



# ◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
March 31, 2021	<ul style="list-style-type: none"><li>• The remedy for Phase 11 vehicles is now available</li><li>• Loaner Vehicle Reimbursement Procedure section has been updated</li></ul>
March 25, 2021	<ul style="list-style-type: none"><li>• The remedy for Phase 10 vehicles is now available</li></ul>
March 18, 2021	<ul style="list-style-type: none"><li>• The remedy for Phase 9 vehicles is now available</li></ul>
February 25, 2021	<ul style="list-style-type: none"><li>• The remedy for Phase 8 vehicles is now available</li></ul>
February 18, 2021	<ul style="list-style-type: none"><li>• The remedy for Phase 7 vehicles is now available</li></ul>
February 12, 2021	<ul style="list-style-type: none"><li>• Estimated Remedy Availability Timing has been updated for LX 570 and 2019 NX 300</li></ul>
January 28, 2021	<ul style="list-style-type: none"><li>• 2019 - 2020 ES 350 (Japan Built) vehicles are included in Phase 6 remedy</li></ul>
January 13, 2021	<ul style="list-style-type: none"><li>• The remedy for Phase 6 vehicles is now available</li><li>• Vehicles from Phase 10 have been consolidated to Phase 8 under Estimated Remedy Availability Timing table</li><li>• Owner Letter Mailing Date section has been updated</li><li>• Loaner Vehicle Reimbursement Procedure section has been updated</li><li>• Estimated Remedy Availability Timing has been updated for UX 200</li></ul>
December 11, 2020	<ul style="list-style-type: none"><li>• Estimated Remedy Availability Timing has been updated for vehicles added October 28, 2020</li><li>• The NHTSA recall no. applicable to the vehicles added October 28, 2020 has been added</li><li>• The Owner Letter Mailing Date section of the Dealer Letter has been updated</li></ul>
October 28, 2020	<ul style="list-style-type: none"><li>• Lexus has added approximately 190,000 vehicles to this Recall</li></ul>
October 22, 2020	<ul style="list-style-type: none"><li>• The remedy for Phase 5 vehicles is now available</li></ul>
June 26, 2020	<ul style="list-style-type: none"><li>• The remedy for Phase 4 vehicles is now available</li></ul>
June 16, 2020	<ul style="list-style-type: none"><li>• The remedy for Phase 3 vehicles is now available</li></ul>
May 28, 2020	<ul style="list-style-type: none"><li>• Lexus has revised the estimated remedy availability timing for certain models</li></ul>
May 22, 2020	<ul style="list-style-type: none"><li>• The remedy for phase 2 vehicles is now available</li></ul>

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.

Thank you for your cooperation.



Original Publication Date: May 1, 2020

To: All Lexus Dealer Principals, General Managers, Service Managers, Parts Managers and Warranty Administrators

## SAFETY RECALL 20LA01 - Remedy Notice

**Multiple Models and Model Years**  
**Vehicle May Stall During Driving at Higher Speed**  
 NHTSA Recall No. 20V-012 & 20V-682

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory*
2018 - 2020 ES 350	Mid-November 2017 - Early September 2019	65,300	15
2017 GS 200t	Late July 2017 - Early September 2017	5	0
2018 GS 300	Mid-October 2017 - Early June 2018	20	0
2019 GS 300	Mid-September 2018 - Mid January 2019	10	0
2019 GS 300	Mid-May 2019 - Mid-May 2019	1	0
2013 - 2014 GS 350	Early September 2013 - Late July 2014	20,900	0
2015 GS 350	Early September 2014 - Late February 2015	12,800	0
2017 - 2019 GS 350	Early July 2017 - Late May 2019	10,600	2
2014 - 2015 GX 460	Early September 2013 - Mid-February 2015	34,400	0
2018 - 2019 GX 460	Late May 2018 - Early April 2019	23,000	5
2014 IS F	Mid-September 2013 - Late July 2014	100	0
2017 IS 200t	Early July 2017 - Early October 2017	2,800	0
2018 - 2019 IS 300	Early October 2017 - Mid-May 2019	32,300	3
2014 - 2015 IS 350	Early September 2013 - Late February 2015	13,500	0
2018 - 2019 IS 350	Early October 2017 - Mid-May 2019	3,600	0
2018 - 2020 LC 500	Mid-July 2017 - Mid-June 2019	2,900	2
2018 - 2020 LC 500h	Mid-July 2017 - Early June 2019	120	0
2018 - 2020 LS 500	Late July 2017 - Late May 2019	13,200	5
2018 - 2019 LS 500h	Early October 2017 - Late May 2019	540	2
2013 - 2015 LS 460	Early September 2013 - Late February 2015	13,600	0
2014 - 2015 LX 570	Early September 2013 - Mid-March 2015	6,900	0
2018 - 2019 LX 570	Mid-July 2018 - Early April 2019	4,000	10
2015 NX 200t	Mid-October 2014 - Early June 2015	27,100	0
2018 - 2019 NX 300	Mid-May 2018 - Mid-April 2019	51,200	5
2017 RC 200t	Mid-September 2017 - Late November 2017	200	0
2018 - 2019 RC 300	Late November 2017 - Mid-May 2019	2,500	0
2015 RC 350	Mid-April 2014 - Late February 2015	6,800	0
2018 - 2019 RC 350	Late November 2017 - Mid-May 2019	3,000	0
2017 - RC 200t	Early July 2017 - Late September 2017	420	0
2018 - 2020 RX 350L	Early August 2017 - Early September 2019	32,400	20
2017 - 2020 RX 350	Early July 2017 - Early December 2019	197,900	80
2019 UX 200	Late June 2018 - Mid-February 2019	5,600	15

\*This count represents the approximate stop sale dealer inventory count for vehicles added on October 28, 2020, based Toyota's records. Actual vehicles in your dealership subject to the stop sale may vary and each dealer should confirm its inventory status. It is possible vehicles previously included in this recall in January and March remain in dealer inventory. The remedy is available for vehicles included in January and March and the remedy must be performed before sale of those vehicles. Dealers can identify if any of their new vehicle inventory have this Safety Recall open in the Vehicle Inventory Summary available in Dealer Daily.

**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.***Refer to Dealer Inventory Procedures section for more details.*

On October 28, 2020, Lexus amended a previously filed Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA). The amended Defect Information Report (DIR) informs NHTSA of Lexus' intent to amend the prior voluntary Safety Recall to include certain:

- 2018 - 2020 ES 350
- 2017 GS 200t
- 2019 GS 300
- 2017 - 2019 GS 350
- 2018 - 2019 GX 460
- 2017 IS 200t
- 2019 IS 300
- 2019 IS 350
- 2018 - 2020 LC 500
- 2018 - 2020 LC 500h
- 2018 - 2020 LS 500
- 2019 LS 500h
- 2018 - 2019 LX 570
- 2018 - 2019 NX 300
- 2019 RC 300
- 2019 RC 350
- 2017 RC 200t
- 2018 - 2020 RX 350L
- 2017 RX 350
- 2019 - 2020 RX 350
- 2019 UX 200

**Note:**

- When this Safety Recall was first announced on January 13, 2020, there were approximately 131,110 vehicles covered.
- On March 19, 2020, this Safety Recall was amended to cover a total of approximately 397,890 vehicles.
- On October 28, 2020, this Safety Recall was amended to cover a total of approximately 587,700 vehicles.

**Condition**

The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. If a vehicle stall occurs while driving at higher speeds, this could increase the risk of a crash.

**Remedy**

Any authorized Lexus dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**.

