



November 12, 2014

Subject: Limited Service Campaign (LSC) ELE  
Certain 2008 through 2012 Model Year IS F Vehicles  
Engine Cooling Fans

Dear Dealer Principal:

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing Limited Service Campaign (LSC) ELE on certain 2008 through 2012 model year IS F vehicles.

#### Background

The screws which secure the engine cooling fan motors to the fan shroud could become loose over time and interfere with the operation of the cooling fans. If a fan becomes damaged and inoperative, the engine coolant temperature could increase.

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

#### Limited Service Campaign (LSC) Remedy

Authorized Lexus dealers are requested to inspect and replace the screws securing the cooling fan motors. If the cooling fan is damaged or the cooling fan motor is missing screws, the cooling fan assembly will be replaced with a new one. These repairs will be performed at **NO COST** to vehicle owners.

This LSC will be available *until November 30, 2017* and will only be available at an authorized Lexus dealer.

#### Owner Notification Dates

The owner notification will begin in late-November, 2014, approximately one week after the dealer notification.

*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 LSC extension 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 covered vehicles will be notified. If your dealership is contacted by owners who have not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

#### Used Vehicles in Dealership Inventory (In-stock Vehicles)

To ensure customer satisfaction, Lexus requests that dealers conduct the LSC remedy on any used vehicles currently in dealer inventory that are covered by this LSC prior to customer delivery.

#### Number and Identification of Affected Vehicles


There are approximately 4,600 vehicles covered by this Limited Service Campaign.

### Parts Availability and Ordering

Orders can be placed through your facing PDC. The Fan Motor Screw Replacement Kit has been placed on Dealer Ordering Solutions (DOS) and will be systematically released daily based on dealer ordering criteria.

Part Description	Part Number	Quantity per Vehicle
Fan Motor Screw Replacement Kit	04004-54131	1

Each dealership will receive specific dealer ordering criteria in an e-mail from their facing PDC manager. Therefore, it is vital that your dealership's parts and service departments coordinate appointments for the replacement. A sample of the communication is below.



**Parts Allocation Report**

99999  
SAMPLE LEXUS

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q. Sample at (999) 999-9999.

Part Number	Part Description	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date



Only vehicles that DO NOT pass the inspection procedure as outlined in the Technical Instructions will require the following part. To ensure parts availability the Fan w/Motor Assembly has been placed on Manual Allocation Control (MAC). If your dealership requires this part, please send an e-mail to [PQSS\\_MAC@Toyota.com](mailto:PQSS_MAC@Toyota.com) with the following information:

- Subject Line: ELE MAC Release Request (Dealer Code)
- Dealer Code
- VIN
- Part Number and Quantity Ordered
- Order Reference Number
- Order Date
- Name of dealer contact, department and phone number

Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact the dealership. Please allow 2 - 3 days for part release after providing the requested information.

Important Notes:

- Once you have placed your order DO NOT upgrade or change your order status.
- Failure to provide the above information within 48 hours will result in an order cancellation.

Part Description	Part Number	Quantity per Vehicle
Fan w/Motor Assembly	04004-39138	As Needed

### Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership associates involved in the recall process are required to successfully complete E-Learning course LSC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this LSC repair are required to currently hold at least one of the following certification levels:

- Senior or Master Technician
- Senior or Master Diagnostic Technician

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this LSC 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

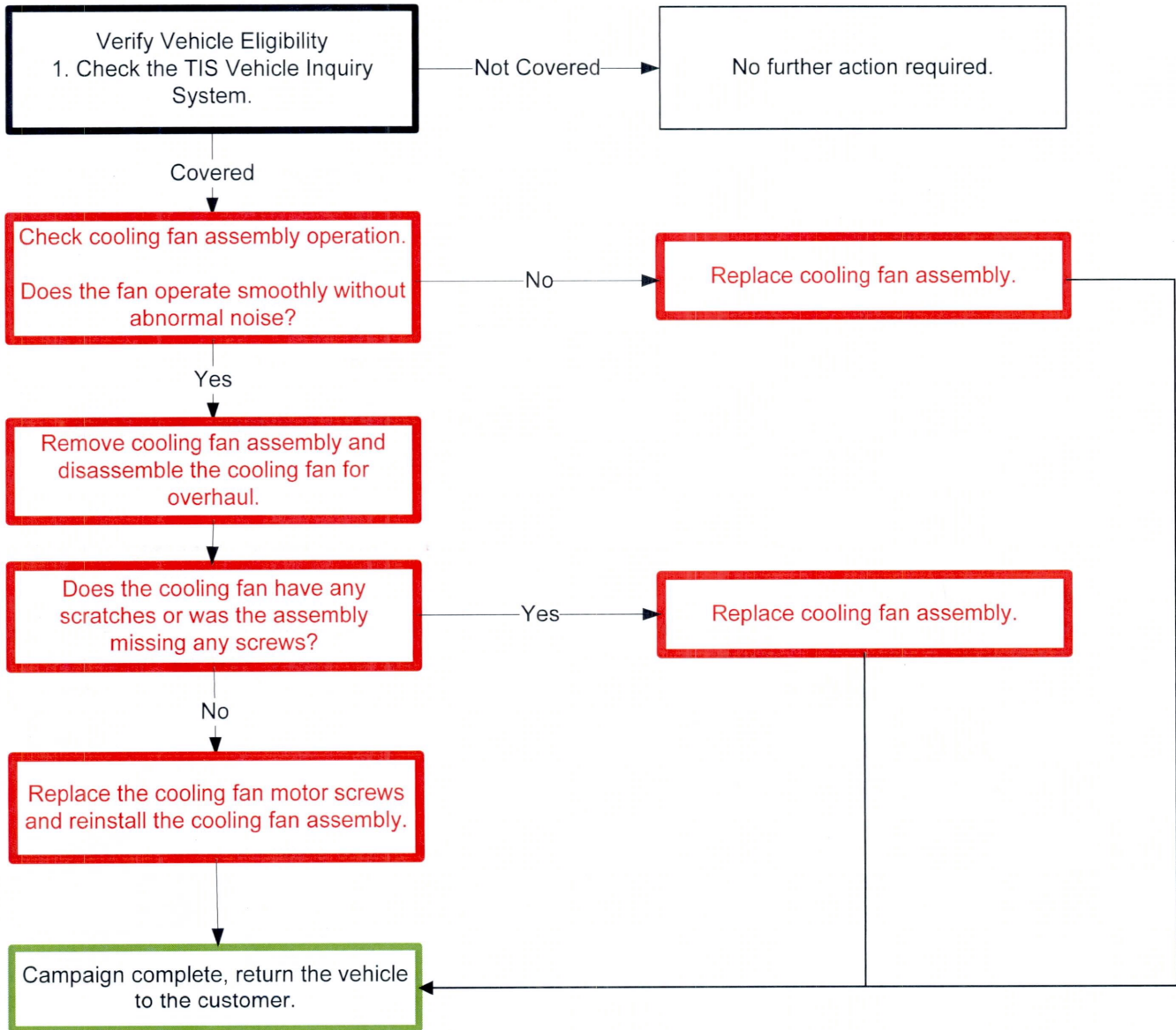
Please refer to TIS for technical instructions.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

## Warranty Reimbursement Procedures

2008 - 2012 Model Year IS F Vehicles

The flow chart is for reference only. DO NOT use it in place of the full technical instructions. Follow ALL steps as outlined in the full technical instructions to confirm the campaign is completed correctly.





Dealers are required to submit LSC claims using the information described below.

LSC	Model	Opcode	Description	Labor Hours*
ELE	IS F	AGGB3A	Inspect and Replace the Cooling Fan Motor Screws (Inspection PASS)	1.3
		AGGB3B	Inspect and Replace the Cooling Fan Assembly (Inspection FAIL)	1.2

\*NOTE: The flat rate time includes 0.1 hour for campaign administrative cost per unit for the dealership.

- The cost of undiluted Super Long Life Coolant can be claimed up to 0.1 liter at a maximum of \$7.00 per vehicle as sublet "OF."
- The cost for adhesive can be claimed at a maximum of \$1.00 per vehicle at sublet "ZZ" under Op Code AGGB3A.

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

#### 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.

#### 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 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 Q&A is attached to assist you in responding to any questions or customer concerns. If a customer has any further questions they are requested to contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm PST, or Saturday, 7:00 am to 4:00 pm PST.

Thank you for your on-going support.

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

Attachment

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



Limited Service Campaign ELE  
Certain 2008 through 2012 Model Year IS F  
Engine Cooling Fans - FAQ

**Q1: What is the condition?**

A1: The screws which secure the engine cooling fan motors to the fan shroud could become loose over time and interfere with the operation of the cooling fans. If a fan becomes damaged and inoperative the engine coolant temperature could increase.

**Q1a: What is the cause of the condition?**

A1a: The screws securing the engine cooling fan motor to the fan shroud were insufficiently tightened during the manufacturing process.

**Q2: Are there any warnings or indicators of this condition?**

A2: Yes. If the condition occurs, an abnormal noise coming from the front of the vehicle can be heard while the cooling fans are operating.

If a fan becomes damaged and inoperative, the engine coolant temperature displayed on the instrument cluster could increase.

**Q2a: What if I experience this condition?**

A2a: If you experience this condition, please contact your local authorized Lexus dealer for diagnosis and repair. If the condition is related to this Limited Service Campaign, the repair will be performed at **NO CHARGE** to you.

**Q3: What is Lexus going to do?**

A3: Owners of vehicles covered by this Limited Service Campaign will receive an owner notification letter by first class mail starting in late November 2014.

Any authorized Lexus dealership will inspect and replace the screws securing the cooling fan motors. If the cooling fan is damaged or the cooling fan motor is missing screws, the cooling fan assembly will be replaced with a new one. These repairs will be performed at **NO CHARGE** to you until **November 30, 2017**.

**Q3a: How does Lexus obtain my mailing information?**

A3a: 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.

**Q3b: Do I need my owner letter to have the remedy performed?**

A3b: You do not need an owner letter to have this limited 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.



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

A4: There are approximately 4,600 vehicles covered by this Limited Service Campaign in the U.S.

Model Name	Model Year	Appx. UIO
IS-F	2008 - 2012	4,600

**Q4a: Are there any other Toyota, Lexus or Scion vehicles involved in this Safety Recall in the U.S.?**

A4a: No. This specific condition only affects certain 2008 through 2012 Model Year IS-F vehicles.

**Q5: How long will the repair take?**

A5: Replacing the screws, or cooling fan assembly if necessary, will take approximately 90 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: When will this Limited Service Campaign expire?**

A6: This Limited Service Campaign will be available until **November 30, 2017**.

**Q7: What if I previously paid for repairs to my vehicle for this condition?**

A7: Reimbursement consideration instructions will be provided in the owner notification letter.

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

A8: If you have additional questions or concerns, please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.



Certain 2008 through 2012 Model Year IS F Vehicles  
Engine Cooling Fans  
Limited Service Campaign

[VIN]

Dear Lexus Owner:

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 Limited Service Campaign, which includes your vehicle.

What is the condition?

The screws which secure the engine cooling fan motors to the fan shroud could become loose over time and interfere with the operation of the cooling fans. If the condition occurs, an abnormal noise coming from the front of the vehicle can be heard while the cooling fans are operating.

If a fan becomes damaged and inoperative, the engine coolant temperature displayed on the instrument cluster could increase.

What is included in the Limited Service Campaign?

Any authorized Lexus dealership will inspect and replace the screws securing the cooling fan motors. If the cooling fan is damaged or the cooling fan motor is missing screws, the cooling fan assembly will be replaced with a new one. These repairs will be performed at **NO CHARGE** to you.

***This Limited Service Campaign will be available until November 30, 2017, and will only be available at an authorized Lexus Dealer.***

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed at the beginning of this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Warranty Information booklet. For additional information, please refer to the booklet.

