase Loaner Vehicle Reimbursement Procedure

For customers who are uncomfortable driving their vehicle while Lexus prepares the remedy, alternative transportation can be claimed to a maximum of \$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: Rental invoices *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Media Contacts

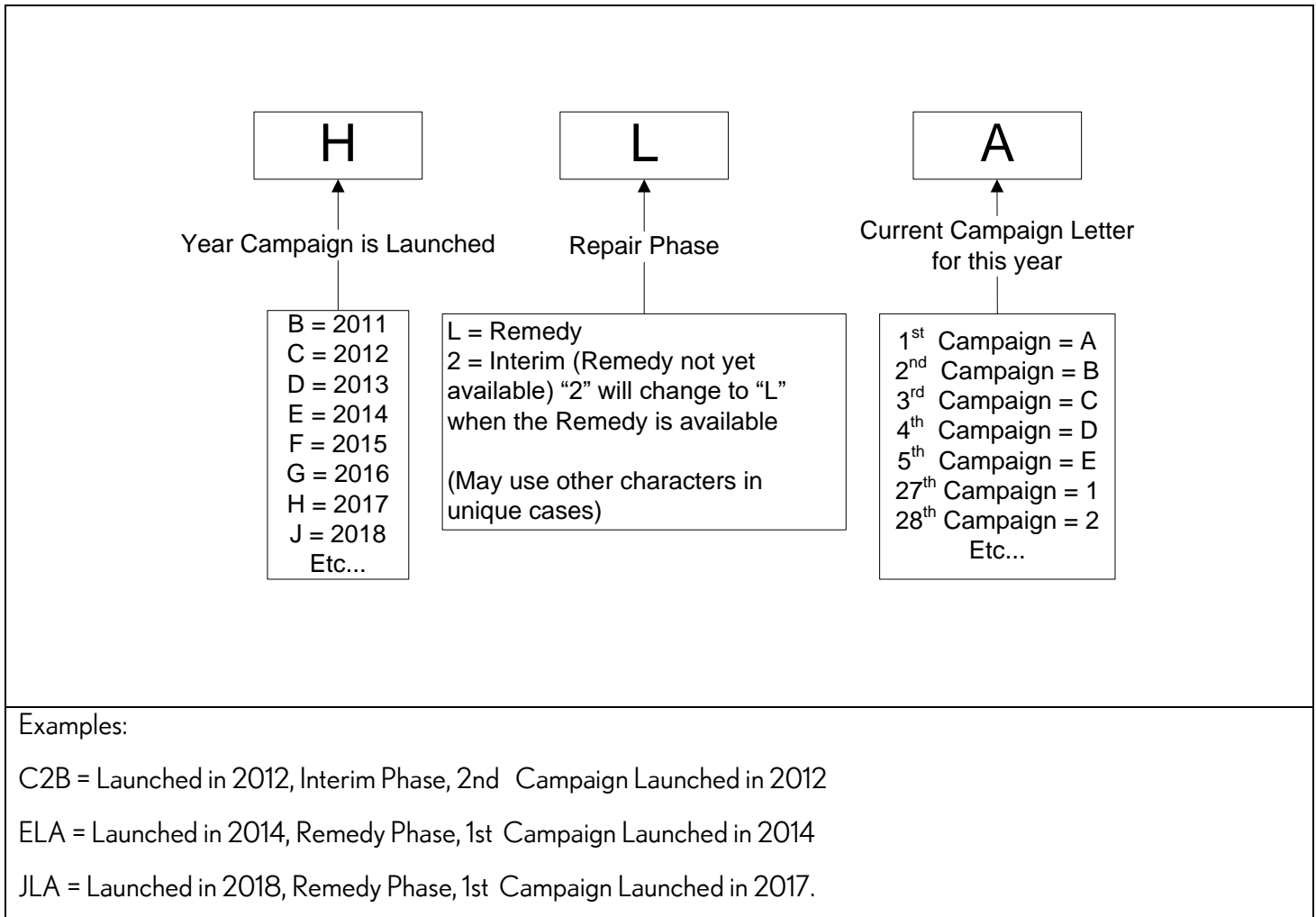
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859)-815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

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 8:00 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.

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 JLF (Interim J2F) – *Interim Notice*
Certain 2007 – 2011 Model Year GS Vehicles and Certain 2006 – 2014 IS Vehicles
Fuel Delivery Pipe

Frequently Asked Questions

Original Publication Date: June 26, 2018

Q1: *What is the condition?*

A1: The involved vehicles are equipped with a certain 3.5-liter V6 gasoline engine. The diaphragm material in the fuel pulsation dampers in this engine may harden over time and crack, causing fuel to leak. A fuel leak in the presence of an ignition source can increase the risk of a vehicle fire.

Q2: *Are there any symptoms of this condition?*

A2: Drivers may experience a fuel odor if this condition occurs.

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 advising owners to make an appointment with their authorized Lexus dealer to have the fuel delivery pipe replaced with a new one at **NO CHARGE**.

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

A4: There are approximately 115,000 vehicles covered by this Safety Recall. There were approximately 450 vehicles distributed to Puerto Rico involved in this Safety Recall.

Model Name	Model Year	Production Period
GS 350	2007 – 2011	Mid-June 2006 – Late August 2011
GS 450H		Late September 2005 – Late August 2011
IS 350	2006 – 2013	Late May 2005 – Mid-March 2013
IS 350C	2010 – 2014	Late November 2008 – Early August 2014

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

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q5: *How long will the repair take?*

A5: The repair takes approximately one and a half 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: *What if I previously paid for repairs related to this Safety Recall?*

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

Q7: *How does Lexus obtain my mailing information?*

A7: 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.

Q8: *What if I have additional questions or concerns?*

A8: 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 8:00 am to 5:00 pm Central Time.



Published June 26, 2018

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 _____