**Vehicles added on October 28, 2020**

Phase	Model	Approximate Total Vehicles	Estimated Remedy Availability Timing
6	LC 500	1,100	Remedy Available Now
	LC 500h	70	
	LS 500	1,400	
	LS 500h	40	
	GS 200t	5	
	GS 300	1	
	GS 350	2,000	
	IS 200t	2,800	
	IS 300	5,500	
	IS 350	690	
	RC 300	500	
	RC 350	620	
	RC 200t	420	
	2018 ES 350	5	
	2019 - 2020 ES 350 (Japan Built)	60	
7	UX 200	5,600	
8	2019 - 2020 ES 350 (USA Built)	25,000	
	2018 NX 300	400	
	2020 RX 350 / RX 350L (Japan Built)	1,200	
	RX 350	62,600	
	RX 350L	2,100	
9	LX 570	4,000	
10	2019 NX 300	50,800	
11	GX 460	23,000	

## Vehicles involved as of March 19, 2020

Phase	Model	Approximate Total Vehicles	Estimated Remedy Availability Timing
1	2018 ES 350	14,500	Remedy Available Now
	2019 ES 350 (Japan Built)	3,100	
	GS 300	30	
	2018 - 2019 GS 350	8,600	
	IS 200t	10	
	IS 300	26,800	
	2018 - 2019 IS 350	2,900	
	RC 200t	200	
	RC 300	2,000	
	2018 - 2019 RC 350	2,400	
2	IS F	100	
	LC 500	1,800	
	LC 500h	50	
	LS 500	11,800	
	LS 500h	500	
3	RX 350	135,300	
	RX 350 L	29,100	
	2019 ES 350 (USA Built)	22,700	
	GX 460	34,400	
4	2013 - 2015 GS 350	33,700	
	2014 - 2015 IS 350	13,500	
	2015 RC 350	6,800	
	LS 460	13,600	
	NX 200t	27,100	
5	LX 570	6,900	

**Covered Vehicles**

There are now approximately 587,700 vehicles covered by this Safety Recall. Approximately 2,000 vehicles involved in this Safety Recall were distributed to Puerto Rico. Refer to the covered vehicle summary attached near the bottom of this document for additional details on the covered vehicles.

**Certain 2018 - 2019 GX 460, 2018 - 2019 LX 570 and 2019 NX 300 Vehicles are included in this Recall**

Out of an abundance of caution, Lexus originally included certain 2018 - 2019 GX 460, 2018 - 2019 LX 570 and 2019 NX 300 vehicles when this recall was first initiated on January 13, 2020. On March 19, 2020 Lexus amended the recall population based on its understanding of the factors necessary to cause the recall condition. Based on information available at that time, the models in the table below were removed from the recall.

Lexus continued to investigate the issue and new information from the investigation indicated that the previous method for evaluating the combination of factors leading to this condition resulted in the exclusion of vehicles from the recall that should have been included. Thus, Lexus further expanded the recall population on October 28, 2020 and the vehicles in the table below (previously removed in March) are included.

Model / Years	Production Period	Approximate Total Vehicles Removed
2018 - 2019 GX 460	Early August 2018 - Late January 2019	15,500
2018 - 2019 LX 570		3,500
2019 NX 300		23,900

Owners may have received an interim letter in late February 2020; however, Lexus sent a subsequent letter to owners of these vehicles between late April 2020 and early May 2020 explaining that they were not involved in this recall based on the information available at that time. Lexus re-notified the owners of these vehicles to advise them that they are now involved in this recall and explained this situation.

**Owner Letter Mailing Date**

Refer to the table below for the owner letter mailing period.

Letter Type (Interim or Remedy)	Applicable Vehicles	Letter Mailing Period	Attached Sample
Interim Letter	Original vehicles covered from January 13, 2020 announcement.	Mid-February 2020 - Mid March 2020	Sample A
	Vehicles added on March 3, 2020	Early April 2020 - Early May 2020	Sample B
	Vehicles added on March 19, 2020	April 2020	
	Vehicles removed on March 3, 2020	Mid-April 2020 - Early May 2020	Sample C
Remedy Letter (Phase 1 Models)	Lexus will begin notifying owners about the remedy approximately one week after the remedy becomes available for their vehicle.		Sample D
Remedy Letter (Phase 2 - 5)			Sample E
Interim Letter	Vehicles added on October 28, 2020	Late November 2020 - Late December 2020	Sample F
	Vehicles removed March 3, 2020 and added back October 28, 2020		Sample G
Remedy Letter (Phase 6 - 11)	Lexus will begin notifying owners about the remedy approximately one week after the remedy becomes available for their vehicle.		Sample H

*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**.

## Dealer Inventory Procedures

### New Vehicles in Dealership Inventory

- There are approximately 170 vehicles in new dealer inventory as of October 27, 2020.
- This count represents the approximate stop sale dealer inventory count for vehicles added on October 28, 2020, based Toyota's records. Actual vehicles in your dealership subject to the stop sale may vary and each dealer should confirm its inventory status. It is possible vehicles previously included in this recall in January and March remain in dealer inventory. The remedy is available for vehicles included in January and March and the remedy must be performed before sale of those vehicles. Dealers can identify if any of their new vehicle inventory have this Safety Recall open in the Vehicle Inventory Summary available in Dealer Daily.



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:

- *New vehicles in dealer inventory subject to a Safety Recall must be remedied before delivery into commerce under a sale or lease. Dealer-to-dealer trades as well as vehicle sales between dealers should not be made until a vehicle is remedied.*
- 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.

**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

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.

**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 20LA01" 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 Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

## Customer Handling, Parts Ordering, and Remedy Procedures

### 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 Brand Engagement 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.

### Optimal Fuel Level

Your dealership and your customers may both benefit from decreased repair times if the customer arrives at the dealership with the optimal level of fuel in their vehicle because it will eliminate the need to drain fuel during the repair process.

Below are the optimal fuel levels recommended by Lexus. While it is not a requirement, Lexus recommends that you share this with customers when scheduling appointments. Lexus has also included this recommendation in the owner letter.

Model	Slightly less than full	1/3 tank or less
ES 350	√	
GX 460		
RX 350 / RX 350 L		
LX 570		
UX 200		
IS 200t / IS 300 / IS 350 / IS F	√	
RC 200t / RC 300 / RC 350		
GS 200t / GS 300 / GS 350		
LC 500 / 500h		
LS 500 / 500h		
LS 460		
NX 200t / NX 300		

### Salvage Title Vehicles

Every attempt should be made to complete an open Safety Recall when circumstances permit, unless noted otherwise in the Safety Recall dealer letter.

For complete details on this policy, refer to Lexus Warranty Policy [4.15](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

### 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 Ed Hellwig (469) 292-1165 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

#### Parts Lookup Website

Use the 20LA01 parts lookup website to view the remedy parts needed for a specific VIN involved in this Safety Recall.

*This website is for parts lookup only and will not order parts.* The website URL, username, and default password are listed below:

<https://20la01.imagespm.info>

Username: 5-digit Dealer Code

Default Password: XXXXX

Each dealer only has a single account, please ensure that the password is communicated to all technicians and dealer associates that will be utilizing this website.



### 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 Technician
- Senior Technician
- Master Technician

Always check which technicians can perform the repair by logging on to <https://www.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.

### 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 Recovery Procedures

All parts replaced as part of this Safety Recall must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Lexus recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

### 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 early December 2020. 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.

The image shows a form titled "Vehicle Emission Recall - Proof of Correction". The form is designed for California dealers to use after completing repairs on vehicles affected by this recall. It includes fields for License Number, Make, Year Model, Body Type, and Vehicle Identification Number (VIN). Below these fields, there are sections for Manufacturer, Recall Number, Dealer's Name, Address, City, State and Zip, Date, and Dealership's Authorized Signature. A note states: "The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws." At the bottom, it says "Return this certificate to DMV only when required - otherwise retain for your records." and includes a small reference number "1024-0000-0001".