How do you take advantage of this Limited Service Campaign?

Please contact an authorized Lexus dealer and make an appointment to have this remedy performed before **November 30, 2017**.

Replacing the screws, or cooling fan assembly if necessary, will take approximately 90 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

*If your vehicle is covered by this Limited Service Campaign, you do not need this owner letter to have the 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.*

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/recall](http://www.lexus.com/recall).

- 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.

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

If you have previously paid for a repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc  
Toyota Customer Experience, WC 10  
19001 South Western Avenue  
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow us 6-9 weeks to process your request.

Please note the dealer will need to perform this LSC before reimbursement consideration requests can be processed.

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

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, USA, INC.



Kathy Wachs / Service and Parts Operations  
Lexus Customer Services  
November 12, 2014  
Approved by: Don Fordiani

Limited Service Campaign (LSC) ELE  
Certain 2008 through 2012 Model Year IS F Vehicles  
Engine Cooling Fans

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing Limited Service Campaign (LSC) ELE on certain 2008 through 2012 model year IS F vehicles.

Background

The screws which secure the engine cooling fan motors to the fan shroud could become loose over time and interfere with the operation of the cooling fans. If a fan becomes damaged and inoperative, the engine coolant temperature could increase.

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

Limited Service Campaign (LSC) Remedy

Authorized Lexus dealers are requested to inspect and replace the screws securing the cooling fan motors. If the cooling fan is damaged or the cooling fan motor is missing screws, the cooling fan assembly will be replaced with a new one. These repairs will be performed at **NO COST** to vehicle owners.

This LSC will be available *until November 30, 2017* and will only be available at an authorized Lexus dealer.

Owner Notification Dates

The owner notification will begin in late-November, 2014, approximately one week after the dealer notification.

*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 LSC extension 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 covered vehicles will be notified. If your dealership is contacted by owners who have not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Used Vehicles in Dealership Inventory (In-stock Vehicles)

To ensure customer satisfaction, Lexus requests that dealers conduct the LSC remedy on any used vehicles currently in dealer inventory that are covered by this LSC prior to customer delivery.

Number and Identification of Affected Vehicles

There are approximately 4,600 vehicles covered by this Limited Service Campaign.


Parts Availability and Ordering

Orders can be placed through your facing PDC. The Fan Motor Screw Replacement Kit has been placed on Dealer Ordering Solutions (DOS) and will be systematically released daily based on dealer ordering criteria.



Part Description	Part Number	Quantity per Vehicle
Fan Motor Screw Replacement Kit	04004-54131	1

Each dealership will receive specific dealer ordering criteria in an e-mail from their facing PDC manager. Therefore, it is vital that your dealership's parts and service departments coordinate appointments for the replacement. A sample of the communication is below.



## Parts Allocation Report

99999  
SAMPLE LEXUS

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q. Sample at (999) 999-9999.

Part Number	Part Description	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

Only vehicles that DO NOT pass the inspection procedure as outlined in the Technical Instructions will require the following part. To ensure parts availability the Fan w/Motor Assembly has been placed on Manual Allocation Control (MAC). If your dealership requires this part, please send an e-mail to [PQSS\\_MAC@Toyota.com](mailto:PQSS_MAC@Toyota.com) with the following information:

- Subject Line: ELE MAC Release Request (Dealer Code)
- Dealer Code
- VIN
- Part Number and Quantity Ordered
- Order Reference Number
- Order Date
- Name of dealer contact, department and phone number

Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact the dealership. Please allow 2 - 3 days for part release after providing the requested information.

Important Notes:

- Once you have placed your order DO NOT upgrade or change your order status.
- Failure to provide the above information within 48 hours will result in an order cancellation.

Part Description	Part Number	Quantity per Vehicle
Fan w/Motor Assembly	04004-39138	As Needed

### Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership associates involved in the recall process are required to successfully complete E-Learning course LSC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this LSC repair are required to currently hold at least one of the following certification levels:

- Senior or Master Technician
- Senior or Master Diagnostic Technician

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this LSC 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

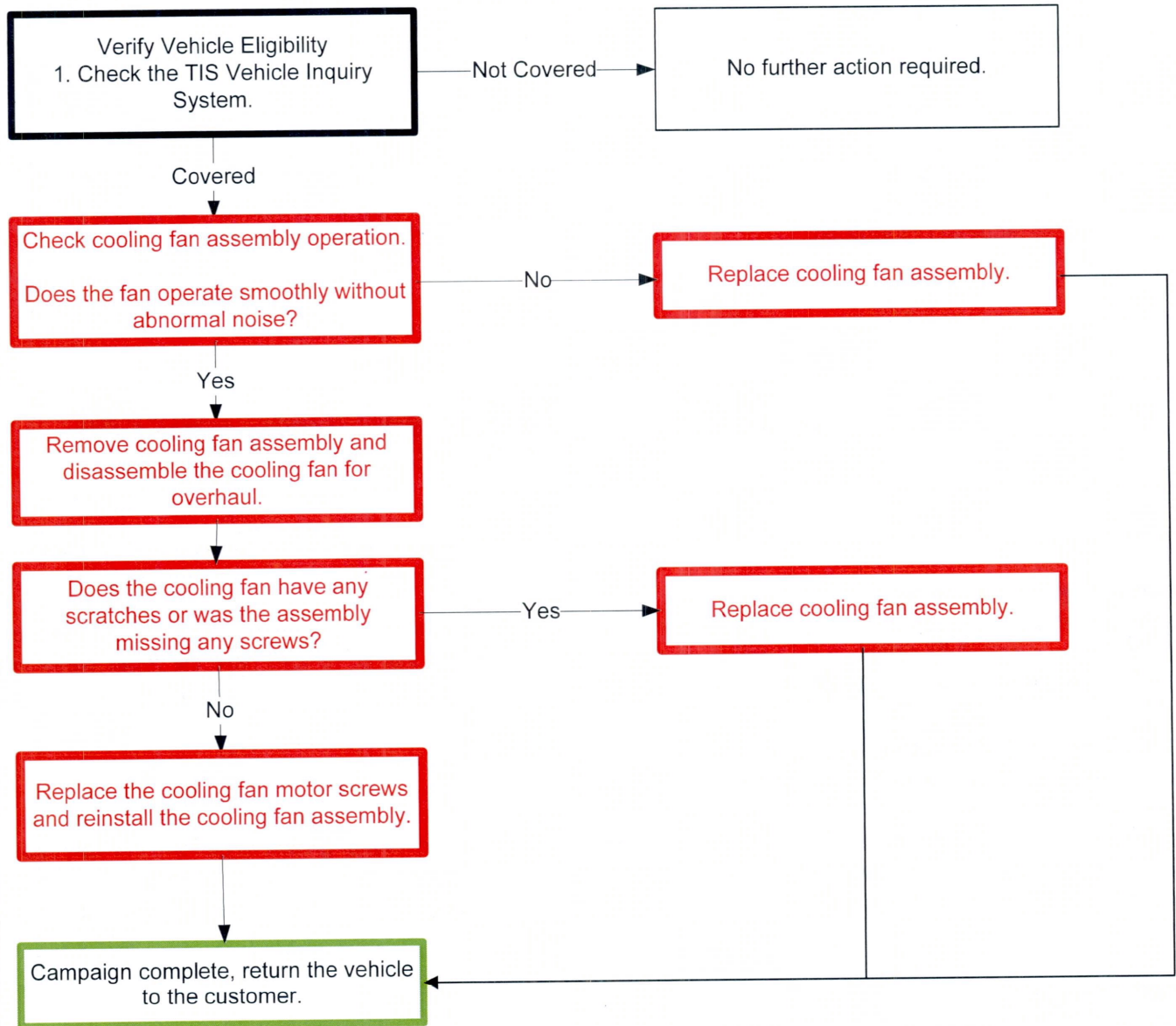
Please refer to TIS for technical instructions.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

## Warranty Reimbursement Procedures

2008 - 2012 Model Year IS F Vehicles

The flow chart is for reference only. DO NOT use it in place of the full technical instructions. Follow ALL steps as outlined in the full technical instructions to confirm the campaign is completed correctly.





Dealers are required to submit LSC claims using the information described below.

LSC	Model	Opcode	Description	Labor Hours*
ELE	IS F	AGGB3A	Inspect and Replace the Cooling Fan Motor Screws (Inspection PASS)	1.3
		AGGB3B	Inspect and Replace the Cooling Fan Assembly (Inspection FAIL)	1.2

**\*NOTE:** The flat rate time includes 0.1 hour for campaign administrative cost per unit for the dealership.

- The cost of undiluted Super Long Life Coolant can be claimed up to 0.1 liter at a maximum of \$7.00 per vehicle as sublet "OF."
- The cost for adhesive can be claimed at a maximum of \$1.00 per vehicle at sublet "ZZ" under Op Code AGGB3A.

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

#### 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.

#### 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 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 Q&A is attached to assist you in responding to any questions or customer concerns. If a customer has any further questions they are requested to contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm PST, or Saturday, 7:00 am to 4:00 pm PST.

Thank you for your on-going support.



Limited Service Campaign ELE  
Certain 2008 through 2012 Model Year IS F  
Engine Cooling Fans - FAQ

***Q1: What is the condition?***

A1: The screws which secure the engine cooling fan motors to the fan shroud could become loose over time and interfere with the operation of the cooling fans. If a fan becomes damaged and inoperative the engine coolant temperature could increase.

***Q1a: What is the cause of the condition?***

A1a: The screws securing the engine cooling fan motor to the fan shroud were insufficiently tightened during the manufacturing process.

***Q2: Are there any warnings or indicators of this condition?***

A2: Yes. If the condition occurs, an abnormal noise coming from the front of the vehicle can be heard while the cooling fans are operating.

If a fan becomes damaged and inoperative, the engine coolant temperature displayed on the instrument cluster could increase.

***Q2a: What if I experience this condition?***

A2a: If you experience this condition, please contact your local authorized Lexus dealer for diagnosis and repair. If the condition is related to this Limited Service Campaign, the repair will be performed at **NO CHARGE** to you.

***Q3: What is Lexus going to do?***

A3: Owners of vehicles covered by this Limited Service Campaign will receive an owner notification letter by first class mail starting in late November 2014.

Any authorized Lexus dealership will inspect and replace the screws securing the cooling fan motors. If the cooling fan is damaged or the cooling fan motor is missing screws, the cooling fan assembly will be replaced with a new one. These repairs will be performed at **NO CHARGE** to you until **November 30, 2017**.

***Q3a: How does Lexus obtain my mailing information?***

A3a: 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.

***Q3b: Do I need my owner letter to have the remedy performed?***

A3b: You do not need an owner letter to have this limited 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.



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

A4: There are approximately 4,600 vehicles covered by this Limited Service Campaign in the U.S.

Model Name	Model Year	Appx. UIO
IS-F	2008 - 2012	4,600

**Q4a: Are there any other Toyota, Lexus or Scion vehicles involved in this Safety Recall in the U.S.?**

A4a: No. This specific condition only affects certain 2008 through 2012 Model Year IS-F vehicles.

**Q5: How long will the repair take?**

A5: Replacing the screws, or cooling fan assembly if necessary, will take approximately 90 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: When will this Limited Service Campaign expire?**

A6: This Limited Service Campaign will be available until **November 30, 2017**.

**Q7: What if I previously paid for repairs to my vehicle for this condition?**

A7: Reimbursement consideration instructions will be provided in the owner notification letter.

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

A8: If you have additional questions or concerns, please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.





November 12, 2014

To: Area General Managers

From: Don Fordiani, National Field and Dealer Operations Manager

Subject: Limited Service Campaign (LSC) ELE  
Certain 2008 through 2012 Model Year IS F Vehicles  
Engine Cooling Fans

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing Limited Service Campaign (LSC) ELE on certain 2008 through 2012 model year IS F vehicles.

