



June 28, 2013

To: Area General Managers  
From: Don Fordiani, National Field and Dealer Operations Manager  
Subject: Special Service Campaign (SSC) DLE  
Certain 2013 Model Year LS 600h Vehicles  
Fuel Filler Cap

Lexus is initiating a Special Service Campaign (SSC) DLE to install the correct fuel filler cap on certain 2013 model year LS 600h vehicles.

#### Background

Due to an assembly error, an incorrect fuel filler cap was installed on the affected vehicles. This condition may cause an increase in evaporative emissions that exceed applicable standards.

#### Special Service Campaign (SSC) Remedy

Lexus dealers are requested to replace the fuel filler cap with a new one at **NO CHARGE** to vehicle owners.

The following information is provided to inform you and your staff of the owner notification timing and your degree of involvement. Additional information may be found in the attached Lexus Q&A and sample customer notification letter.

#### Implementation at Dealerships

The enclosed dealer letter will be sent to dealers via e-mail on Friday, June 28, 2013. The operation code for the SSC DLE procedure will be available for claim submission on Monday, July 1, 2013.

Lexus requests that dealers use the affected vehicle owner list provided to each Area Office to contact and care for customers with affected vehicles within the next thirty days. Please note that only a small number of vehicles are affected and therefore only a limited number of dealers will be required to perform the remedy repair.

#### Owner Notification Letter Mailing Date

Lexus will begin sending the Special Service Campaign owner notification in early August, 2013.

Please note that only owners of the covered vehicles will be notified. If your dealers are contacted by an owner who has not yet received a notification, please have them **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

*Lexus tries very hard to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealers receive a notice for a vehicle that was sold prior to the Special Service Campaign announcement, it is their responsibility to forward the owner letter to the customer who purchased the vehicle.*

### Pre-Owned Vehicles in Dealer Inventory

Lexus generally requests that dealers not deliver any pre-owned vehicles in their inventory which are involved in a Special Service Campaign until the vehicle has been remedied. Also, as a reminder, Lexus CPO policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall, such as this Special Service Campaign DLE. Thus, no affected units may be sold or delivered as a CPO vehicle until the SSC has been completed on that vehicle.

### Number and Identification of Covered Vehicles

There are 88 affected vehicles in the United States. Please refer to the appendix for a list of the affected VINs.

### Parts Ordering

The fuel filler cap has been placed on Manual Allocation Control (MAC). Please refer to the MAC report for specific instructions to request release of a part.

### Remedy Procedures

Please refer to TIS for Technical Instructions on vehicle repair.

### Warranty Reimbursement Procedure

The operation code to be used for this campaign is:

| SSC | Opcode | Description           | Labor Hours |
|-----|--------|-----------------------|-------------|
| DLE | 3527EA | Replace fuel tank cap | 0.2/vehicle |

\*The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

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

The affected VIN information will be downloaded and activated for dealerships to use on Friday, June 28, 2013.

The repair quality of covered vehicles is extremely important to Lexus. Dealers should 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 redelivery.

### Media Inquiries

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

### Customer Handling

A FAQ is attached to help your dealership respond to any customer concerns. If the customer has any further questions, they are requested to contact the Lexus Customer Assistance Center. The Lexus Customer Assistance Center can be reached at 1-800-255-3987, Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

*Please review this entire package with your Service and Parts staff to familiarize them with its contents so they may properly implement this campaign as well as address any owner concerns that may arise regarding this Special Service Campaign.*

Thank you for your understanding. Your on-going care for these Lexus owners during this campaign protects our customers

and their image of Lexus.

CC: Assistant Area General Managers  
Customer Satisfaction Managers  
Customer Services Field Managers  
Customer Services Operations Managers  
District Service and Parts Managers  
District Technical Managers  
Field Product Engineers  
Pre-Owned Managers



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Thank you for your understanding. Your on-going care for these Lexus owners during this campaign protects our customers and their image of Lexus.

Lexus  
A Division of Toyota Motor Sales, U.S.A., Inc.

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



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JTHDU1EF0D5016232  
JTHDU1EF0D5016280  
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JTHDU1EF8D5016138  
JTHDU1EF1D5016143  
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JTHDU1EF8D5016849  
JTHDU1EF4D5016881  
JTHDU1EF3D5016886



Special Service Campaign (SSC) DLE  
 Certain 2013 Model Year Lexus LS600h Vehicles  
 Fuel Filler Cap- FAQ

Q1: What is the condition?

