



June 16, 2015

Subject: Limited Service Campaign (LSC) FLB  
Certain 2010 Model Year RX 450h  
Oxygen Sensor Replacement

In our continuing efforts to ensure the best in customer satisfaction, Lexus is launching a Limited Service Campaign (LSC) on certain 2010 Model Year RX 450h vehicles. This LSC covers approximately 22,000 vehicles.

#### Background

The subject vehicles are equipped with an oxygen sensor with an attached wire harness. Due to the oxygen sensor wire harness routing and engine vibration, the harness may become damaged over time. If the wire harness becomes damaged, the Check Engine warning lamp may illuminate.

#### Remedy

Lexus has designed a new oxygen sensor with a different wire harness and bracket to prevent this condition from occurring in the future.

Lexus dealers will replace the oxygen sensor with wire harness and wire harness bracket at **NO CHARGE** to the vehicle owner.

This LSC will be available *until May 31, 2018*, and will only be available at an authorized Lexus Dealer.

#### Owner Notification Mailing Date

The owner notification will commence in late-June, 2015, approximately one week after the Dealer Letter.

*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 announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*

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

#### 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 Covered Vehicles

There are approximately 22,000 RX 450h (certain 2010MY) vehicles covered under this LSC.

If you are contacted by an owner who has not yet received the notification, please **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

## Parts Ordering

Orders can be placed through each dealer's facing PDC.

Model	Part Number	Part Description	Qty/Vehicle
RX 450h	04004-59148	Oxygen Sensor Kit	1

The kit contains the following:

Part Number	Description	Quantity
89465-48430	Oxygen Sensor	1
82715-48N90	Wire Harness Clamp Bracket	1
52161-16010*	Front Bumper Piece	2
90467-07201*	Clip	4

\* To attach the engine under cover if the original pieces are damaged

### IMPORTANT PARTS ORDERING UPDATE

All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to Service and Parts Operations Communication 2011-20 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

## Remedy Procedures

Please refer to TIS for Technical Instructions.

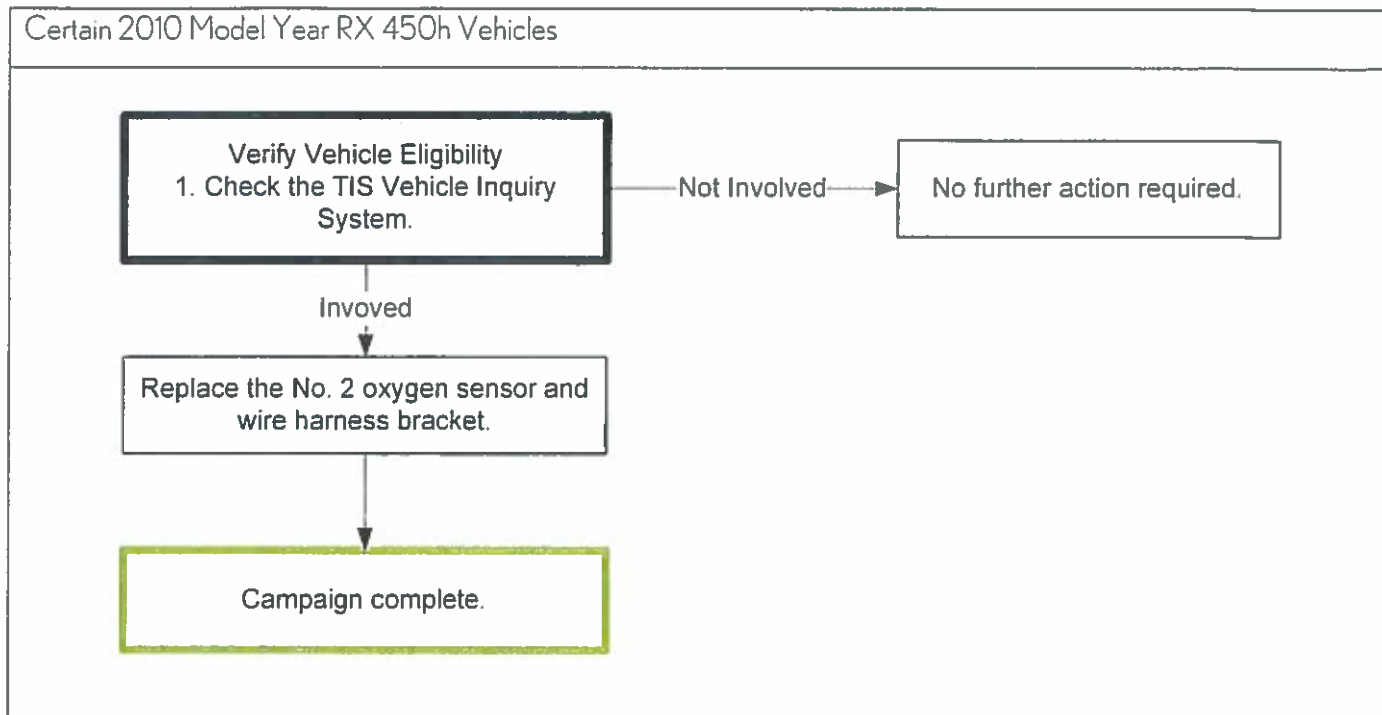
## Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this LSC 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 LSC repair are required to currently hold at least one of the following certification levels:

- Senior Service Technician
- Senior Diagnostic Specialist
- Master Service Technician
- Master Diagnostic Specialist

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Limited Service Campaign 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.

## Warranty Reimbursement Procedure



LSC	Op. Code	Description	Flat Rate
FLB	BGG19A	Replacement of the oxygen sensor No. 2 and the wire harness bracket	0.7 hr/vehicle

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.