#### Background

The screws which secure the engine cooling fan motors to the fan shroud could become loose over time and interfere with the operation of the cooling fans. If a fan becomes damaged and inoperative, the engine coolant temperature could increase.

The following information is provided to inform you and your staff of the dealer and owner notification phase of the campaign. Additional information may be found in the attached Lexus dealer letter, Q&A and customer notification letter.

#### Limited Service Campaign (LSC) Remedy

Authorized Lexus dealers are requested to inspect and replace the screws securing the cooling fan motors. If the cooling fan is damaged or the cooling fan motor is missing screws, the cooling fan assembly will be replaced with a new one. These repairs will be performed at **NO COST** to vehicle owners.

This LSC will be available *until November 30, 2017* and will only be available at an authorized Lexus dealer.

#### Dealer and Owner Notification Dates

The attached dealer communication will be e-mailed to all Lexus dealers on November 12, 2014.

The owner notification will begin in late-November, 2014, approximately one week after the dealer notification.

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

#### Used Vehicles in Dealership Inventory (In-stock Vehicles)

To ensure customer satisfaction, Lexus requests that dealers conduct the LSC remedy on any used vehicles currently in dealer inventory that are covered by this LSC prior to customer delivery.

#### Number and Identification of Affected Vehicles

There are approximately 4,600 vehicles covered by this Limited Service Campaign.

#### Parts Availability and Ordering

The Screw Replacement Kits have been placed on Dealer Ordering Solutions (DOS). Since only a limited number of Fan

w/Motor Assemblies will require replacement, to help control inventory, they will be placed on Manual Allocation Control (MAC). Please refer to the dealer letter for additional details.

### 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 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 Q&A is attached to assist you in responding to any dealer questions or customer concerns. If a customer has any further questions they are requested to contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm PST, or Saturday, 7:00 am to 4:00 pm PST.

Thank you for your understanding and cooperation.

### Attachments

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

**TECHNICAL INSTRUCTIONS**  
**FOR**  
**LIMITED SERVICE CAMPAIGN ELE**  
**ENGINE COOLING FANS**  
**CERTAIN 2008-2012 MODEL YEAR ISF**

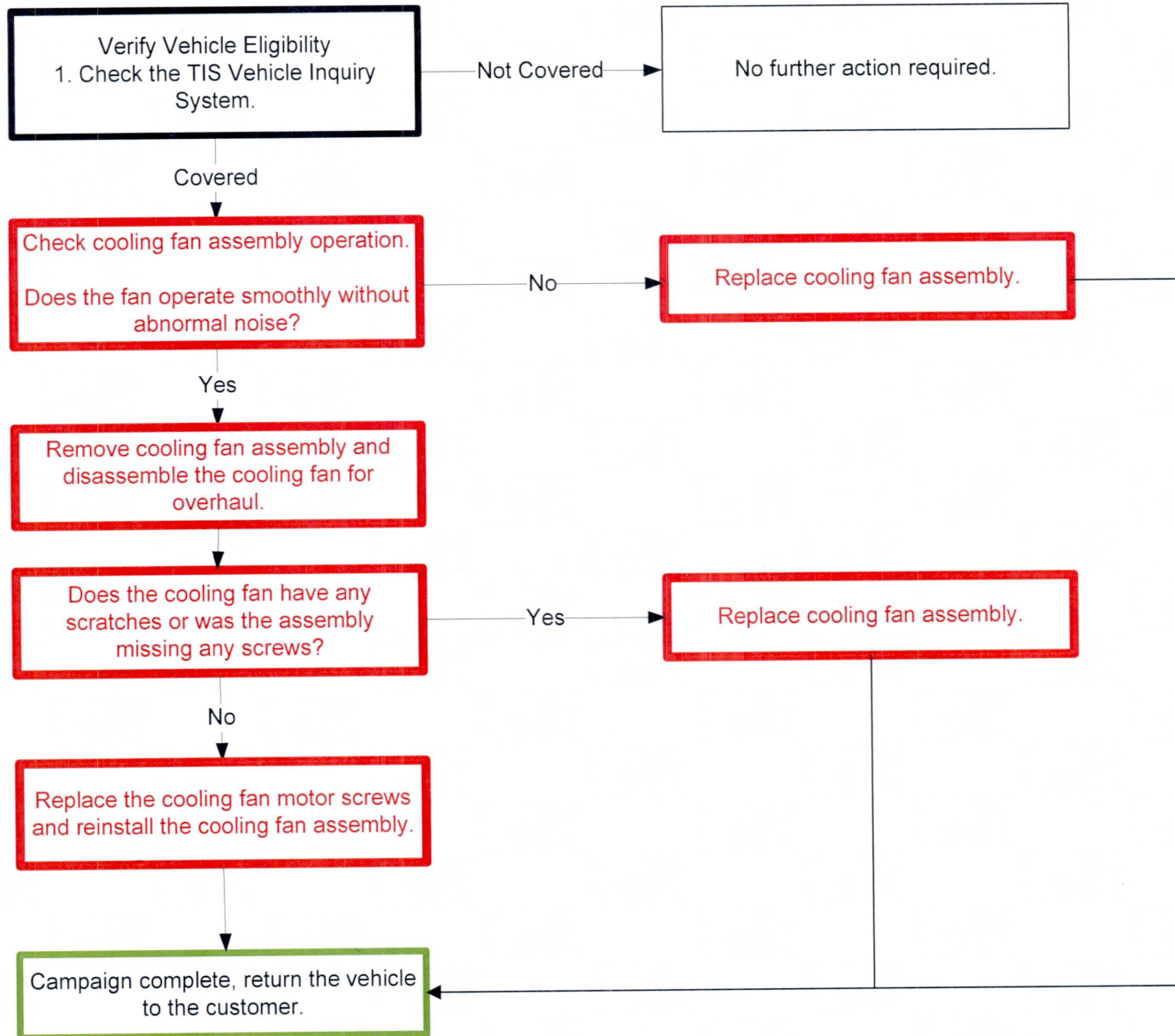
All dealership associates involved in the recall process are required to successfully complete E-Learning course LSC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certifications levels:

- Senior or Master Technician
- Senior or Master Diagnostic Technician

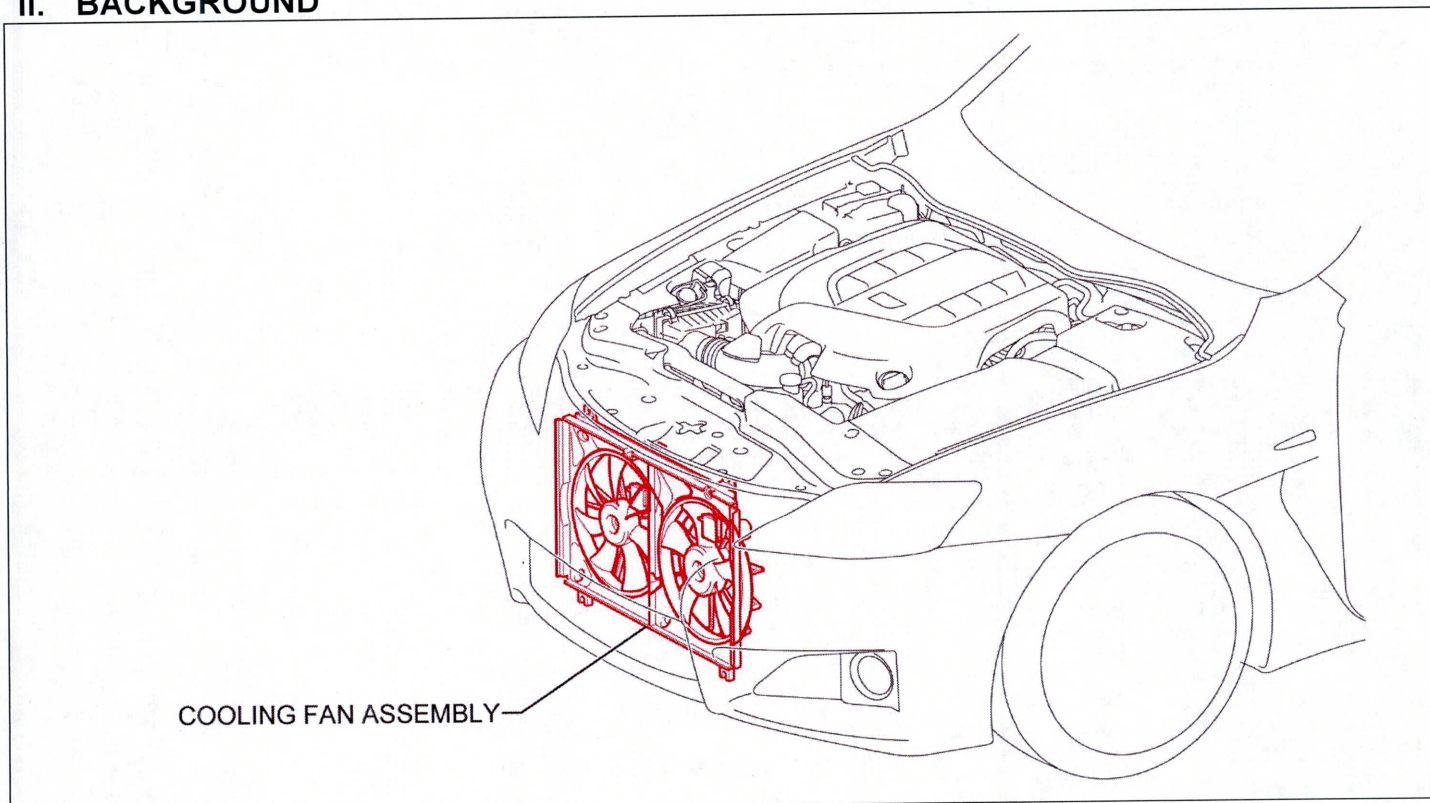


## I. OPERATION FLOW CHART

The flow chart is for reference only. **DO NOT** use it in place of the full technical instructions. Follow **ALL** steps as outlined in the full technical instructions to confirm the campaign is completed correctly.



## II. BACKGROUND



The screws which secure the engine cooling fan motors to the fan shroud assembly could become loose over time and interfere with the operation of the cooling fans. If a fan becomes damaged and inoperative, the engine coolant temperature could increase.

## III. IDENTIFICATION OF AFFECTED VEHICLES

### A. COVERED VIN RANGE

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Limited 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 affected or were completed by another dealer.

## IV. PREPARATION

### A. PARTS

Part Number	Part Description	Quantity
04004-54131	Fan Assy Screw Replacement Kit	1
	<b>Part Description</b>	<b>Quantity</b>
	Drain Cock O-ring	1
	Radiator Vent plug O-ring	1
	Fan Motor Screws	6
	*Clips	3

\*Clips were provided in the kit in the case that clips break during the repair procedure and are not required to be replaced.

**The part below is only required in the cases where the entire fan assembly replacement is required. It is anticipated that very small number of vehicles will require the part below.**

Part Number	Part Description	Quantity
04004-39138	Fan, Assy w/Motor	1





## B. MATERIALS

- Protective Tape
- Protective Gloves
- Protective Eye Wear
- Shop Cloth
- Plastic Bag
- Marker Pen
- Adhesive 1234 or Equivalent
- Toyota Genuine Super Long Life Coolant (SLLC)


## C. TOOLS & EQUIPMENT

- Standard hand tools
- Radiator Cap Tester
- Torque wrench (in lbs)
- Techstream
- Wire brush
- Clip Remover
- 6 mm Hexagon Wrench

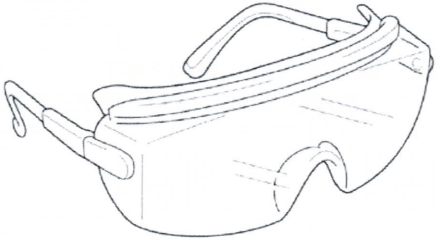
## V. SAFETY PRECAUTIONS



These cautions should be observed when performing this campaign.



