

From:
Subject: Special Service Campaign (SSC) GLE Certain 2016 RX 450h Vehicles Fuel Tank Ring Replacement
Date: Monday, July 18, 2016 1:01:49 PM
Attachments: [GLE-AL-RXh-Final 7-18-16.pdf](#)
[GLE-DC-RXh-REM 7-18-16.pdf](#)

In our continuing efforts to ensure the best in customer satisfaction, Lexus is launching a Special Service Campaign (SSC) on certain 2016 model year RX450h vehicles. This SSC covers approximately 4,500 vehicles.

Background

In the subject vehicles the fuel level float arm in the fuel tank may become obstructed and cause the fuel level gauge to display an inaccurate reading. This could result in the vehicle running out of fuel during operation. If this occurs, the vehicle may illuminate the check engine light and enter EV fail-safe mode.

Remedy

Lexus has designed a new fuel tank ring to prevent this condition from occurring.

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Dealer and Owner Notification Mailing Date

Lexus dealers will be notified via e-mail late in the afternoon of July 18, 2016.

The owner notification will commence in late July, 2016, approximately one week after dealer notification.

Pre-owned Vehicles in Dealership Inventory (In-stock Vehicles) and LCCS Vehicles

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

Also, as a reminder, L-Certified policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be sold or delivered as an L-Certified until this Special Service Campaign has been completed on that vehicle.

Number and Identification of Covered Vehicles

There are approximately 4,500 (certain 2016 MY) vehicles covered under this SSC.

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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 [REDACTED] [REDACTED] in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Please reference the attached Dealer Letter for additional details.

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Thank you for your cooperation.

Lexus
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