## Warranty Reimbursement Procedure

### Loaner Vehicle Reimbursement Procedure

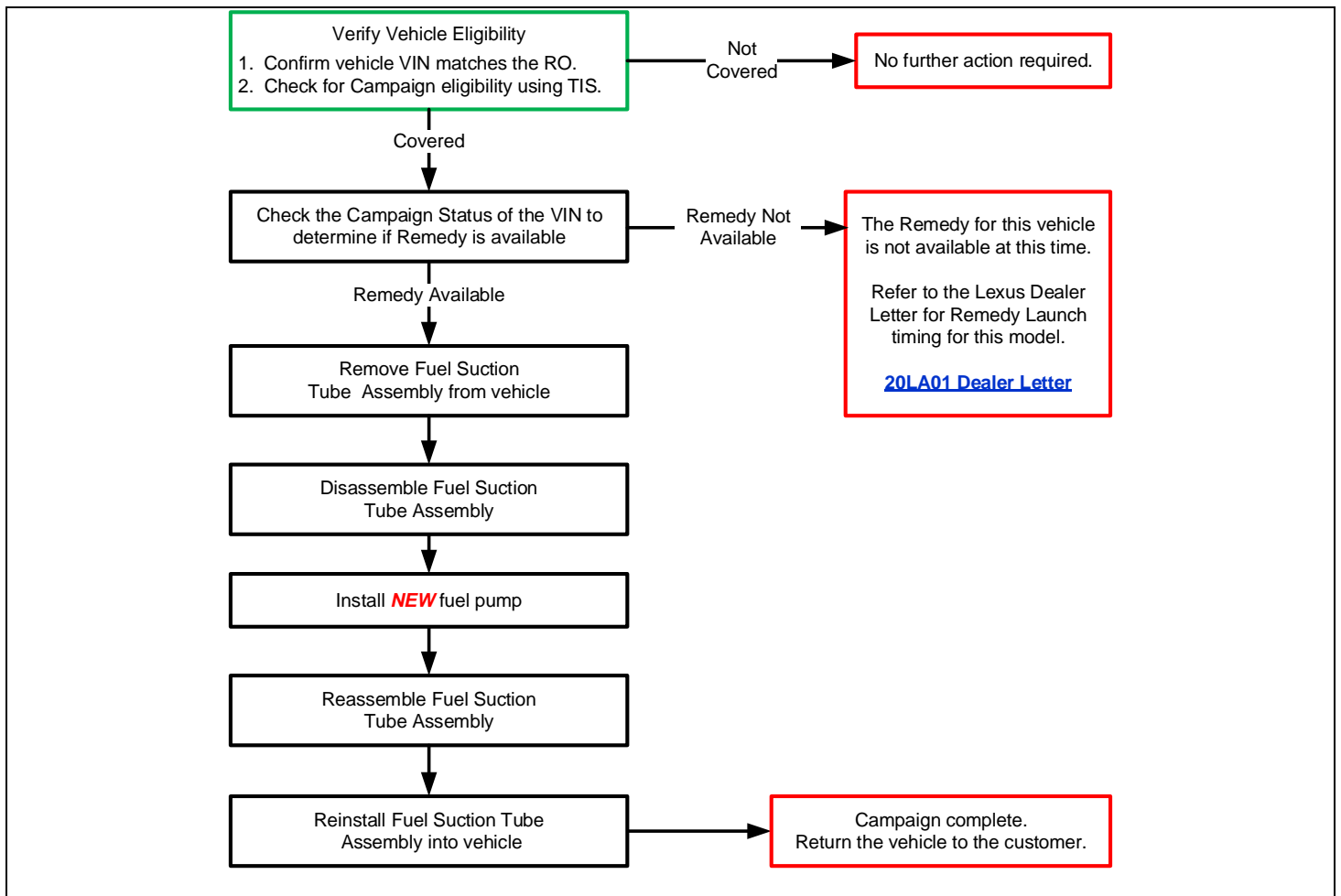
- Until the remedy is available, if a customer is uncomfortable driving their vehicle, a loaner vehicle or alternative transportation may be provided and claimed up to a maximum rate of \$45.00 per day. Note: all charges must be filed using the appropriate rental Op Code(s) below.
- As part of Lexus' usual customer care amenities, a maximum of three days of rental vehicle expense may be provided for the period that the vehicle is undergoing remedy repair. For customers choosing to utilize this amenity while their vehicle is being remedied, claim the rental expense under Op Code LB1RT1 (up to \$45.00/day for up to 3 days).

OpCode (File under designation 20LB01)	Description
LB1RT1	Vehicle Rental 1-30 Days
LB2RT2	Vehicle Rental 31 - 60 Days
LB2RT3	Vehicle Rental 61 - 90 Days
LB2RT4	Vehicle Rental 91 - 120 Days
LB2RT5	Vehicle Rental 121 - 150 Days
LB2RT6	Vehicle Rental 151 - 180 Days
LB2RT7	Vehicle Rental 181- 210 Days
LB2RT8	Vehicle Rental 211 - 240 Days

### NOTE:

- Rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization.
- Dealers will be allowed to file these Op Codes until June 29, 2021. After that time, no claims for alternative transportation reimbursement will be accepted.

**Warranty Reimbursement Procedure**



Model	OpCode	Description	Flat Rate Hours
ES 350 (2018 MY)	LA0101	Replace low-pressure fuel pump	1.5
ES 350 (2019 - 2020 MY)	LA0102		1.5
GS 300 / GS 200t	LA0103		1.7
GS 350	LA0104		1.7
IS 300 / IS 200t	LA0105		1.7
IS 350	LA0106		1.6
RC 300 / RC 200t	LA0107		1.6
RC 350	LA0108		1.6
LS 500	LA0109		2.9
LS 500h	LA0110		1.8
LC 500 / LC 500h	LA0111		1.5
IS F	LA0112		1.2
RX 350 (Manual Rear Seat)	LA0113		2.2
RX 350 (Power Rear Seat)	LA0114		1.9
RX 350 L (Manual Rear Seat)	LA0115		2.6
RX 350 L (Power Rear Seat)	LA0116		2.3
GX 460	LA0117		2.0
LS 460 (Power Rear Seat)	LA0118		1.7
LS 460 (Manual Rear Seat)	LA0119		1.3
NX 200t / NX 300 (FWD)	LA0120		2.4
NX 200t / NX 300 (AWD)	LA0121		3.1
LX 570	LA0122		3.1
UX 200	LA0123		1.7

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Towing can be claimed under any of the Op Codes listed above for a maximum of \$250.00 as sublet type "TW" in the event the customer's vehicle has experienced the condition and cannot be driven to the dealership.
  - **Towing invoice *MUST* be attached to all towing claims. These claims may be subject to debit if towing invoice is not attached.**
- Lexus usual customer care amenities of car wash and fuel fill-up apply to this Safety Recall. Additionally, a maximum of three days of rental vehicle expense (at a maximum rate of \$45.00 per day) while the vehicle is being remedied under any of the Op Codes listed above, 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.

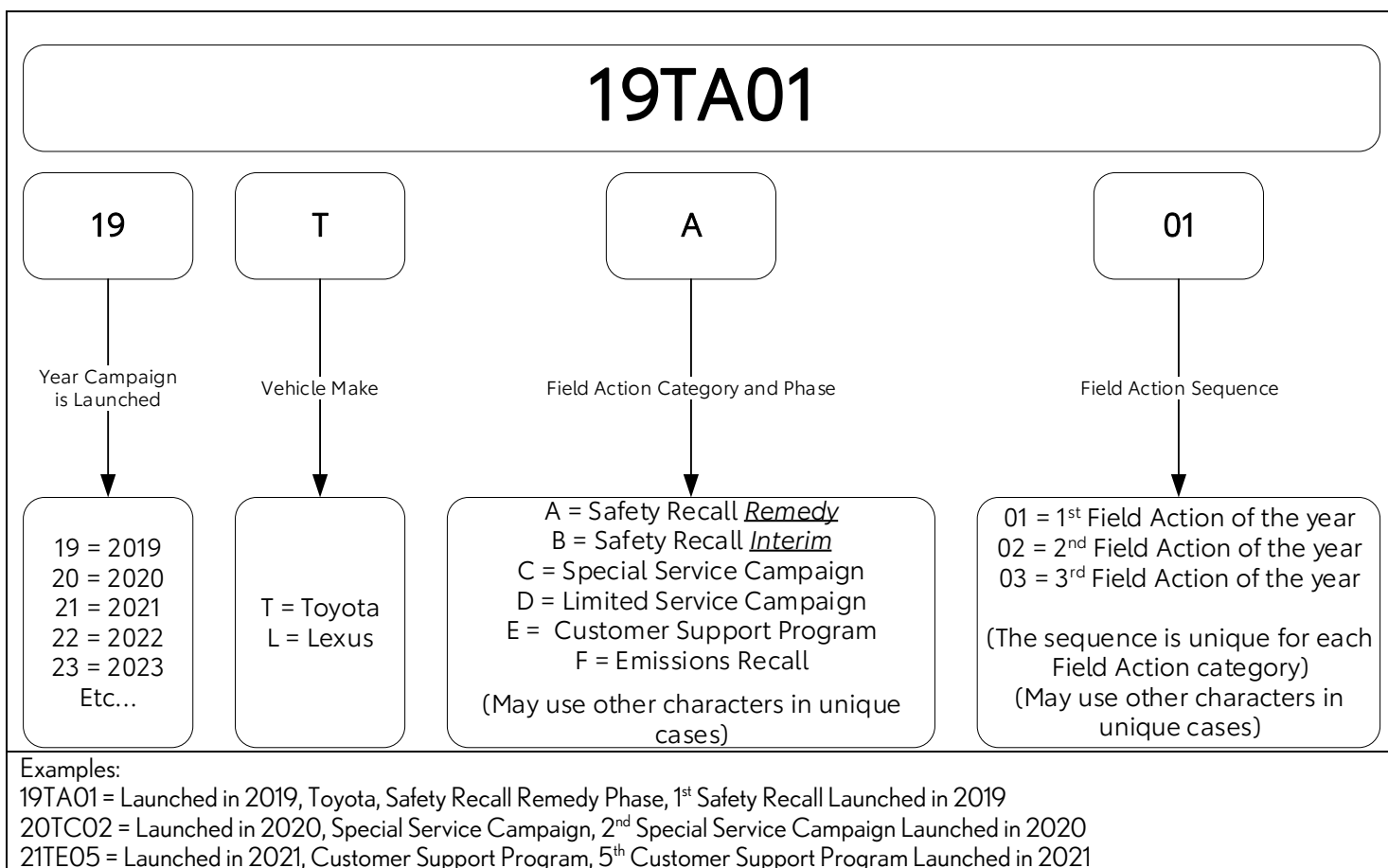
**Filing Accuracy and Correction Requests**