1. WEAR PROTECTIVE GLOVES

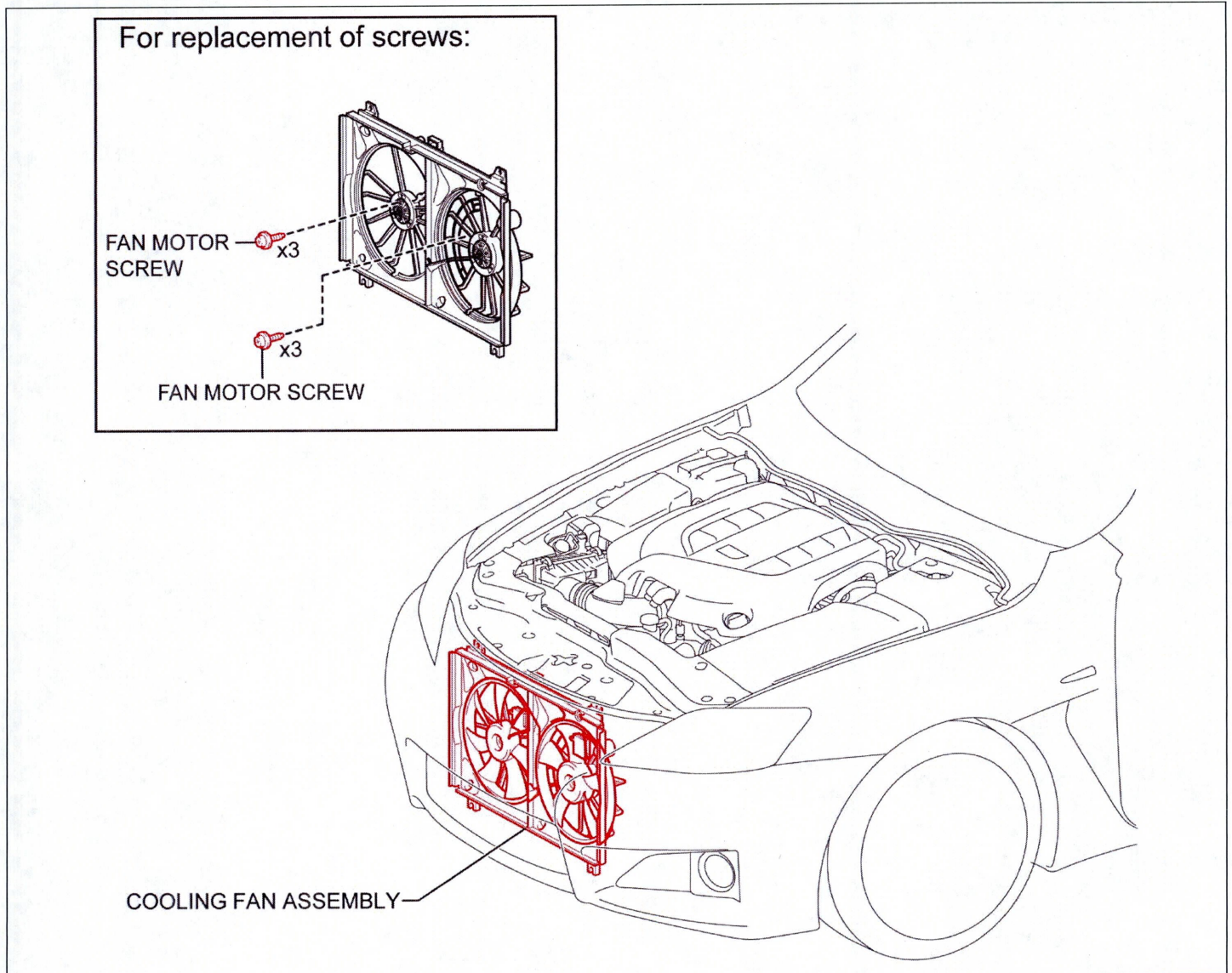


2. WEAR EYE PROTECTION

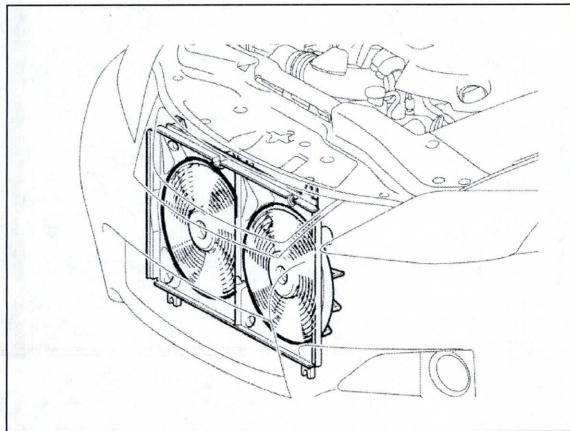
**Wear protective glasses**

S05071SH

## VI. COMPONENTS



## VII. COOLING FAN INSPECTION



### 1. CHECK COOLING FAN ASSEMBLY OPERATION

- Start the engine.
- Turn on the air conditioning to operate the engine cooling fans.
- Check that the cooling fans are operating smoothly and are not making any abnormal sounds:

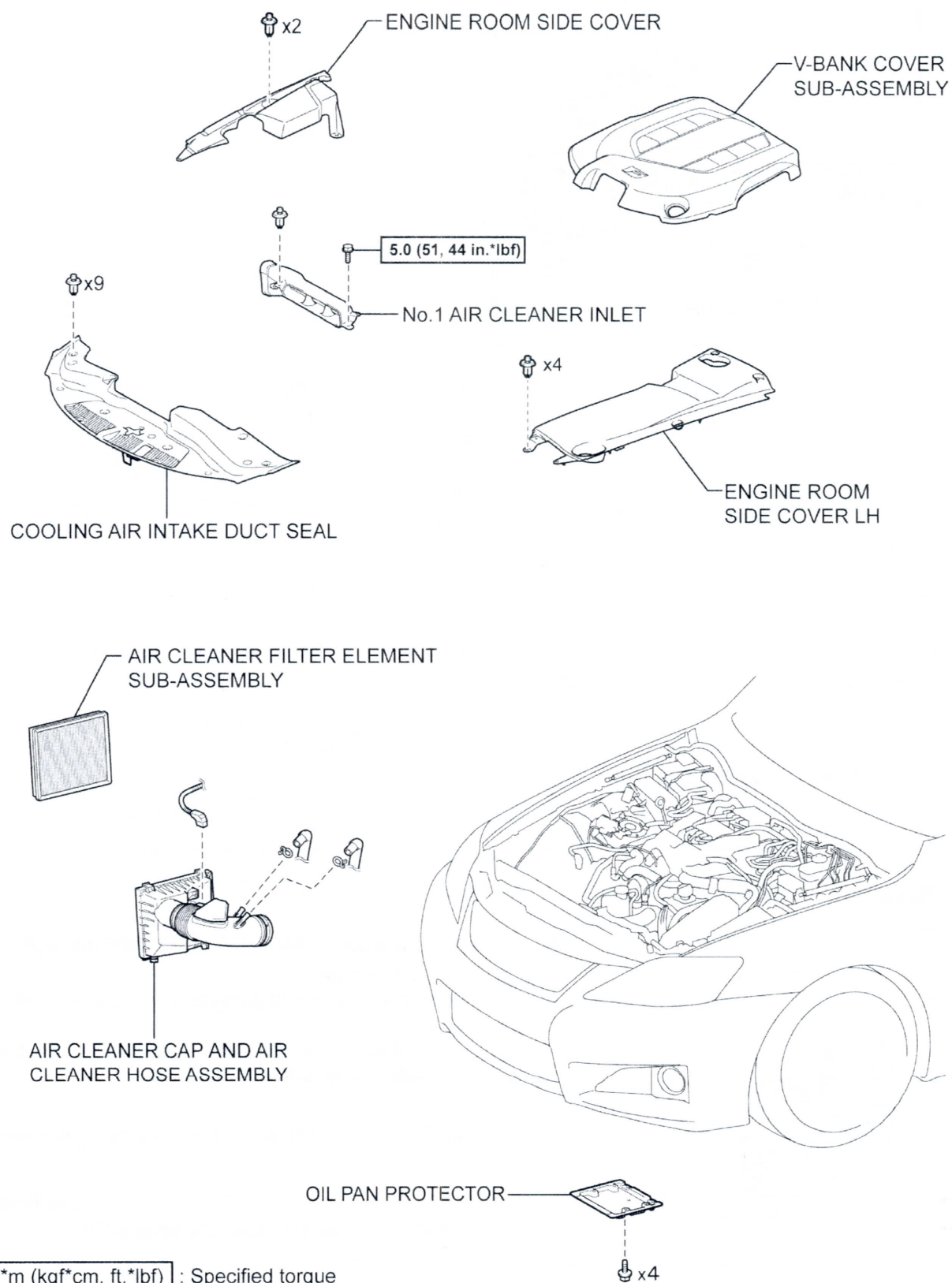
**OK:** Overhaul Cooling Fan Assembly (Go to section VIII)

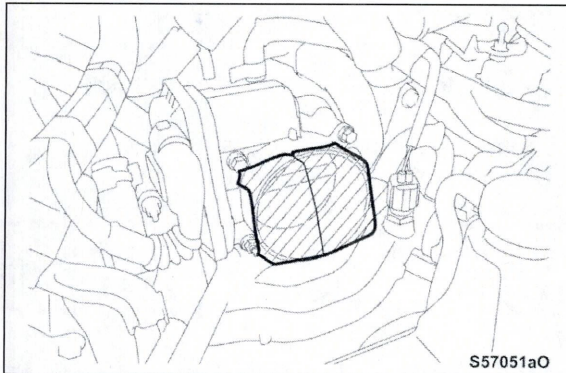
**NG:** Replace Cooling Fan Assembly (Reference removal and installation sections only)



