

# LEXUS

◀ IMPORTANT UPDATE ▶

## Lexus Fixed Operations

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
September 6, 2018	Towing reimbursement instructions have been added.

*The most recent update in the attached Dealer Letter will be highlighted with a red box.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.



Originally Published: August 21, 2018

Subject: **Safety Recall JLF (Interim J2F) - *Remedy Phase***  
**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 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 will begin to notify owners by late August 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.

### **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](mailto: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.toyota.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.

### **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://LCTPReports.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.

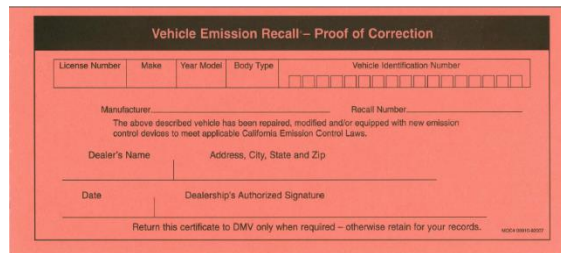
### **Remedy Procedures**

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.

**Vehicles Emission Recall Proof of Correction Form (California only)**

As this Safety Recall includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. *It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.* Booklets can be ordered from the MDC (material number 00410-92007).

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by March 31, 2019. If the vehicle owner’s warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.



**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**

The parts have been placed under the SANet process. MAC code “V” will flag SANET the JLF kit part number indicating that VIN validation is required to complete the order. As the parts inventory changes, the ordering process may change. Please check the Lexus Special Activities MAC/DOS/SANet report on Dealer Daily for the most up-to-date parts ordering information.

Part Number	Description	Quantity
04007-55131	Repair Kit, Fuel Delivery Pipe	1
<i>*The kit above includes the following parts:</i>		
<b>Part Description</b>		<b>Quantity</b>
Pipe Sub-Assy, Fuel Delivery		1
Ring, O		6
Ring, O		6
Gasket, Throttle Body		1
Gasket, Air Surge Tank to Manifold*		1
<i>*The color of this gasket may be different than the original.</i>		

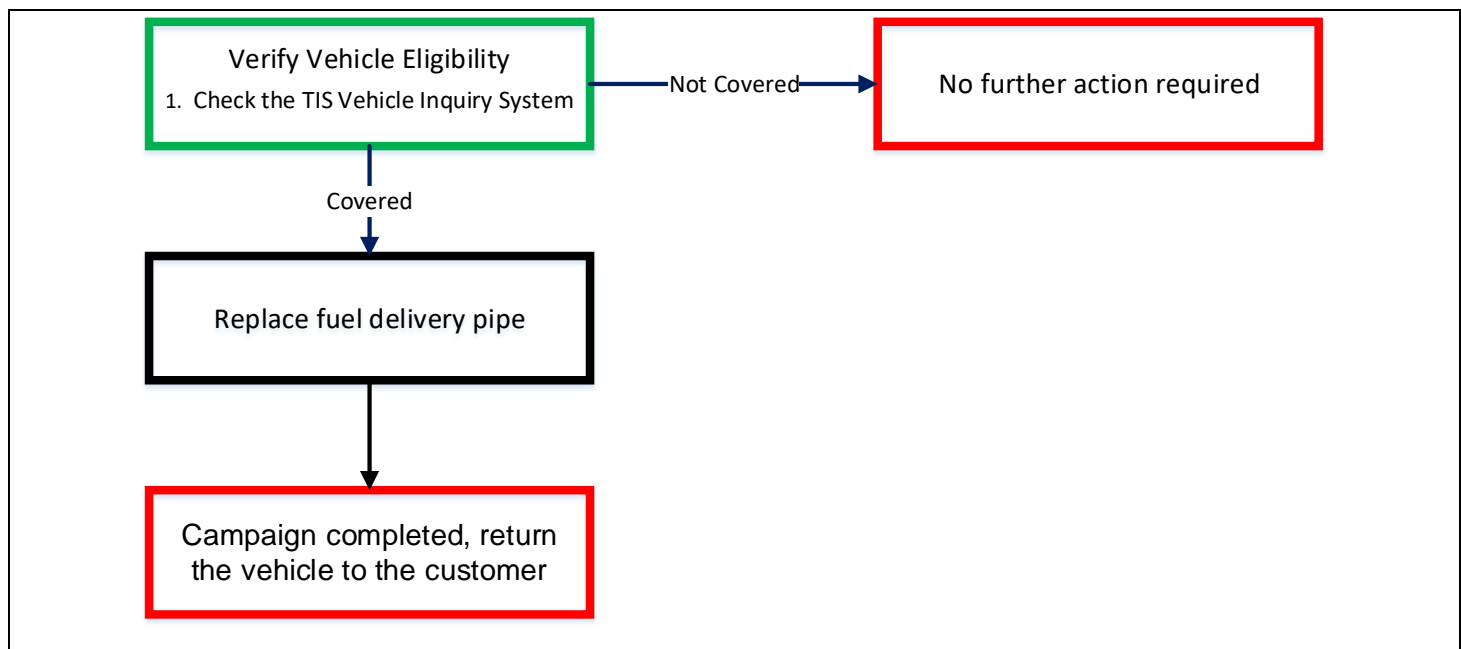
### Loaner Vehicle Reimbursement Procedure

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
JLF001	Vehicle Rental 1-30 Days
JLF002	Vehicle Rental 31-60 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



Opcode	Description	Flat Rate Hours
LGG47A	Replace the Fuel Delivery Pipe	1.5

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Towing can be claimed under Op. Code LGG47A for a maximum of \$250 as sublet type "TW" in the event the customer requested vehicle pickup.