It is the dealer's responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota 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 Op Code 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.

**Campaign Designation / Phase 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, U.S.A., INC.



## SAFETY RECALL 20LA01 - Remedy Notice

Multiple Models and Model Years  
Vehicle May Lose Motive Power During Driving at Higher Speed  
NHTSA Recall No. 20V-012 & 20V-682

Frequently Asked Questions  
Original Publication Date: May 1, 2020

# ◀ IMPORTANT UPDATE ▶

DATE	TOPIC
March 31, 2021	<ul style="list-style-type: none"><li>The remedy for Phase 11 vehicles is now available</li></ul>
March 25, 2021	<ul style="list-style-type: none"><li>The remedy for Phase 10 vehicles is now available</li></ul>
March 18, 2021	<ul style="list-style-type: none"><li>The remedy for Phase 9 vehicles is now available</li></ul>
February 25, 2021	<ul style="list-style-type: none"><li>The remedy for Phase 8 vehicles is now available</li></ul>
February 18, 2021	<ul style="list-style-type: none"><li>The remedy for Phase 7 vehicles is now available</li></ul>
February 12, 2021	<ul style="list-style-type: none"><li>Estimated Remedy Availability Timing has been updated for LX 570 and 2019 NX 300</li></ul>
January 28, 2021	<ul style="list-style-type: none"><li>2019 - 2020 ES 350 (Japan Built) vehicles are included in Phase 6 remedy</li></ul>
January 13, 2021	<ul style="list-style-type: none"><li>The remedy for Phase 6 vehicles is now available</li><li>Vehicles from Phase 10 have been consolidated to Phase 8 under Estimated Remedy Availability Timing table</li><li>Estimated Remedy Availability Timing has been updated for UX 200</li></ul>
December 11, 2020	<ul style="list-style-type: none"><li>Estimated Remedy Availability Timing has been updated for the vehicles added on October 28, 2020</li><li>The NHTSA recall no. applicable to the vehicles added on October 28, 2020 has been added</li></ul>
October 28, 2020	<ul style="list-style-type: none"><li>Lexus has added approximately 190,000 vehicles to this Recall</li></ul>
October 22, 2020	<ul style="list-style-type: none"><li>The remedy for Phase 5 vehicles is now available</li></ul>
June 26, 2020	<ul style="list-style-type: none"><li>The remedy for Phase 4 vehicles is now available</li></ul>
June 16, 2020	<ul style="list-style-type: none"><li>The remedy for Phase 3 vehicles is now available</li></ul>
May 28, 2020	<ul style="list-style-type: none"><li>Lexus has revised the estimated remedy availability timing for certain models</li></ul>
May 22, 2020	<ul style="list-style-type: none"><li>The remedy for Phase 2 vehicles is now available</li></ul>

*The most recent update will be highlighted with a red box.*

**Q1: What is the condition?**

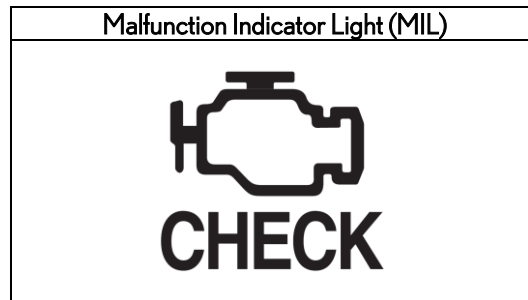
A1: The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. If a vehicle stall occurs while driving at higher speeds, this could increase the risk of a crash.

**Q1a: Are there any symptoms/warnings of the condition?**

A1a: Drivers may experience rough engine running, warning lights or messages on the instrument panel, engine no start, and loss of motive power.

**Q1b: Which warning lights and messages may be displayed if the condition is present?**

A1b: If the condition were to occur, the malfunction indicator lamp (MIL) shown below, may illuminate in the instrument panel cluster. In addition to the malfunction indicator lamp, other warning lamps and messages may also be displayed. The specific lamp(s) and message(s) that is/are displayed may vary depending upon the specific model of vehicle.



**Note:** The malfunction indicator lamp (MIL) and other lamps and messages can be displayed for other issues unrelated to this Safety Recall.

**Q2: What is Lexus going to do?**

**A2:** Any authorized Lexus dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**.

**Vehicles added October 28, 2020**

Phase	Model	Approximate Total Vehicles	Estimated Remedy Availability Timing
6	LC 500	1,100	Remedy Available Now
	LC 500h	70	
	LS 500	1,400	
	LS 500h	40	
	GS 200t	5	
	GS 300	1	
	GS 350	2,000	
	IS 200t	2,800	
	IS 300	5,500	
	IS 350	690	
	RC 300	500	
	RC 350	620	
	RC 200t	420	
	2018 ES 350	5	
	2019 - 2020 ES 350 (Japan Built)	60	
7	UX 200	5,600	Remedy Available Now
8	2019 - 2020 ES 350 (USA Built)	25,000	
	2018 NX 300	400	
	2020 RX 350 / RX 350L (Japan Built)	1,200	
	RX 350	62,600	
	RX 350L	2,100	
9	LX 570	4,000	
10	2019 NX 300	50,800	
11	GX 460	23,000	

Vehicles involved as of March 19, 2020

Phase	Model	Approximate Total Vehicles	Estimated Remedy Availability Timing
1	2018 ES 350	14,500	Remedy Available Now
	2019 ES 350 (Japan Built)	3,100	
	GS 300	30	
	2018 - 2019 GS 350	8,600	
	IS 200t	10	
	IS 300	26,800	
	2018 - 2019 IS 350	2,900	
	RC 200t	200	
	RC 300	2,000	
	2018 - 2019 RC 350	2,400	
2	IS F	100	
	LC 500	1,800	
	LC 500h	50	
	LS 500	11,800	
	LS 500h	500	
3	RX 350	135,300	
	RX 350 L	29,100	
	2019 ES 350 (USA Built)	22,700	
	GX 460	34,400	
4	2013 - 2015 GS 350	33,700	
	2014 - 2015 IS 350	13,500	
	2015 RC 350	6,800	
	LS 460	13,600	
	NX 200t	27,100	
5	LX 570	6,900	

**Q2a:** *Why Lexus expanding this recall?*

A2a: Lexus continued to investigate the issue and new information from the investigation indicated that the previous method for evaluating the combination of factors leading to this condition resulted in the exclusion of vehicles from the recall that should have been included. Thus, Lexus further expanded the recall population on October 28, 2020.

**Q2b:** *Why is the remedy available for some models but not others?*

A2b: Lexus is preparing remedy parts for the new vehicles included in the amended recall population on October 28, 2020. Owners of involved vehicles will be notified when the remedy is available. To determine if remedy is available for your vehicle, you may contact your nearest Lexus dealership or visit <https://www.toyota.com/recall>.