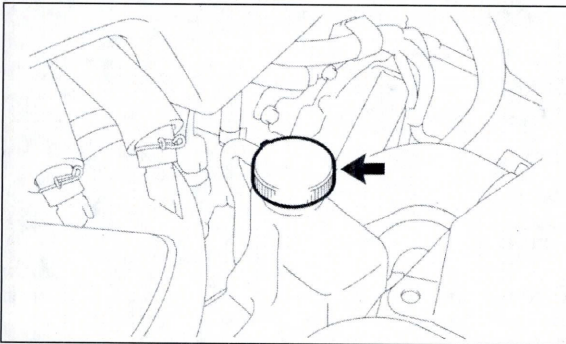
## VIII. REMOVE COOLING FAN ASSEMBLY

### 1. REMOVE THE FOLLOWING COMPONENTS.





## 2. TAPE THE THROTTLE BODY



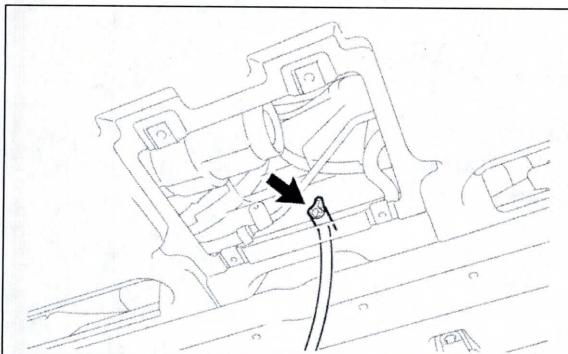
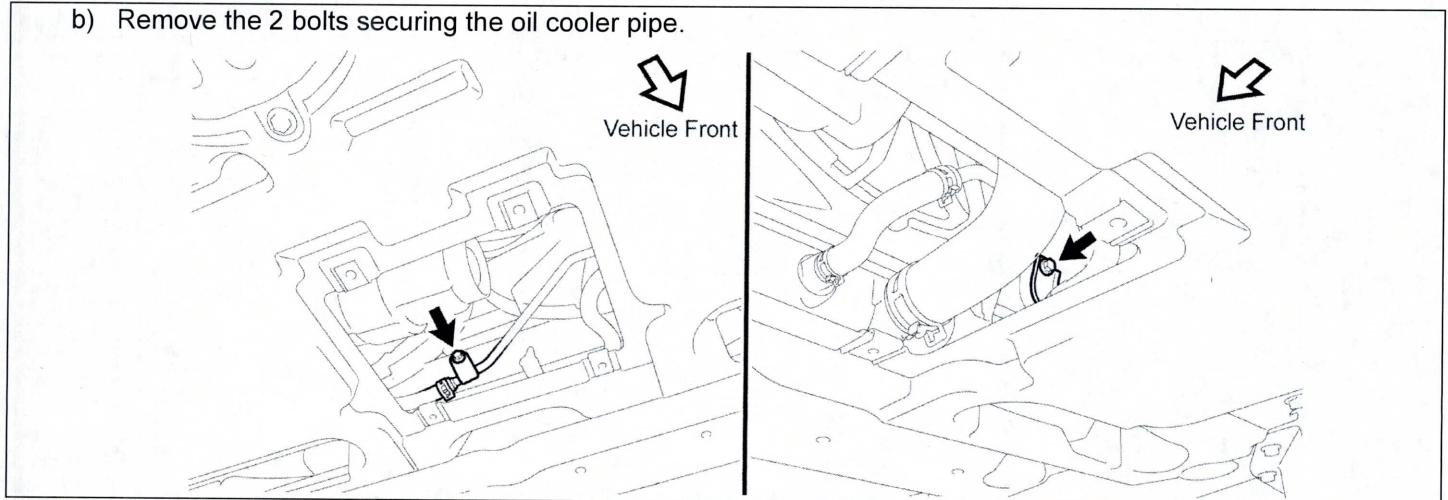
## 3. DRAIN COOLANT



**DO NOT remove the radiator cap while the vehicle is engine is hot, removing the cap can cause serious burns.**

- Remove the radiator reserve tank cap.

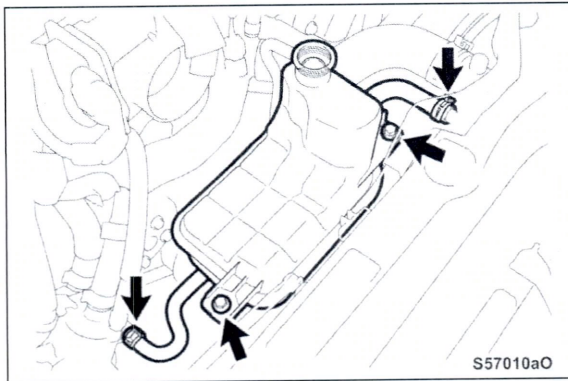
- Remove the 2 bolts securing the oil cooler pipe.



- Clean your coolant drain pan and ensure that it is clean so that the coolant will not become contaminated when drained because the coolant will be reused.
- Loosen the coolant drain cock plug and drain the coolant.

**Note: Approximately 6 liters of coolant will be drained.**



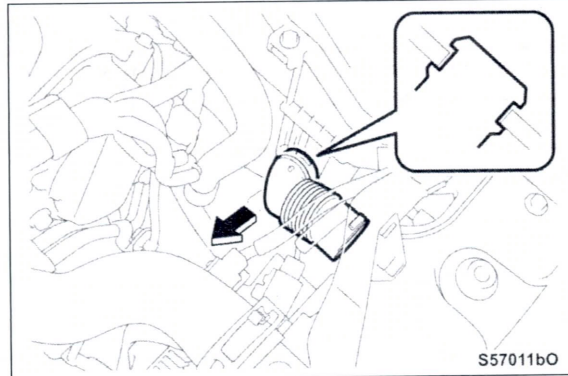


#### 4. REMOVE RADIATOR RESERVE TANK ASSEMBLY

- Place a rag underneath the tank to catch any remaining coolant.
- Disconnect the 2 reserve tank hoses and plug them.
- Remove the 2 bolts and remove the reserve tank.



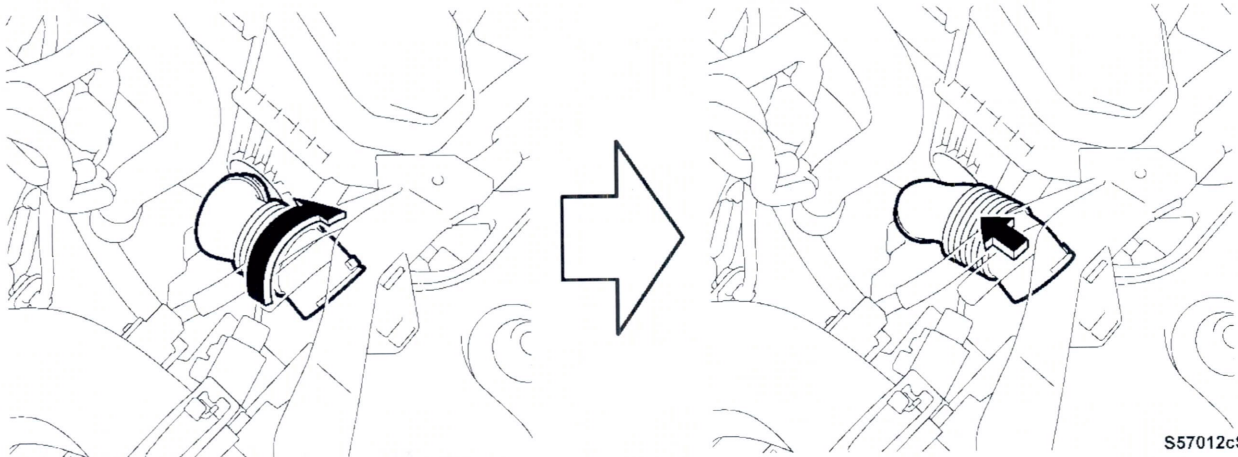
**Be careful and ensure coolant does not drip on the fan motors.**



#### 5. REMOVE ENGINE ROOM ECU OUTLET DUCT

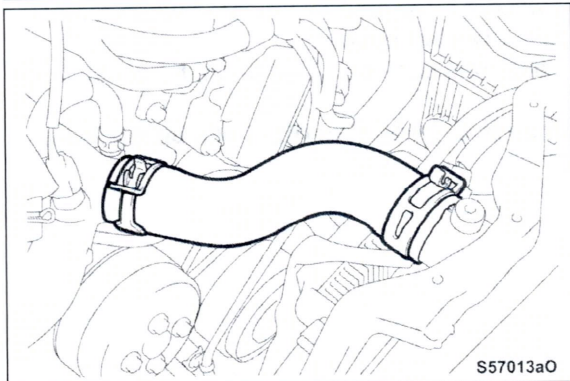
- Disengage the engine room ECU outlet duct from the relay box by pulling it as shown below.

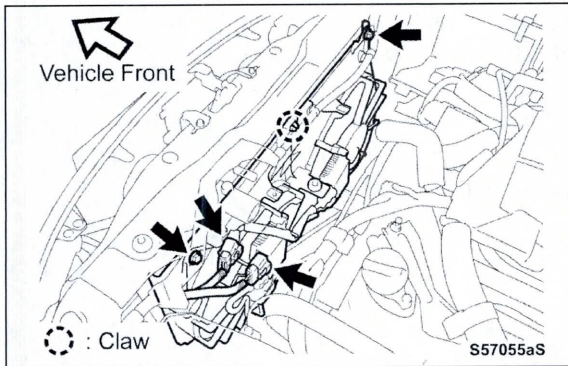
- Remove the duct by turning it about 180 degrees as shown below.



#### 6. REMOVE NO. 1 RADIATOR HOSE

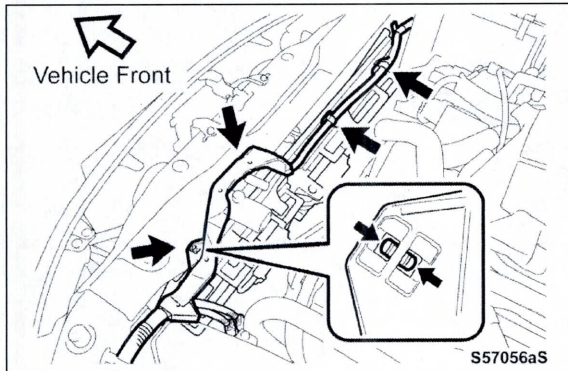
**Note:** After removing the upper hose plug the upper engine coolant passage with a rag to stop any remaining coolant from dripping on the drive belt.



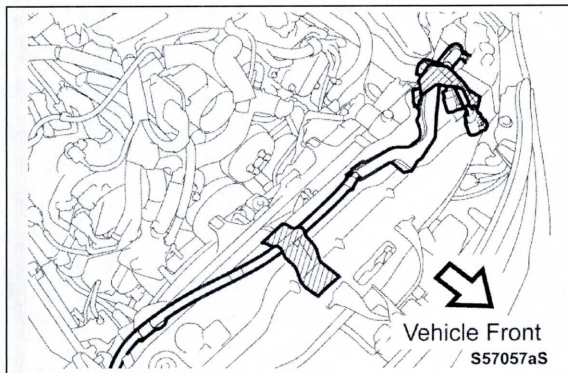


## 7. REMOVE COOLING FAN ASSEMBLY

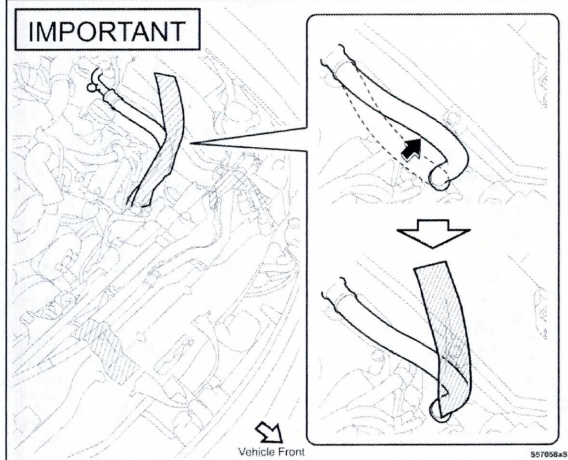
- Disconnect the 2 connectors.
- Remove the 2 bolts.
- Disengage the claws by sliding the cooling fan assembly rearward.



- Disengage the 4 wire harness clamps.



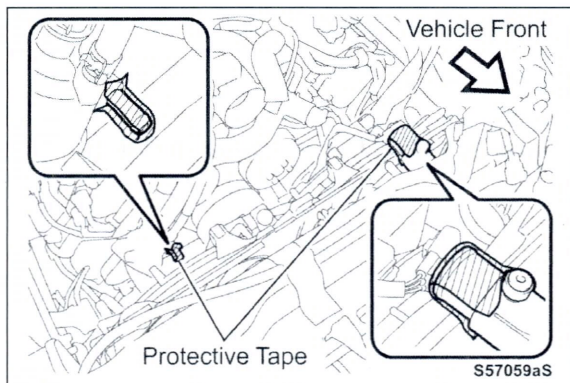
- Temporarily place the wire harness above the radiator and secure with tape to create enough room for removing the cooling fan assembly.