Lexus' usual customer care amenities of car wash and fuel fill-up apply to this Safety Recall. Additionally, three days of rental vehicle expense (to a maximum of \$45/day) while the vehicle is being remedied or the cost of pick-up and redelivery 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.

### **Customer Reimbursement**

Reimbursement consideration instructions will be included in the owner letter.

### **Media Contacts**

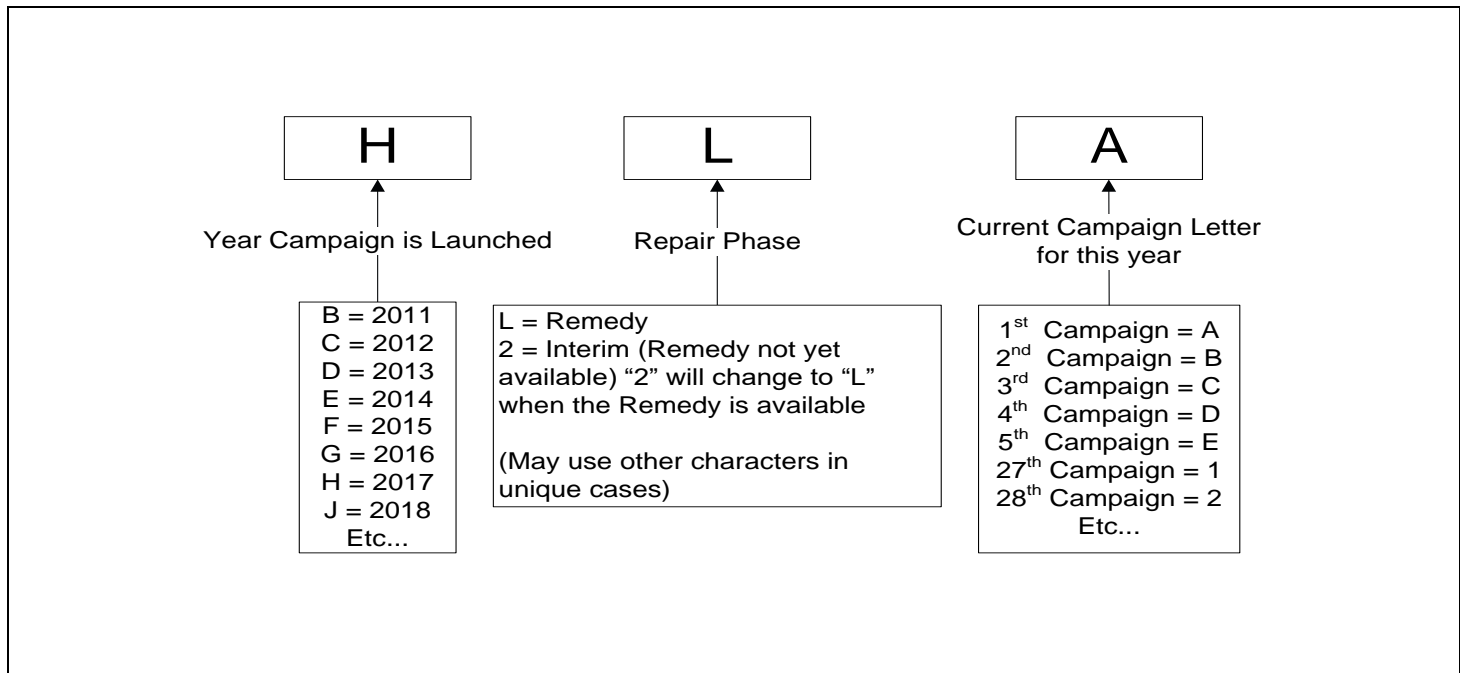
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### **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 7:00 am to 5:00 pm Central Time.

## Campaign Designation Decoder



### Examples:

C2B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012

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

JLA = Launched in 2018, 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.***

Thank you for your support.

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) – *Remedy Notice*  
Certain 2007 – 2011 Model Year GS Vehicles and Certain 2006 – 2014 IS Vehicles  
Fuel Delivery Pipe

**Frequently Asked Questions**

**Original Publication Date: August 21, 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 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.



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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](http://www.lexus.com/recall) or [www.safercar.gov](http://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](http://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 \_\_\_\_\_



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 2007 - 2011 Model Year GS Vehicles and Certain 2006 - 2014 IS Vehicles  
Fuel Delivery Pipe  
**IMPORTANT SAFETY RECALL (Remedy Notice)**  
NHTSA Recall No. 18V-432

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 2007 - 2011 model year GS vehicles and certain 2006 - 2014 model year IS 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 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.

**What will Lexus do?**

Any authorized Lexus dealer will replace the Fuel Delivery Pipe 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.

If you experience a fuel odor you may be experiencing a symptom related to this Safety Recall. Please schedule an appointment with any authorized Lexus dealer immediately.

The remedy will take approximately one and a half 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, please visit [www.lexus.com/recall](http://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 live in California and don't have this Safety Recall Campaign performed?**

The state of California requires the completion of Safety Recalls / Service Campaigns 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 CHARGE** Safety Recall Campaign the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Lexus to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Safety Recall Campaign 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 campaign has been completed during your vehicle registration renewal process.

### **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, proof-of-payment and ownership information to the following address for reimbursement consideration:

Lexus  
A Division of Toyota Motor North America, Inc.  
PO Box 259001 - SSC/CSP  
Mail Drop E3-2D  
Plano, TX 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

### **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, please visit <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.