**Q2c:** *Why was my vehicle removed from this recall on March 4, 2020, but added back to the recall on October 28, 2020?*

A2c: Out of an abundance of caution, Lexus originally included certain 2018 - 2019 model year GX 460, 2018 - 2019 LX 570 and 2019 model year NX 300 vehicles in the recall population when this recall was first initiated on January 13, 2020. On March 4, 2020, Lexus amended the recall population based on its understanding of the factors necessary to cause the recall condition. Based on information available at that time, certain vehicles were removed from the recall.

Lexus continued to investigate the issue and new information from the investigation indicated that the previous method for evaluating the combination of factors leading to this condition resulted in the exclusion of vehicles from the recall that should have been included. Thus, Lexus further expanded the recall population on October 28, 2020 and certain vehicles, that were previously removed, have been included in the recall.



**Q3: Which and how many vehicles are covered by this Safety Recall?**

A3: When this Safety Recall was first announced on January 13, 2020, there were approximately 131,110 vehicles covered. On March 4, 2020, this Safety Recall was amended to cover a total of approximately 385,080 vehicles. On March 19, 2020, this Safety Recall was amended to cover a total of approximately 397,890 vehicles. On October 28, 2020, this Safety Recall was amended to include a total of approximately 587,700 vehicles.

List of Lexus Models/Model Years Included as of October 28, 2020

Model Name	Model Years	Production Period
ES 350	2018 - 2020	Mid-November 2017 - Early September 2019
GS 200t	2017	Late July 2017 - Early September 2017
GS 300	2018	Mid-October 2017 - Early June 2018
GS 300	2019	Mid-September 2018 - Mid January 2019
GS 350	2013 - 2014	Early September 2013 - Late July 2014
GS 350	2015	Early September 2014 - Late February 2015
GS 350	2017 - 2019	Early July 2017 - Late May 2019
GX 460	2014 - 2015	Early September 2013 - Mid-February 2015
GX 460	2018 - 2019	Late May 2018 - Early April 2019
IS F	2014	Mid-September 2013 - Late July 2014
IS 200t	2017	Early July 2017 - Early October 2017
IS 300	2018 - 2019	Early October 2017 - Mid-May 2019
IS 350	2014 - 2015	Early September 2013 - Late February 2015
IS 350	2018 - 2019	Early October 2017 - Mid-May 2019
LC 500	2018 - 2020	Mid-July 2017 - Mid-June 2019
LC 500h	2018 - 2020	Mid-July 2017 - Early June 2019
LS 500	2018 - 2020	Late July 2017 - Late May 2019
LS 500h	2018 - 2020	Early October 2017 - Late May 2019
LS 460	2013 - 2015	Early September 2013 - Late February 2015
LX 570	2014 - 2015	Early September 2013 - Mid-March 2015
LX 570	2018 - 2019	Mid-July 2018 - Early April 2019
NX 200t	2015	Mid-October 2014 - Early June 2015
NX 300	2018 - 2019	Mid-May 2018 - Mid-April 2019
RC 200t	2017	Mid-September 2017 - Late November 2017
RC 300	2018 - 2019	Late November 2017 - Mid-May 2019
RC 350	2015	Mid-April 2014 - Late February 2015
RC 350	2018 - 2019	Late November 2017 - Mid-May 2019
RX 350L	2018 - 2020	Early August 2017 - Early September 2019
RX 350	2017 - 2020	Early July 2017 - Early December 2019
UX 200	2019	Late June 2018 - Mid-February 2019

**Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?**

A3a: Yes, there are approximately 2,760,500 total Toyota vehicles covered by this Safety Recall. The following vehicles are covered:

- 2014 - 2015 4Runner
- 2018 - 2019 4Runner
- 2018 - 2020 Avalon
- 2018 - 2020 Camry
- 2018 - 2020 Corolla
- 2019 Corolla Hatchback
- 2017 - 2019 Highlander
- 2014 - 2015 Land Cruiser
- 2018 - 2019 Land Cruiser
- 2019 - 2020 RAV4
- 2018 - 2020 Sequoia
- 2017 - 2020 Sienna
- 2017 - 2020 Tacoma
- 2018 - 2020 Tundra
- 2014 FJ Cruiser

**Q4: How long does the repair take?**

A4: The repair will range from approximately one and one half hours to three hours depending upon the vehicle model. Refer to the table below for the estimated repair time for each model for which the remedy is available.

Model	Approximate Repair Time
IS F	One and one half hours
LS 460	
ES 350	Two hours
GS 200t / GS 300 / GS 350	
IS 200t / IS 300 / IS 350	
RC 200t / RC 300 / RC 350	
LS 500h	
LC 500 / LC 500h	
GX 460	
UX 200	
RX 350 / RX 350 L	Two and one half hours
NX 200t (FWD)	
NX 300 (FWD)	
LS 500	Three hours
NX 200t (AWD)	
LX 570	
NX 300 (AWD)	

**Q5: What if I previously paid for repairs related to this Safety Recall?**

A5: Reimbursement consideration instructions will be provided in the owner letter.

**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?**

A7: If you have additional questions or concerns, please contact the Lexus Brand Engagement 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]

**INTERIM NOTICE**  
We are currently preparing the remedy.  
We will notify you again when the remedy  
is available.

**IMPORTANT SAFETY RECALL (*Interim Notice*)**

**Multiple Models and Model Years  
Vehicle May Stall While Driving  
NHTSA Recall No. 20V-012**

Dear (customer's First/Last name)

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 the vehicles described below:

- Certain 2018 - 2019 model year RX 350
- Certain 2018 - 2019 model year RC 300
- Certain 2018 - 2019 model year RC 350
- Certain 2018 - 2019 model year LX 570
- Certain 2018 - 2019 model year LS 500
- Certain 2018 - 2019 model year LC 500
- Certain 2018 - 2019 model year IS 300
- Certain 2018 - 2019 model year GX 460
- Certain 2018 - 2019 model year GS 350
- Certain 2019 model year NX 300
- Certain 2019 model year RX 350L
- Certain 2019 model year ES 350
- Certain 2019 model year GS 300

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 subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. **If a vehicle stall occurs while driving, this could increase the risk of a crash.**

*What should you do?*

We appreciate your patience while we prepare the remedy for this issue. **We will notify you again when the remedy is available. Your local Lexus dealer will be more than happy to answer any of your questions.**

- ✓ To find a dealer near you, visit [www.lexus.com/dealers](http://www.lexus.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.lexus.com/recall](http://www.lexus.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ 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 8:00 am to 5:00 pm Central Time.

## What will Lexus do?

Lexus is currently preparing the remedy for this issue. When the remedy is available, it will be **FREE OF CHARGE** to vehicle owners. You will receive a second notification when the remedy is available.

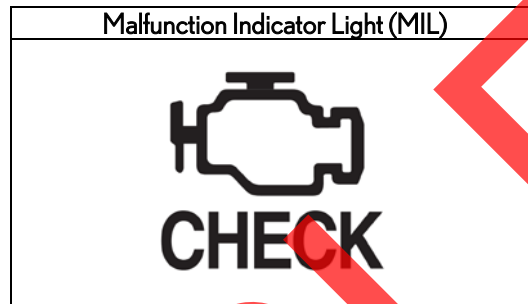
### *This is an important Safety Recall*

#### Are there any symptoms/warnings of the condition?

Drivers may experience rough engine running, warning lights or messages on the instrument panel, engine no start, and loss of motive power. If your vehicle is experiencing the condition described and you are unable to drive your vehicle to the dealership, please contact your local authorized Lexus dealer who will arrange for vehicle pick-up.

#### Which warning lights and messages may be displayed if the condition is present?

If the condition were to occur, the malfunction indicator lamp (MIL) shown below, may illuminate in the instrument panel cluster. In addition to the malfunction indicator lamp, other warning lamps and messages may also be displayed. The specific lamp(s) and message(s) that is/are displayed may vary depending upon the specific model of vehicle.



**Note:** The malfunction indicator lamp (MIL) and other lamps and messages can be displayed for other issues unrelated to this Safety Recall.

*You will receive a second notification when the remedy is available.*

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Lexus' online, self-service portal. Log-in to your Lexus Drivers account at <https://www.drivers.lexus.com/lexusdrivers/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail this information for reimbursement consideration, please use the address below:

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 are not the owner or operator of this vehicle?**

*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.

*If you know the current owner or operator*, please forward this letter to them.

*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 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>.