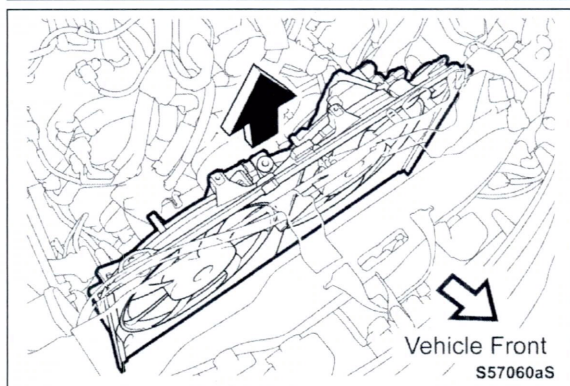
- Temporarily fix the No. 1 A/C line to the relay box with tape to create enough room to remove the cooling fan assembly.

**Note: Ensure to perform this step otherwise the cooling fan assembly will not be able to be removed.**





- g) Apply protective tape in the areas shown to prevent damage during the cooling fan assembly removal.



- h) Squeeze the cooling fan assembly retaining tab on the center of the radiator and carefully remove the cooling fan assembly from the engine compartment.



**Use caution when performing this step so damage does not occur to the radiator or other engine compartment components.**

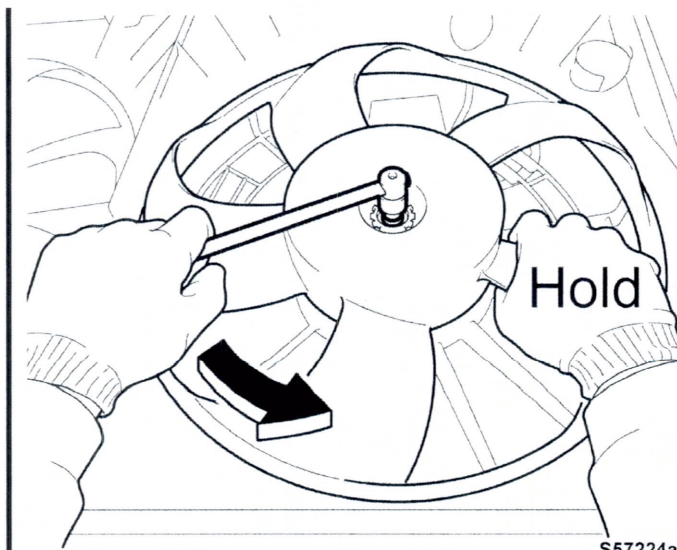
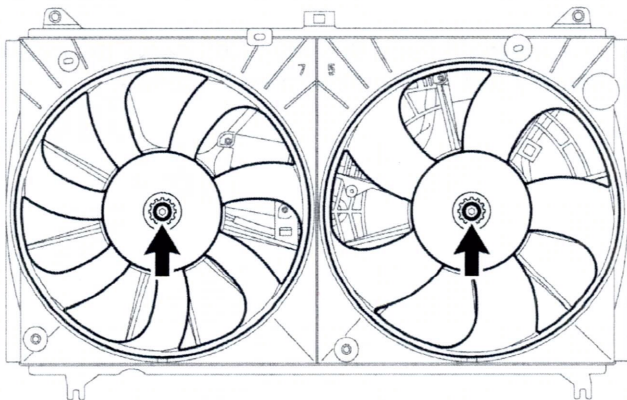
## IX. OVERHAUL COOLING FAN ASSEMBLY

### 1. REMOVE COOLING FANS

- a) Remove the 2 nuts while holding each fan by hand and remove the fans from the motor assembly.

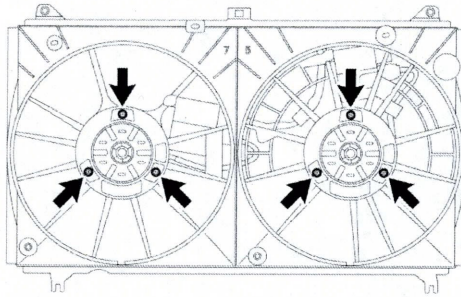


**The number of fan blades differs on each fan blade assembly and must be reinstalled in the same position or interference can occur.**

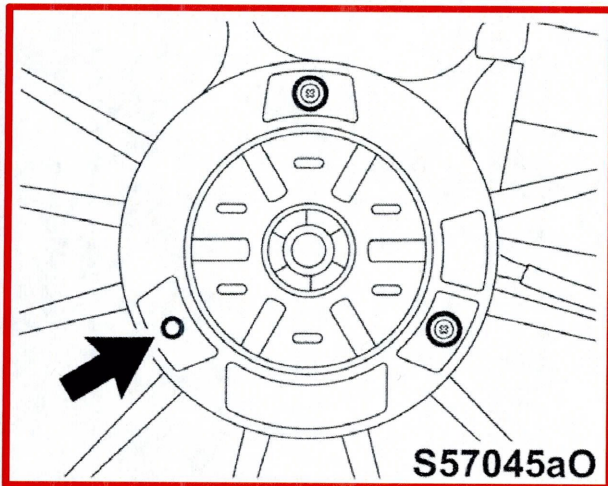


## 2. INSPECT THE COOLING FAN

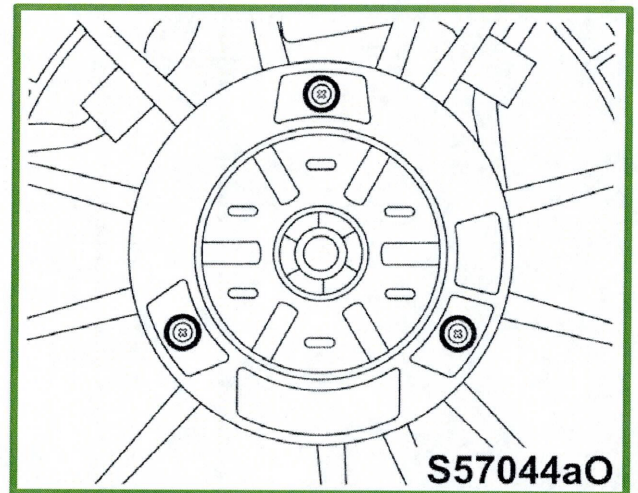
- a) Inspect both the right and left fan motors to see if any of the 6 screws are missing identified by the arrows in the figure below.



**NG**



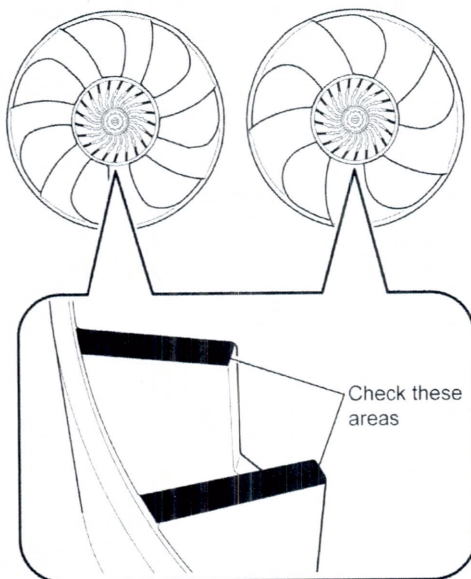
**OK**



Result	Action
<b>NG</b>	<ul style="list-style-type: none"><li>• Replace the cooling fan assembly</li><li>• Proceed to section XI. (Cooling Fan Assembly Installation)</li></ul>
<b>OK</b>	<ul style="list-style-type: none"><li>• Continue with fan blade inspection below</li></ul>

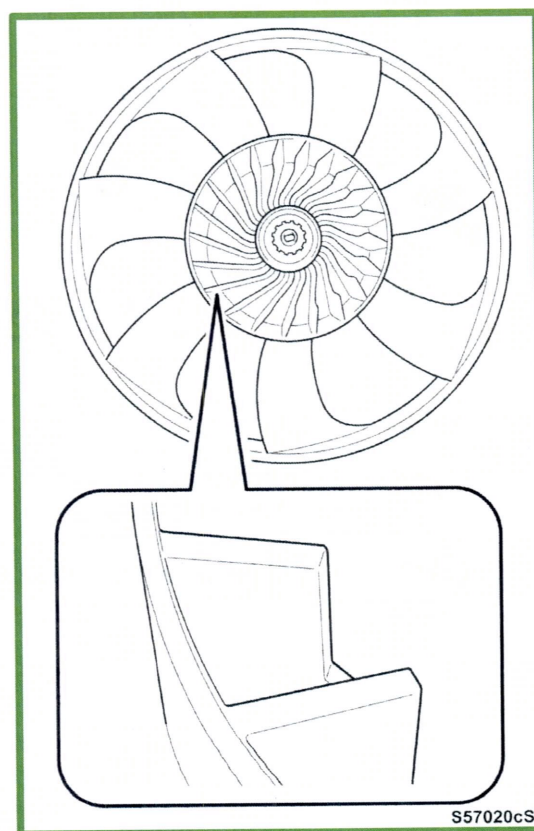
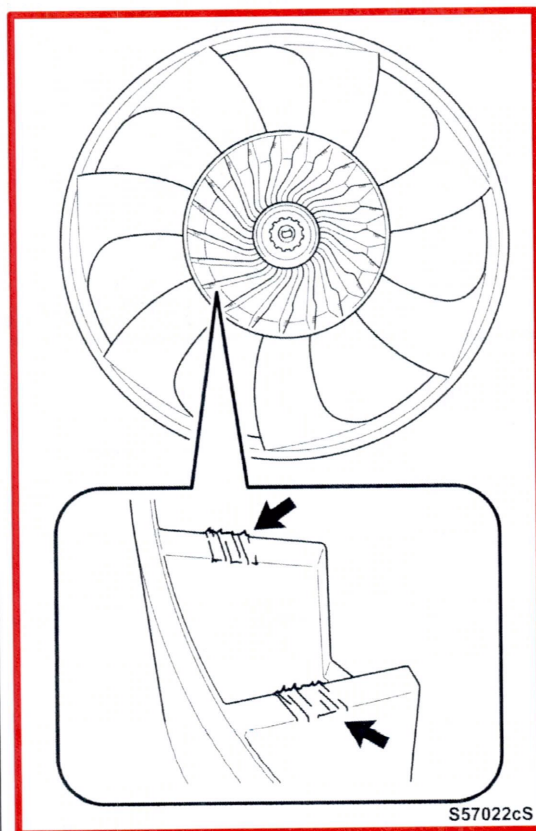


- b) Inspect both the right and left fan blades for scratches for signs of interference from loose fan motor screws.



**NG**

**OK**

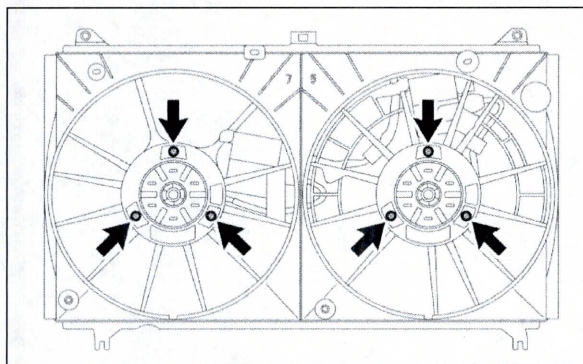


Result	Action
<b>NG</b>	<ul style="list-style-type: none"> <li>Replace the cooling fan assembly</li> <li>Proceed to section XI. (Cooling Fan Assembly Installation)</li> </ul>
<b>OK</b>	<ul style="list-style-type: none"> <li>Continue with fan motor assembly overhaul and screw replacement below.</li> </ul>

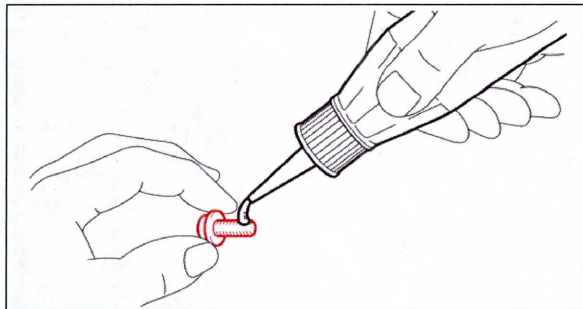
## X. REPLACE THE COOLING FAN MOTOR SCREWS



The screws are tightened to very specific low torque. You **MUST** torque the screws correctly otherwise the screws can break or loosen over time if over torqued.