A1: Due to an assembly error, an incorrect fuel filler cap was installed on the affected vehicles. This condition may cause an increase in evaporative emissions that exceed applicable standards.

Q1a: What are evaporative emissions?

A1a: Evaporative emissions consist of fuel vapors that escape into the atmosphere from a vehicle's fuel system.

Q2: What is Lexus going to do?

A2: In late July 2013, Lexus will send out owner notification letters by first class mail. The letter will advise owners to bring their vehicle to an authorized Lexus dealership for replacement of the fuel filler cap at **no charge**.

**NOTE (Customers who live in California and do not have this SSC performed):**

California requires the completion of Special 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** Special Service Campaign, a vehicle in California may be more likely to fail this test. California regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

An authorized Lexus dealer will provide owners 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 the vehicle's registration renewal process.

Q2a: How does Lexus obtain my mailing information?

A2a: 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.

Q2b: Do I need my owner letter to have the remedy performed?

A2b: You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

Q3: Are there any warnings or symptoms that this condition exists?

A3: No, there are not warnings or symptoms that this condition exists. The amount of evaporative emissions is extremely low and is below the vehicle's on board diagnostic system detection capability.

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

A4: There are 88 Lexus LS600h (Certain 2013 model year) vehicles covered in this campaign.

| Model  | Model Year   | Production Dates                               | UIO |
|--------|--------------|--|-----|
| LS600h | Certain 2013 | Between September 11, 2012 and March 26, 2013. | 88  |

Q4a: Are there any other Toyota, Lexus or Scion vehicles covered by campaign in the U.S.?

A4a: No, This condition only affects certain 2013 model year Lexus LS600h.

Q5: How long will the repair take?

A5: The repair will take approximately 10 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: What if I have additional questions or concerns?

A7: If you have additional questions or concerns are asked to please contact the Lexus Customer Assistance Center at 1-800-25-LEXUS Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

**Certain 2013 Model Year Lexus LS600h  
Fuel Filler Cap  
Special Service Campaign**

[VIN]

Dear Lexus Customer:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Lexus is announcing a Special Service Campaign, which includes your vehicle.

**What is the condition?**

Due to an assembly error, an incorrect fuel filler cap was installed on the affected vehicles. This condition may cause an increase in evaporative emissions that exceed applicable standards.

**What will Lexus do?**

Any authorized Lexus dealer will replace the fuel filler cap with a new one at **no charge** to you.

**What should you do?**

Please contact any authorized Lexus dealer and make an appointment to have your vehicle's fuel filler cap replaced with a new one. This Special Service Campaign will be performed at **no charge** to you.

The remedy will take approximately 10 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If your vehicle is covered by this Special Service Campaign, you do not need an owner letter to have this Special Service Campaign completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering at [www.lexus.com/owners](http://www.lexus.com/owners). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**What if you live in California and don't have this Special Service Campaign performed?**

California requires the completion of Special 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 cost** Special Service Campaign, your vehicle may be more likely to fail this test. California regulations require Lexus to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service 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 other questions?**

- Your local Lexus dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.
- You can find additional information and locate a Lexus dealer in your area by going online and visiting [www.Lexus.com](http://www.Lexus.com).
- If you require further assistance, you may contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

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.