We have sent this notice in the interest of your continued satisfaction with our products. 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, USA



This notice applies to your vehicle:  
[VIN]

**INTERIM NOTICE**  
We are currently preparing the remedy.  
We will notify you again when the remedy  
is available.

**IMPORTANT SAFETY RECALL (*Interim Notice*)**

**Multiple Models and Model Years  
Vehicle May Stall While Driving  
NHTSA Recall No. 20V-012**

Dear (customer's First/Last name)

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 your [XXXX] model year [model].

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 subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. **If a vehicle stall occurs while driving, this could increase the risk of a crash.**

*What should you do?*

**We appreciate your patience while we prepare the remedy for this issue. We will notify you again when the remedy is available. Your local Lexus dealer will be more than happy to answer any of your questions.**

- ✓ To find a dealer near you, visit [www.lexus.com/dealers](http://www.lexus.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.lexus.com/recall](http://www.lexus.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ 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 8:00 am to 5:00 pm Central Time.

SAMPLE

## What will Lexus do?

Lexus is currently preparing the remedy. When the remedy becomes available, any authorized Lexus dealer will replace the low-pressure fuel pump **FREE OF CHARGE**. You will receive a second notification when the remedy is available.

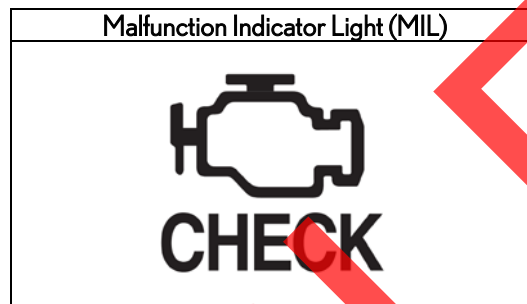
### *This is an important Safety Recall*

#### Are there any symptoms/warnings of the condition?

Drivers may experience rough engine running, warning lights or messages on the instrument panel, engine no start, and loss of motive power. If your vehicle is experiencing the condition described and you are unable to drive your vehicle to the dealership, please contact your local authorized Lexus dealer who will arrange for vehicle pick-up.

#### Which warning lights and messages may be displayed if the condition is present?

If the condition were to occur, the malfunction indicator lamp (MIL) shown below, may illuminate in the instrument panel cluster. In addition to the malfunction indicator lamp, other warning lamps and messages may also be displayed. The specific lamp(s) and message(s) that is/are displayed may vary depending upon the specific model of vehicle.



**Note:** The malfunction indicator lamp (MIL) and other lamps and messages can be displayed for other issues unrelated to this Safety Recall.

*You will receive a second notification when the remedy is available.*

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Lexus' online, self-service portal. Log-in to your Lexus Drivers account at <https://www.drivers.lexus.com/lexusdrivers/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail this information for reimbursement consideration, please use the address below:

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 are not the owner or operator of this vehicle?**

*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.

*If you know the current owner or operator*, please forward this letter to them.

*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 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>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

Lexus, A Division of Toyota Motor North America, Inc.





Lexus, A Division of Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024

## IMPORTANT NOTICE

YOUR VEHICLE IS **NOT INVOLVED** IN SAFETY RECALL 20LA01 (Interim 20LB01)

[VIN]

Dear Lexus Owner:

You may have recently received a notice from Lexus, or may otherwise be aware, that your [MY /make/model] was part of a safety recall involving vehicles with low-pressure fuel pumps which may stop operating. After further investigation, we wish to inform you that your vehicle is **NOT INVOLVED** in this recall. We apologize for any concern or confusion this may have caused and hope this notice will reduce inconvenience to you.

### Why is my vehicle not involved in this Safety Recall?

Out of an abundance of caution, Lexus included your vehicle in this recall when the recall was initiated in mid-January 2020. However, at that time, Lexus had not completed its investigation into the cause of possible fuel pump failure. That investigation now shows that the fuel pump in your vehicle **IS NOT** affected, and you do not need to bring your vehicle to the dealer for repair. Other owners are also being notified about this. As this recall proceeds, Lexus will only notify owners of those vehicle which are included in the recall.

### I previously received a notification letter from Lexus that my vehicle was involved in this Safety Recall. Is my vehicle involved?

Lexus started notifying owners about this Safety Recall in mid-February 2020, before it was determined that your vehicle is NOT involved in this recall. As a result, you may now disregard that previous notice.

### How can I determine if my vehicle is involved in a Safety Recall?

You may visit [www.lexus.com/recall](http://www.lexus.com/recall) and input your full 17-digit Vehicle Identification Number (VIN) noted at the top of this letter to review information specific to your vehicle.

You may also visit [www.nhtsa.gov/recalls](http://www.nhtsa.gov/recalls) and input your full 17-digit Vehicle Identification Number for this information.

### **If I have a concern with my vehicle; what should I do?**

As always, if you do not believe your vehicle is operating properly, you can visit your local authorized Lexus dealership for warranty or other service. Please be aware that you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed if your vehicle is no longer covered by the applicable Lexus warranty coverage.

### **What is the Lexus warranty coverage applicable to my vehicle's fuel pump?**

The low-pressure fuel pump in your vehicle is covered by Lexus' warranty for 6 years or 70,000 miles, or 7 years or 70,000 miles, depending on the state in which your vehicle was purchased/registered/operated (see your Warranty Booklet for details). There are other warranties that cover your vehicle as well.

### **What if I have other questions?**

If you have additional questions or concerns, you can 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.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-lexus>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience.

Thank you for driving a Lexus.

Sincerely,

LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.

**SAMPLE**



This notice applies to your vehicle:  
[VIN]

**URGENT SAFETY RECALL**

This is an important Safety Recall. The remedy will be performed **FREE OF CHARGE** to you.

**IMPORTANT SAFETY RECALL (Remedy Notice)**

**Multiple Models and Model Years  
Vehicle May Stall While Driving  
NHTSA Recall No. 20V-012**

Dear (customer's First/Last name)

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 your [model year] model year [model].

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 subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. **If a vehicle stall occurs while driving, this could increase the risk of a crash.**

**What should you do?**

Please contact any authorized Lexus dealer to schedule an appointment to have the remedy performed as soon as possible.

**The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience.**

- ✓ To find a dealer near you, visit [www.lexus.com/dealers](http://www.lexus.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.lexus.com/recall](http://www.lexus.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ 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 8:00 am to 5:00 pm Central Time.

SAMPLE

## What will Lexus do?

Any authorized Lexus dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**.

### *This is an important Safety Recall*

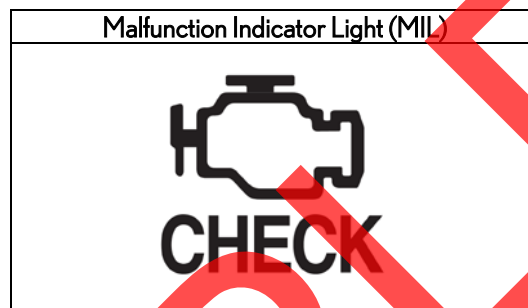
The remedy will take approximately [approximate repair time]. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

### Are there any symptoms/warnings of the condition?

Drivers may experience rough engine running, warning lights or messages on the instrument panel, engine no start, and loss of motive power. If your vehicle is experiencing the condition described and you are unable to drive your vehicle to the dealership, please contact your local authorized Lexus dealer who will arrange for vehicle pick-up.

### Which warning lights and messages may be displayed if the condition is present?

If the condition were to occur, the malfunction indicator lamp (MIL) shown below, may illuminate in the instrument panel cluster. In addition to the malfunction indicator lamp, other warning lamps and messages may also be displayed. The specific lamp(s) and message(s) that is/are displayed may vary depending upon the specific model of vehicle.



**Note:** The malfunction indicator lamp (MIL) and other lamps and messages can be displayed for other issues unrelated to this Safety Recall.

### **What if you live in California and do not 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 **FREE** 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(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Lexus' online, self-service portal. Log-in to your Lexus Drivers account at <https://www.lexus.com/drivers/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

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 are not the owner or operator of this vehicle?**

*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.

*If you know the current owner or operator*, please forward this letter to them.

*If you would like to update your vehicle ownership or contact information*, please visit <https://www.toyota.com/recall/update-info-lexus>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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>.

We have sent this notice in the interest of your continued satisfaction with our products. 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, USA



This notice applies to your vehicle:  
[VIN]

**URGENT SAFETY RECALL**

This is an important Safety Recall. The remedy will be performed **FREE OF CHARGE** to you.