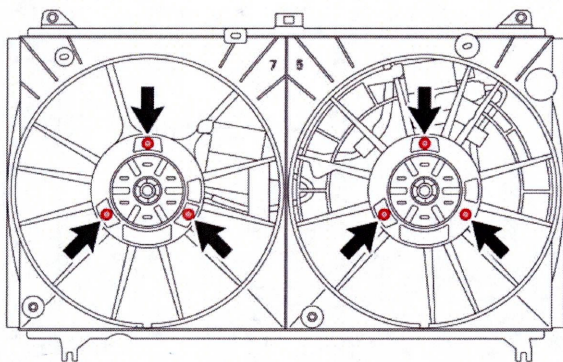


- a) Remove the 6 screws while holding each cooling fan motor with your hand.
- b) Discard the 6 screws to ensure they are not reused during reassembly.
- c) Clean the screw holes to ensure good adhesion of the thread locker during reassembly.

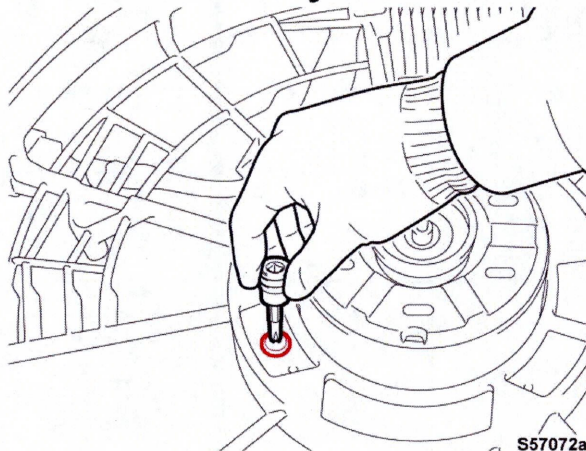


- d) Apply adhesive 1234 to the threads of the 6 **NEW** screws.

- e) Using the supplied phillips socket, temporarily tighten the screws by hand.



Temporarily tighten  
screws by hand



S57072a



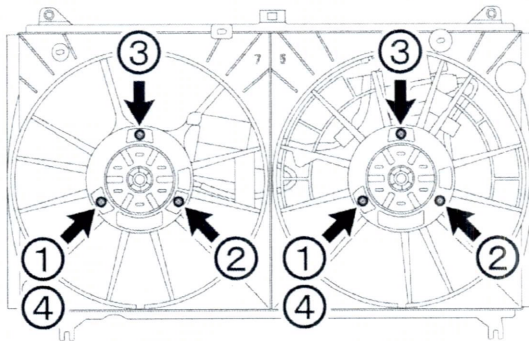
- f) Torque the 6 fan motor screws to the correct torque and in the correct sequence as shown below.

**Specified Torque: 4.0N\*m (41kgf\*cm, 35in \*lbf)**

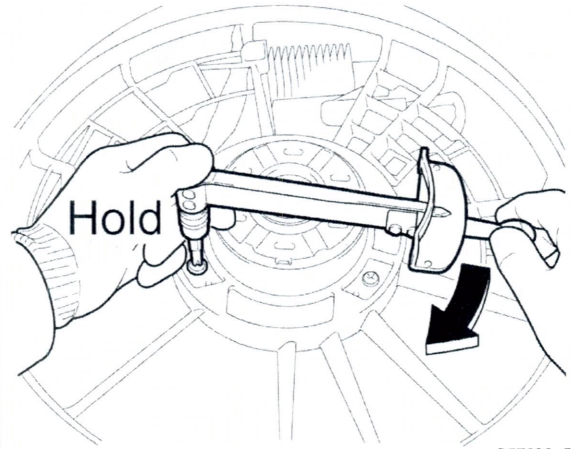
- g) Mark each screw after torquing to ensure all screws are tightened properly.



The screws are tightened to very specific low torque. You **MUST** torque the screws correctly otherwise the screws can break or loosen over time if over torqued.



4.0 N\*m (41kgf\*cm, 35 in.\*lbf)



S57228aS

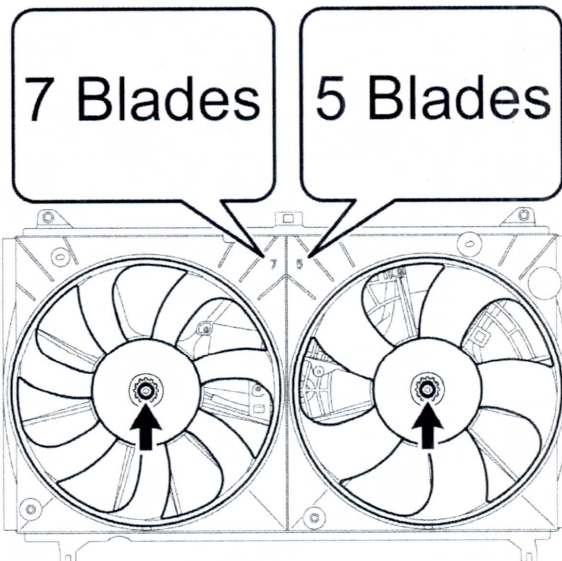
### 3. REINSTALL FANS

- a) Install the fans and torque the nut to spec while holding the fan blade by hand.

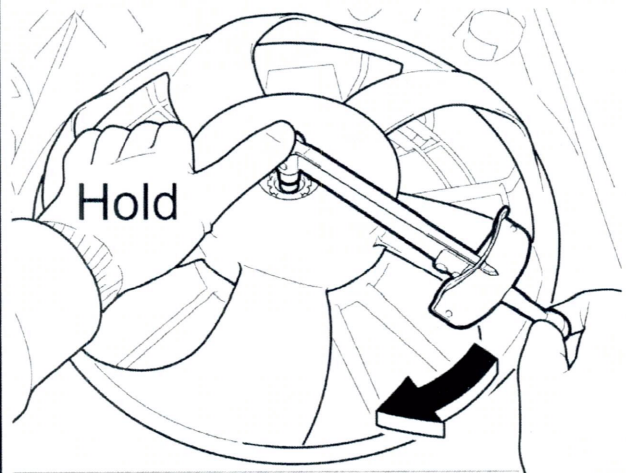
**Specified Torque: 6.5N\*m (66kgf\*cm, 58in \*lbf)**



The number of fan blades differs on each fan blade assembly and must be reinstalled in the same position or interference can occur. The fan shroud indicates which location each fan blade assembly goes.

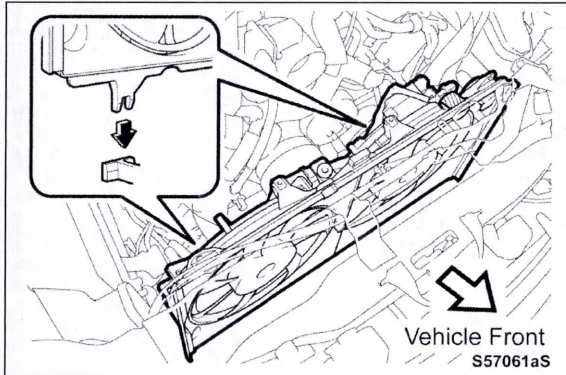


6.5 N\*m (66kgf\*cm, 58 in.\*lbf)



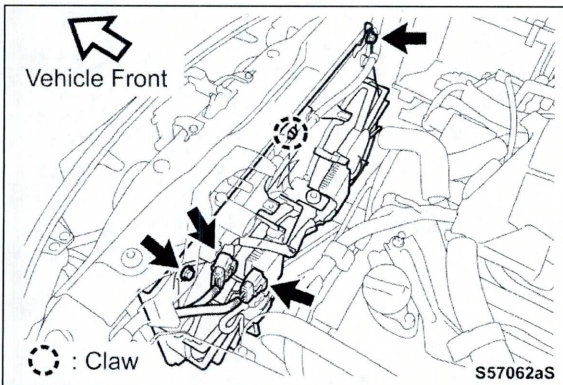
S57229aS

## XI. COOLING FAN ASSEMBLY REINSTALLATION

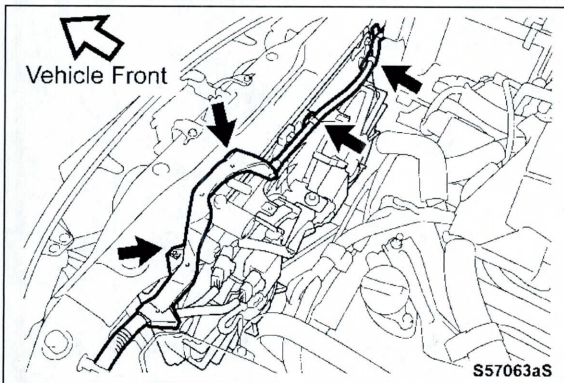


### 1. REINSTALL THE COOLING FAN ASSEMBLY

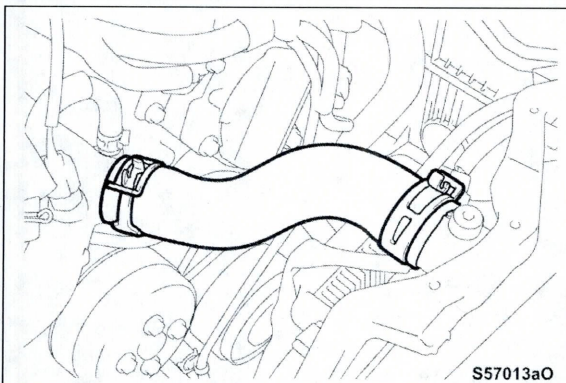
- a) Reinstall the cooling fan assembly using caution to avoid damaging other engine compartment components.
- b) Ensure the 2 guides on the shroud assembly are installed properly.



- c) Re-engage the claw at the top of the shroud.
- d) Install the 2 bolts and tighten to spec.  
**Specified Torque: 5.0N\*m (51kgf\*cm, 44in \*lbf)**



- e) Re-engage the 4 wire harness clamps.

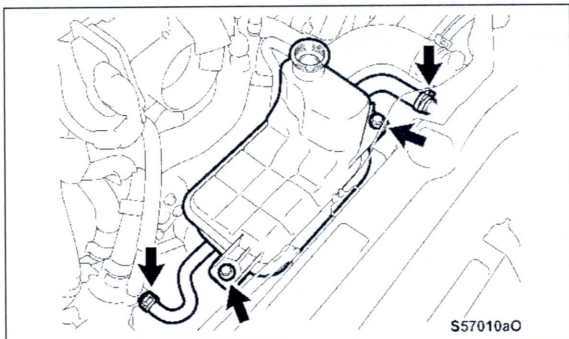


### 2. REINSTALL No. 1 RADIATOR HOSE



### 3. REINSTALL ENGINE ROOM ECU OUTLET DUCT

- Reinstall the duct by turning it as shown illustration below.
- Re-engage the duct to the relay block by pushing it in.

