

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

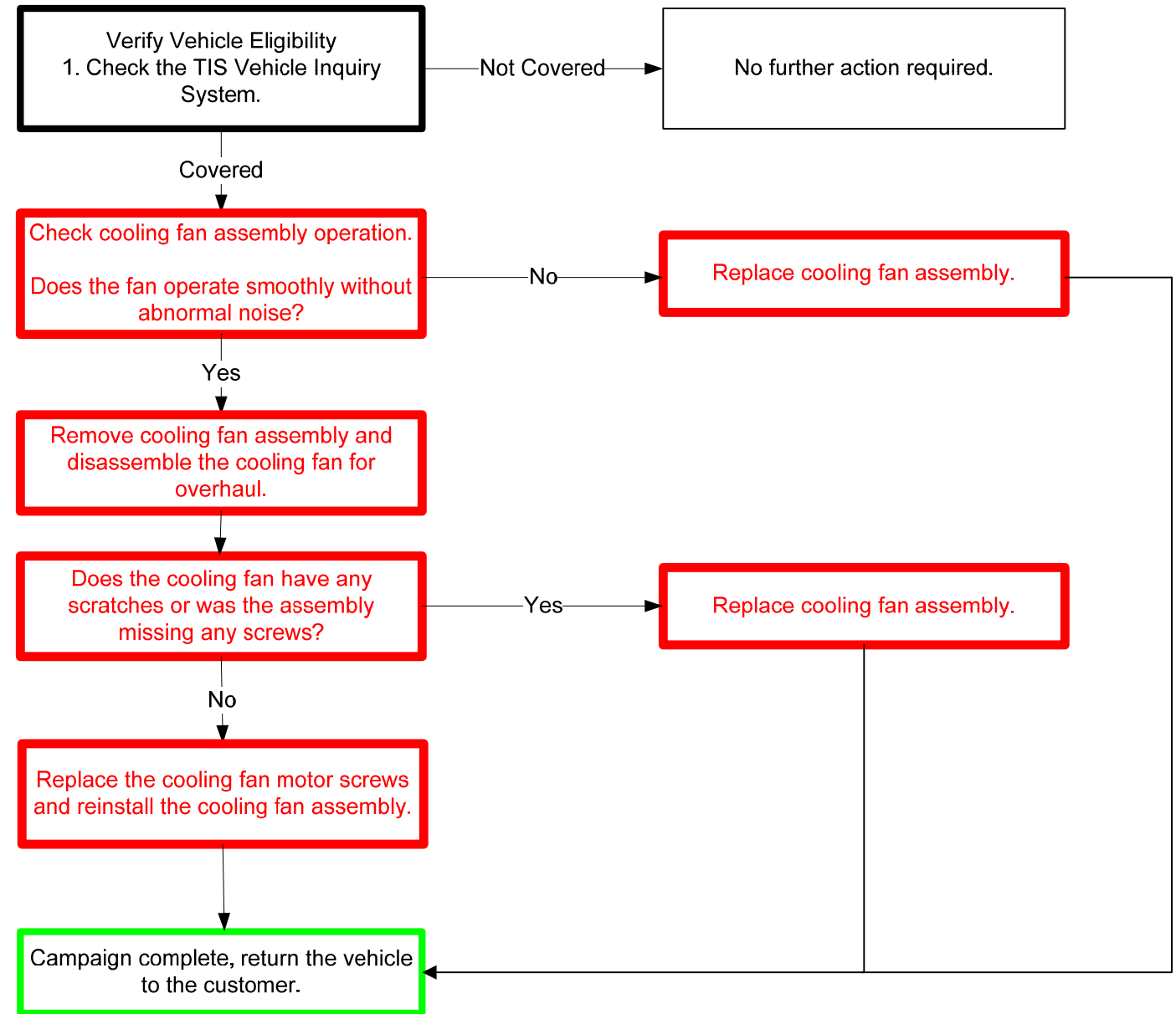
Please refer to TIS for technical instructions.

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.