**IMPORTANT SAFETY RECALL (Remedy Notice)**

**Multiple Models and Model Years  
Vehicle May Stall While Driving  
NHTSA Recall No. 20V-012**

Dear (customer's First/Last name)

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 your [model year] model year [mode name].

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 subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. **If a vehicle stall occurs while driving, this could increase the risk of a crash.**

**What should you do?**

Please contact any authorized Lexus dealer to schedule an appointment to have the remedy performed as soon as possible.

**The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience.**

- ✓ To find a dealer near you, visit [www.lexus.com/dealers](http://www.lexus.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.lexus.com/recall](http://www.lexus.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ 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 8:00 am to 5:00 pm Central Time.

SAMPLE

## What will Lexus do?

Any authorized Lexus dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**.

### ***This is an important Safety Recall***

The remedy should take approximately [approximate repair time]. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period.

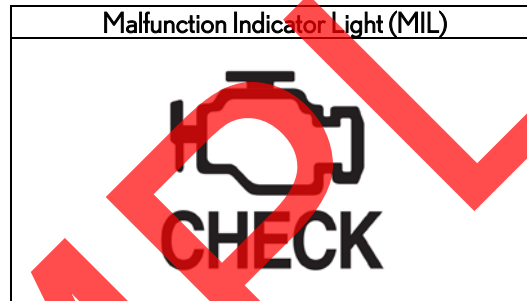
Note that the low-pressure fuel pump which will be replaced is located inside of the fuel tank. Depending on the amount of fuel in your fuel tank when you arrive, your dealer may need to drain fuel from your fuel tank to replace the low pressure fuel pump. Arriving to the dealership with a fuel level of [suggested fuel level] tank or less may allow the dealer to perform the remedy faster but **is not a requirement** to have this remedy performed. Please visit your authorized Lexus dealer as soon as possible to have the remedy performed.

### **Are there any symptoms/warnings of the condition?**

Drivers may experience rough engine running, warning lights or messages on the instrument panel, engine no start, and loss of motive power. If your vehicle is experiencing the condition described and you are unable to drive your vehicle to the dealership, please contact your local authorized Lexus dealer who will arrange for vehicle pick-up.

### **Which warning lights and messages may be displayed if the condition is present?**

If the condition were to occur, the malfunction indicator lamp (MIL) shown below, may illuminate in the instrument panel cluster. In addition to the malfunction indicator lamp, other warning lamps and messages may also be displayed. The specific lamp(s) and message(s) that is/are displayed may vary depending upon the specific model of vehicle.



**Note:** The malfunction indicator lamp (MIL) and other lamps and messages can be displayed for other issues unrelated to this Safety Recall.

### **What if you live in California and do not 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 **FREE** 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(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Lexus' online, self-service portal. Log-in to your Lexus Drivers' account at <https://www.lexus.com/drivers/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

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 are not the owner or operator of this vehicle?**

*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.

*If you know the current owner or operator*, please forward this letter to them.

*If you would like to update your vehicle ownership or contact information*, please visit <https://www.toyota.com/recall/update-info-lexus>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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>.

We have sent this notice in the interest of your continued satisfaction with our products. 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, USA





This notice applies to your vehicle:  
[VIN]

**INTERIM NOTICE**  
We are currently preparing the remedy.  
We will notify you again when the remedy  
is available.

**IMPORTANT SAFETY RECALL (*Interim Notice*)**

**Multiple Models and Model Years  
Vehicle May Stall While Driving  
NHTSA Recall No. 20V-682**

Dear (customer's First/Last name)

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 your [XXXX] model year [model].

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 subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. **If a vehicle stall occurs while driving, this could increase the risk of a crash.**

*What should you do?*

**We appreciate your patience while we prepare the remedy for this issue. We will notify you again when the remedy is available. Your local Lexus dealer will be more than happy to answer any of your questions.**

- ✓ To find a dealer near you, visit [www.lexus.com/dealers](http://www.lexus.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.lexus.com/recall](http://www.lexus.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Lexus Brand Engagement 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.

SAMPLE

## What will Lexus do?

Lexus is currently preparing the remedy. When the remedy becomes available, any authorized Lexus dealer will replace the low-pressure fuel pump **FREE OF CHARGE**. You will receive a second notification when the remedy is available.

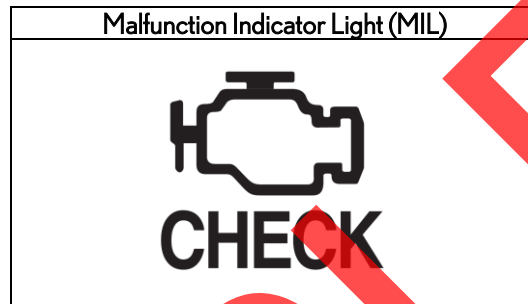
### *This is an important Safety Recall*

#### Are there any symptoms/warnings of the condition?

Drivers may experience rough engine running, warning lights or messages on the instrument panel, engine no start, and loss of motive power. If your vehicle is experiencing the condition described and you are unable to drive your vehicle to the dealership, please contact your local authorized Lexus dealer who will arrange for vehicle pick-up.

#### Which warning lights and messages may be displayed if the condition is present?

If the condition were to occur, the malfunction indicator lamp (MIL) shown below, may illuminate in the instrument panel cluster. In addition to the malfunction indicator lamp, other warning lamps and messages may also be displayed. The specific lamp(s) and message(s) that is/are displayed may vary depending upon the specific model of vehicle.



**Note:** The malfunction indicator lamp (MIL) and other lamps and messages can be displayed for other issues unrelated to this Safety Recall.

*You will receive a second notification when the remedy is available.*

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Lexus' online, self-service portal. Log-in to your Lexus Drivers account at <https://www.drivers.lexus.com/lexusdrivers/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail this information for reimbursement consideration, please use the address below:

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 are not the owner or operator of this vehicle?**

*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.

*If you know the current owner or operator*, please forward this letter to them.

*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 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>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

Lexus, A Division of Toyota Motor North America, Inc.



UPDATE ABOUT YOUR VEHICLE  
This notice now applies to your vehicle:  
[VIN]

**INTERIM NOTICE**  
We are currently preparing the remedy.  
We will notify you again when the remedy  
is available.

**IMPORTANT SAFETY RECALL (*Interim Notice*)**

Multiple Models and Model Years  
Vehicle May Stall While Driving  
NHTSA Recall No. 20V-682

Dear (customer's First/Last name)

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 your [XXXX] model year [model].

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 subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. **If a vehicle stall occurs while driving, this could increase the risk of a crash.**

***What should you do?***

**We appreciate your patience while we prepare the remedy for this issue. We will notify you again when the remedy is available. Your local Lexus dealer will be more than happy to answer any of your questions.**

- ✓ To find a dealer near you, visit [www.lexus.com/dealers](http://www.lexus.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.lexus.com/recall](http://www.lexus.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Lexus Brand Engagement 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.

SAMPLE

## What will Lexus do?

Lexus is currently preparing the remedy. When the remedy becomes available, any authorized Lexus dealer will replace the low-pressure fuel pump **FREE OF CHARGE**. You will receive a second notification when the remedy is available.

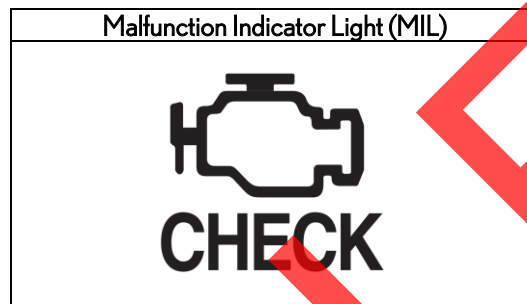
### *This is an important Safety Recall*

#### Are there any symptoms/warnings of the condition?

Drivers may experience rough engine running, warning lights or messages on the instrument panel, engine no start, and loss of motive power. If your vehicle is experiencing the condition described and you are unable to drive your vehicle to the dealership, please contact your local authorized Lexus dealer who will arrange for vehicle pick-up.

#### Which warning lights and messages may be displayed if the condition is present?

If the condition were to occur, the malfunction indicator lamp (MIL) shown below, may illuminate in the instrument panel cluster. In addition to the malfunction indicator lamp, other warning lamps and messages may also be displayed. The specific lamp(s) and message(s) that is/are displayed may vary depending upon the specific model of vehicle.