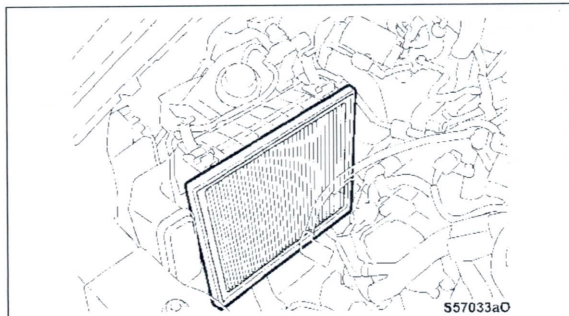


### 4. REINSTALL RADIATOR RESERVE TANK ASSEMBLY

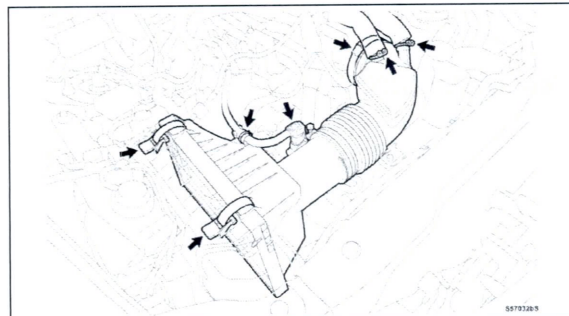
- Align the radiator reserve tank alignment pin at the bottom of the tank and reinstall the radiator reserve tank with 2 bolts and torque to spec.

**Specified Torque: 5.0N\*m (51kgf\*cm, 44in \*lbf)**

- Reconnect the 2 hoses.

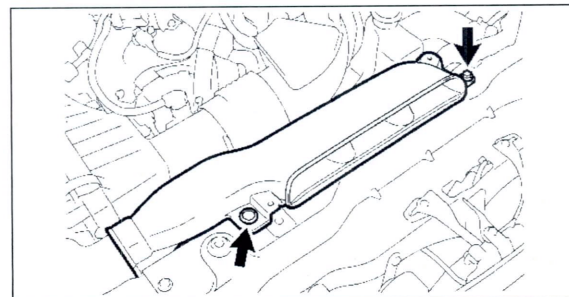


### 5. REINSTALL AIR FILTER ELEMENT



### 6. REINSTALL AIR CLEANER LID AND INTAKE ASSEMBLY

- Remove protective tape.



### 7. REINSTALL AIR CLEANER INLET

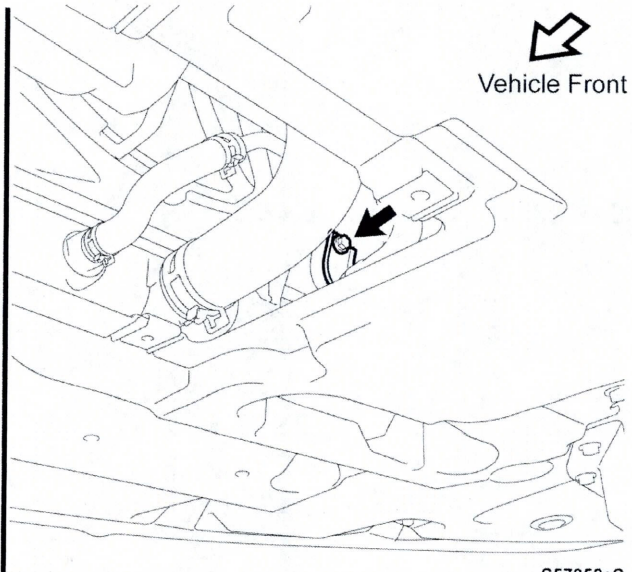
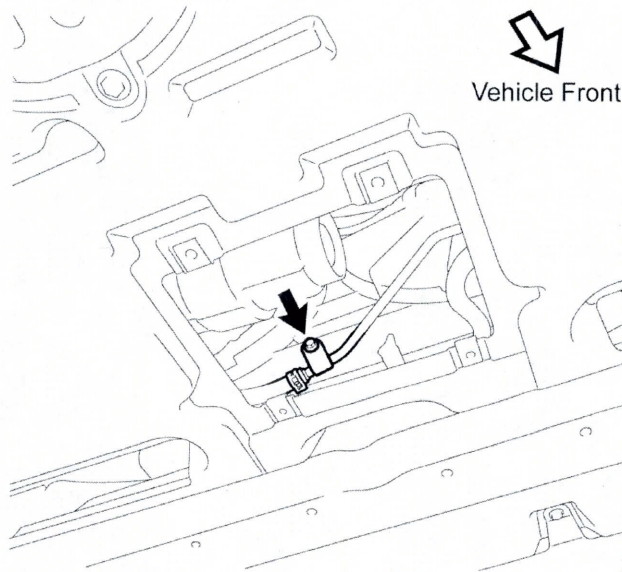
- Reinstall the inlet with the clip and bolt, torque bolt to spec.

**Specified Torque: 5.0N\*m (51kgf\*cm, 44in \*lbf)**

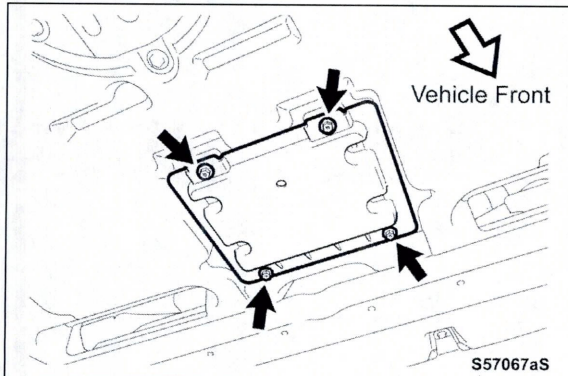
## 8. REINSTALL THE OIL PAN PROTECTOR

- Replace the O-ring on the drain cock and install it into the radiator.
- Reinstall the oil cooler pipe with the two bolts.

**Specified Torque: 5.5N\*m (56kgf\*cm, 49in \*lbf)**



S57052aS



S57067aS

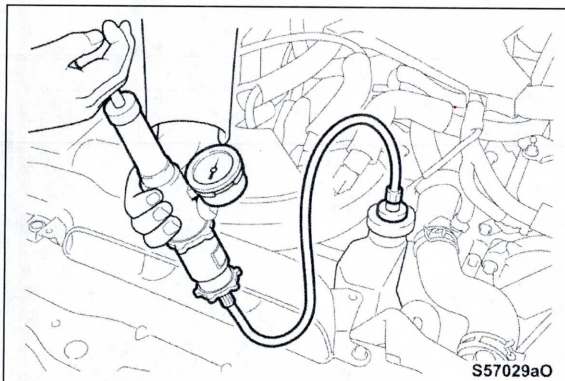
- Reinstall the oil pan protector with the 4 screws.

## 9. ADD COOLANT AND BLEED THE AIR OUT OF THE COOLING SYSTEM

2008 ISF Coolant  
2011 ISF Coolant

2009 ISF Coolant  
2012 ISF Coolant

2010 ISF Coolant



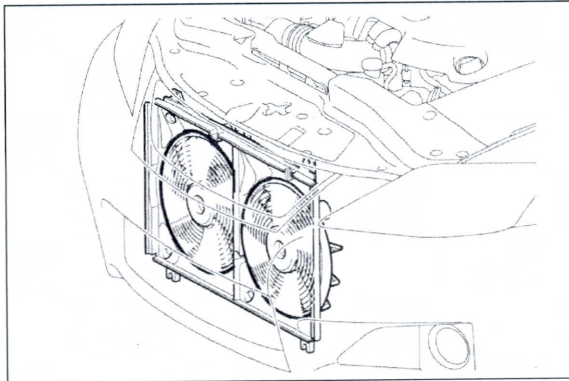
## 10. CHECK FOR COOLANT LEAKS



**DO NOT pressure check the cooling system while the engine is hot, severe burn can occur.**

- Attach a coolant tester to the radiator.
- Pressurize the coolant system and ensure that the pressure does not drop and no coolant leaks.
- After pressure checking top off the coolant to the full mark.

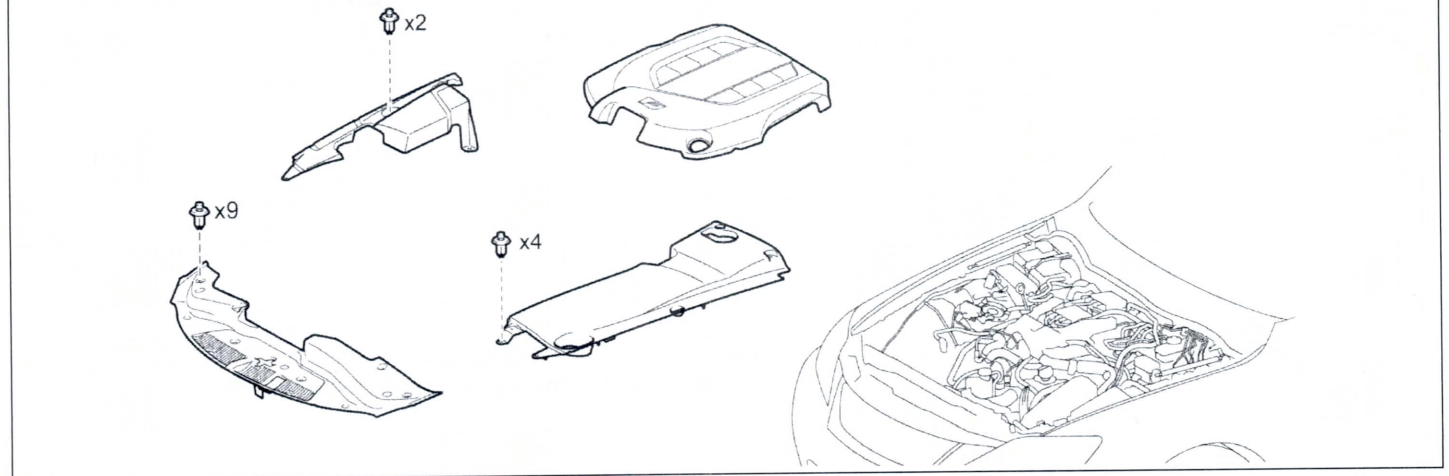




## 11. CHECK THE COOLING FAN ASSEMBLY OPERATION

- Start the engine
- Turn ON the air conditioning to operate the cooling fans.
- Check that both fans operate smoothly and without making abnormal noises.

## 12. REINSTALL ENGINE UNDER COVERS



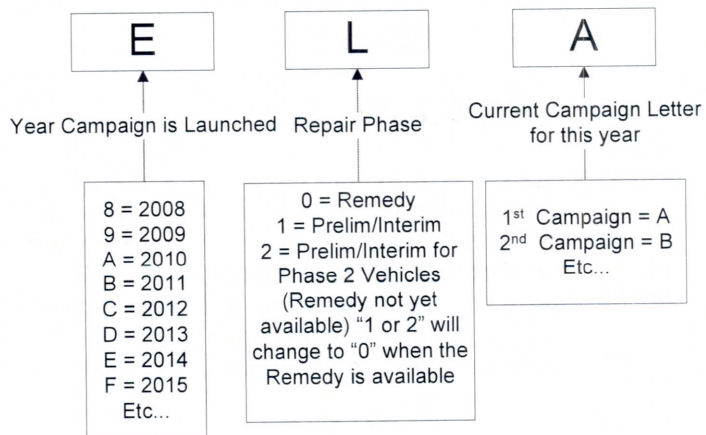
## ◀ VERIFY REPAIR QUALITY ▶

- Confirm that the fan motor screws have been torqued and installed properly
- Confirm that the fan motors operate smoothly and without abnormal noise
- Confirm that the cooling system is filled and bled properly

If you have any questions regarding this update, please contact your area representative.

## XII. APPENDIX

### A. CAMPAIGN DESIGNATION DECODER



### B. CAMPAIGN PARTS DISPOSAL

As required by Federal Regulations, please make sure all campaign parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, **unless requested for parts recovery return.**