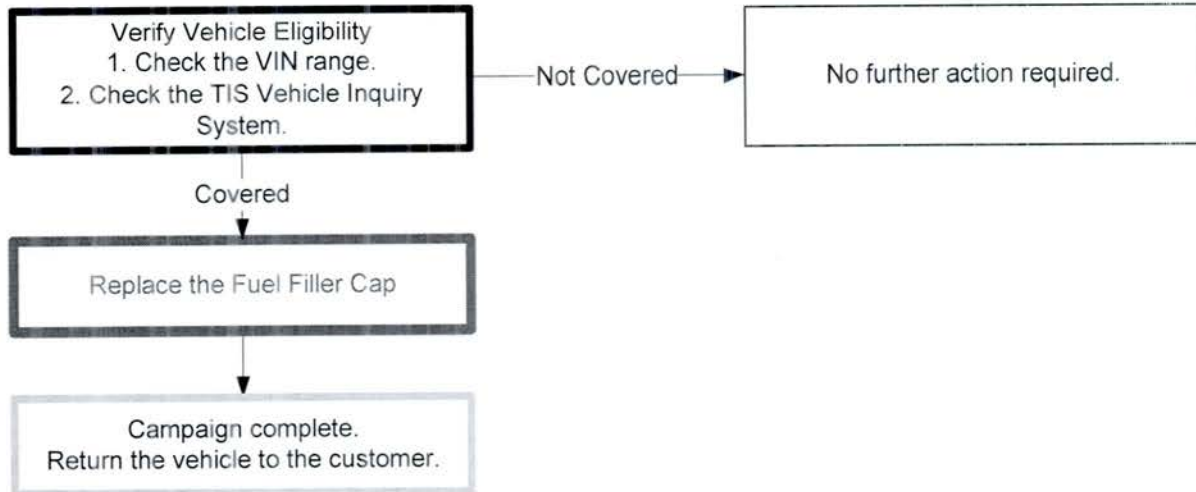
Thank you for driving a Lexus.

Sincerely,

Lexus Division  
TOYOTA MOTOR SALES, U.S.A., INC.

**TECHNICAL INSTRUCTIONS**  
**FOR**  
**SPECIAL SERVICE CAMPAIGN DLE**  
**FUEL FILLER CAP REPLACEMENT**  
**CERTAIN**  
**2013 MODEL YEAR LS600h VEHICLES**

## I. OPERATION FLOW CHART



## II. IDENTIFICATION OF COVERED VEHICLES

### A. AFFECTED VIN RANGE


| Model   | WMI | Year | VIN Range |                   |
|---------|-----|------|-----------|-------------------|
|         |     |      | VDS       | Range             |
| LS600hL | JTH | 2013 | DU1EF     | 5015700 - 5016886 |

#### NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Special Service Campaign, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not covered or were completed by another dealer.

## III. PREPARATION

### A. PARTS

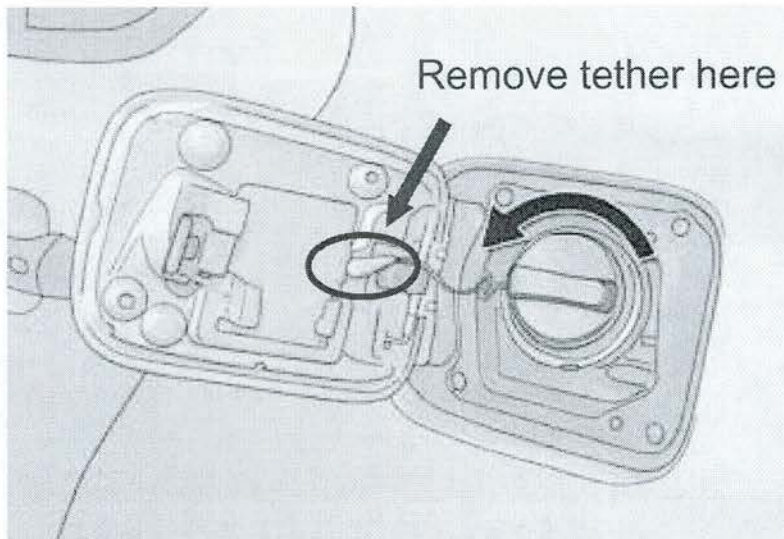
| Part Name           | Part No.    | Qty | Description  |
|---------------------|-------------|-----|--|
| CAP ASSY, FUEL TANK | 77300-47050 | 1   |  |

## IV. BACKGROUND

Due to an assembly error, an incorrect fuel filler cap was installed on the affected vehicles. This condition may cause an increase in evaporative emissions that exceed applicable standards.

## V. WORK PROCEDURE

1. REMOVE THE FUEL FILLER CAP TETHER FROM THE FUEL DOOR AND REMOVE THE CURRENT FUEL FILLER CAP.



*Note: Use caution when removing the tether so that the paint is not scratched.*

2. INSTALL NEW FUEL FILLER CAP, MAKING SURE THAT THE NEW FUEL FILLER CAP IS MARKED WITH A "C" AND THE NEW TETHER IS INSTALLED AND SECURE.

## VI. APPENDIX

### A. CAMPAIGN DESIGNATION DECODER