**Note:** The malfunction indicator lamp (MIL) and other lamps and messages can be displayed for other issues unrelated to this Safety Recall.

*You will receive a second notification when the remedy is available.*

## I previously received a notification letter from Lexus that my vehicle was not involved in this Safety Recall. Is my vehicle involved?

Yes, your vehicle is involved in this Safety Recall.

## Why is my vehicle now involved in this Safety Recall after I was previously informed that it was not involved?

After informing you that your vehicle was not involved, Lexus continued to investigate the issue and found new information from the investigation indicated that it should have been included. Thus, Lexus further expanded the recall population, and certain vehicles such as yours, that were previously removed, have been included in the recall.

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Lexus' online, self-service portal. Log-in to your Lexus Drivers account at <https://www.drivers.lexus.com/lexusdrivers/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail this information for reimbursement consideration, please use the address below:

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 are not the owner or operator of this vehicle?**

*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.

*If you know the current owner or operator*, please forward this letter to them.

*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.

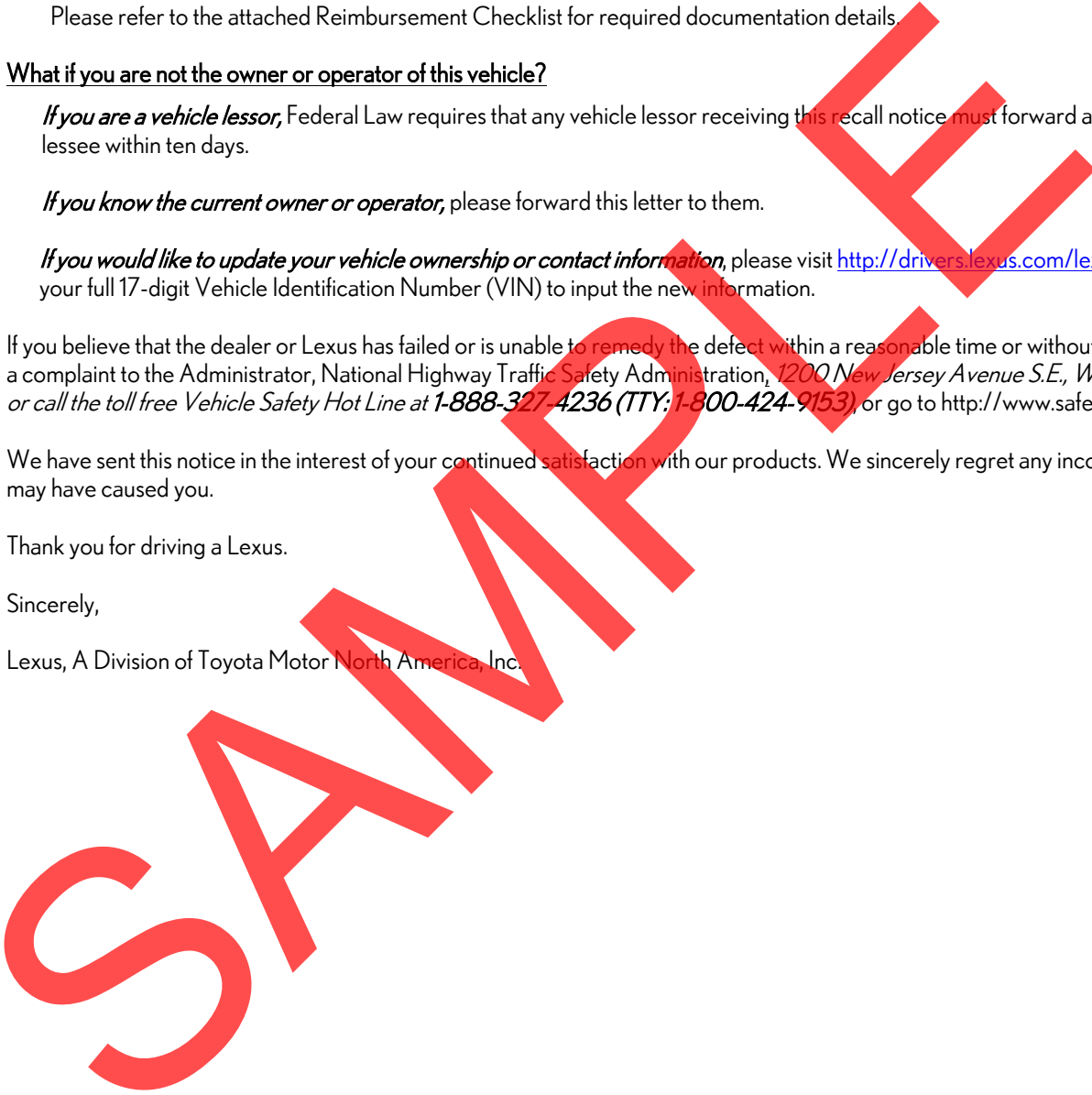
If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

Lexus, A Division of Toyota Motor North America, Inc.





This notice applies to your vehicle:  
[VIN]

**URGENT SAFETY RECALL**  
This is an important Safety Recall. The  
remedy will be performed **FREE OF**  
**CHARGE** to you.

**IMPORTANT SAFETY RECALL (Remedy Notice)**

**Multiple Models and Model Years  
Vehicle May Stall While Driving  
NHTSA Recall No. 20V-682**

Dear (customer's First/Last name)

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 your [XXXXX] model year [model].

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 subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. **If a vehicle stall occurs while driving, this could increase the risk of a crash.**

*What should you do?*

Please contact any authorized Lexus dealer to schedule an appointment to have the remedy performed as soon as possible.

The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience.

- ✓ To find a dealer near you, visit [www.lexus.com/dealers](http://www.lexus.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.lexus.com/recall](http://www.lexus.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Lexus Brand Engagement 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.

SAMPLE

## What will Lexus do?

Any authorized Lexus dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**.

### ***This is an important Safety Recall***

The remedy should take approximately [approximate repair time]. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period.

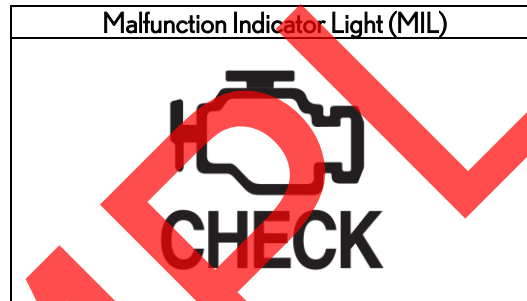
Note that the low-pressure fuel pump which will be replaced is located inside of the fuel tank. Depending on the amount of fuel in your fuel tank when you arrive, your dealer may need to drain fuel from your fuel tank to replace the low pressure fuel pump. Arriving to the dealership with a fuel level of [suggested fuel level] tank or less may allow the dealer to perform the remedy faster but ***is not a requirement*** to have this remedy performed. Please visit your authorized Lexus dealer as soon as possible to have the remedy performed.

### **Are there any symptoms/warnings of the condition?**

Drivers may experience rough engine running, warning lights or messages on the instrument panel, engine no start, and loss of motive power. If your vehicle is experiencing the condition described and you are unable to drive your vehicle to the dealership, please contact your local authorized Lexus dealer who will arrange for vehicle pick-up.

### **Which warning lights and messages may be displayed if the condition is present?**

If the condition were to occur, the malfunction indicator lamp (MIL) shown below, may illuminate in the instrument panel cluster. In addition to the malfunction indicator lamp, other warning lamps and messages may also be displayed. The specific lamp(s) and message(s) that is/are displayed may vary depending upon the specific model of vehicle.



**Note:** The malfunction indicator lamp (MIL) and other lamps and messages can be displayed for other issues unrelated to this Safety Recall.



### **What if you live in California and do not 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 **FREE** 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(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Lexus' online, self-service portal. Log-in to your Lexus Drivers account at <https://www.lexus.com/drivers/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

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 are not the owner or operator of this vehicle?**

*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.

*If you know the current owner or operator*, please forward this letter to them.

*If you would like to update your vehicle ownership or contact information*, please visit <https://www.toyota.com/recall/update-info-lexus>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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>.

We have sent this notice in the interest of your continued satisfaction with our products. 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, USA



Lexus, a Division of Toyota Motor Sales, USA, Inc.  
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 Vehicles

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 Owners 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 \_\_\_\_\_