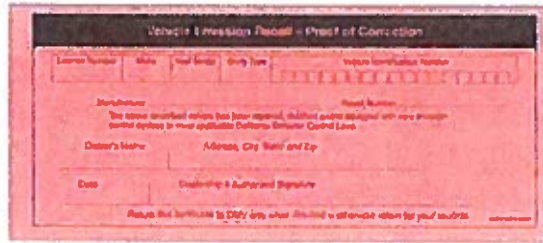
Lexus' usual customer care amenities of car wash and fuel fill-up apply to this LSC. Additionally, one day of rental vehicle expense (to a maximum of \$45) or the cost of pick-up and delivery of the customer's car may be claimed if required and subject to the guidelines published in the Special Service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

- Contact your area representative in rare cases in which the oxygen sensor is seized in the exhaust pipe.*

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

As this LSC 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 VIN's will be submitted to the California state DMV at the end of the third quarter, 2015. If the vehicle owner's warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.



### Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Lexus. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

### 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 Contacts

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.

*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 Limited Service Campaign.*

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 FLB  
2010 Model Year Lexus RX 450h Vehicles  
Oxygen Sensor Replacement- Q&A

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

A1: The subject vehicles are equipped with an oxygen sensor with an attached wire harness. Due to the oxygen sensor wire harness routing and engine vibration, the harness may become damaged over time. If the wire harness becomes damaged, the Check Engine warning lamp may illuminate.

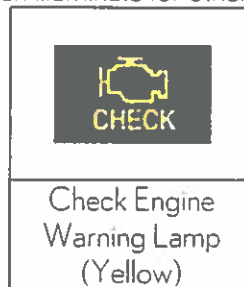
**Q1a: *What is the Oxygen Sensor?***

A1a: The Oxygen Sensor detects the oxygen concentration in the exhaust pipe. The Engine Control Module (ECM) uses the oxygen sensor in conjunction with additional sensors to monitor the three-way catalytic converter.

**Q1b: *Are there any warnings that this condition has occurred?***

A1b: There are no advanced warnings prior to the occurrence of this condition. However, if the condition has occurred, the Check Engine warning lamp illuminates.

\*NOTE: The check engine warning lamp can illuminate for other reasons not related to this LSC.



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

A2: Owners of the vehicles covered by this Limited Service Campaign will receive an owner notification letter via first class mail starting in late June, 2015. Any authorized Lexus dealer will replace the Oxygen sensor with wire harness and wire harness bracket at NO CHARGE to the vehicle owner until May 31, 2018.

**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.

**Q3: *Which and how many Lexus vehicles are covered?***

A3: This Limited Service Campaign covers 2010 Model Year Lexus RX 450h vehicles. There are approximately 22,000 vehicles covered by this Limited Service Campaign in the U.S.

Model Name	Model Year	Production Period	Approx. UIO
RX450h	2010	Early October 2008 - Early August 2010	22,000

Q3a: Are there any other Toyota, Lexus or Scion models covered by this Limited Service Campaign?

A3a: No, only 2010 Model Year Lexus RX 450h vehicles are covered by this Limited Service Campaign in the U.S.

Q3b: When will this Limited Service Campaign expire?

A3b: This Limited Service Campaign will be available until May 31<sup>st</sup>, 2018.

Q4: How long will the repair take?

A4: The Oxygen sensor and the wire harness bracket replacement will take approximately one (1) hour. However, it may be necessary for the owner to make the vehicle available for a longer period of time depending upon the dealer's work schedule.

Q5: What if you have previously paid for repairs to your vehicle for this specific condition?

A5: Owners who have previously paid for repairs to address this specific condition should refer to the owner letter for instructions regarding reimbursement consideration.

Q6: What if an owner has additional questions or concerns?

A6: Owners with 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 Standard Time.


2010 Model Year Lexus RX 450h Vehicles  
Oxygen Sensor Replacement  
**Limited Time Offer**

[VIN]

Dear Lexus RX 450h 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 subject vehicles are equipped with an oxygen sensor with an attached wire harness. Due to the oxygen sensor wire harness routing and engine vibration, the harness may become damaged over time. If the wire harness becomes damaged, the Check Engine warning lamp (  ) may illuminate.

Lexus has designed a new oxygen sensor with a different wire harness and bracket to prevent this condition from occurring in the future.

NOTE: The check engine warning lamp can illuminate for other reasons not related to this Limited Service Campaign.

What is included in the Limited Service Campaign?

Before you are inconvenienced by this condition, any authorized Lexus dealer will replace the Oxygen Sensor and wire harness bracket at no charge to you for a limited time. This program will be offered until May 31<sup>st</sup>, 2018, and will only be available at an authorized Lexus dealer.

All terms of your New Vehicle Limited Warranty will remain intact regardless of whether or not you take advantage of this Limited Service Campaign. Additional details on your vehicle's New Vehicle Limited Warranty coverage can be found in your Owner's Warranty and Service Guide booklet.

How do you take advantage of this Limited Service Campaign?

Please contact your authorized Lexus dealer to make an appointment to have the Oxygen Sensor and the wire harness clamp bracket replaced *before May 31<sup>st</sup>, 2018*. The repair will take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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

The State of California requires the completion of Limited 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 Limited Service Campaign, your vehicle may be more likely to fail this test. State of California regulations require Lexus to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Limited 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 since the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

If you would like to update your vehicle ownership or contact information, please go to [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.

If you have previously paid for repairs related to this condition, please mail a copy of your repair order, proof-of-payment, proof-of-ownership, diagnosis statement and any additional required paperwork to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.  
Lexus Customer Assistance Center, L201  
19001 South Western Avenue  
Torrance, CA 90509

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.* 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 Standard 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, USA, INC