



January 14, 2016

Subject: Special Service Campaign (SSC) FLF
Certain 2010 - 2012 Model Year HS 250h Vehicles
Fuel Pump and Wire Harness Replacement

Dear Dealer Principal:

In our continuing efforts to ensure the best in customer satisfaction, Lexus is launching a Special Service Campaign (SSC) on certain 2010 through 2012 model year HS 250h vehicles. This SSC covers approximately 21,000 vehicles.

Background

The subject vehicles are equipped with a fuel pump that could experience premature wear of internal components, causing it to become inoperative. If this occurs the vehicle will illuminate various warning lamps and enter a fail-safe mode, reducing motive power.

Remedy

Lexus has developed a new wire harness and fuel pump assembly to prevent this condition from occurring.

Owner Notification Mailing Date

The owner notification will commence in mid-January, 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 SSC 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 your dealer is 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.

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

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

Number and Identification of Covered Vehicles

There are approximately 21,000 (certain 2010 - 2012 MY) vehicles covered under this SSC.

Parts Ordering

Orders can be placed through the dealership's facing PDC.

Part Number	Description	Qty
04005-33275	Fuel Pump Kit	1
04004-85552	Fuel Tank Gasket Kit	1

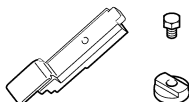
Special Service Tools

Refer to the technical instructions for the required tools, equipment, materials and special service tools (SSTs) required to perform the remedy repair.

Additionally, each dealer was shipped a quantity of campaign tools needed to complete the remedy. Please contact your Area office if your dealership did not receive the campaign tools or your dealership needs additional tools.

ATTN: Service Manager

Special Service Campaign
FLF

Claw Application: For removal and installation of fuel pump gauge retainer	Attachment Application: For removal and installation of fuel pump gauge retainer	Retainer Pliers Application: For separation of adhesion between fuel pump gauge retainer and fuel suction tube assembly
		

Remedy Procedures

Please refer to TIS for Technical Instructions. Technicians will need to utilize Techstream to perform the software update for this SSC.

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

Technician Training Requirements

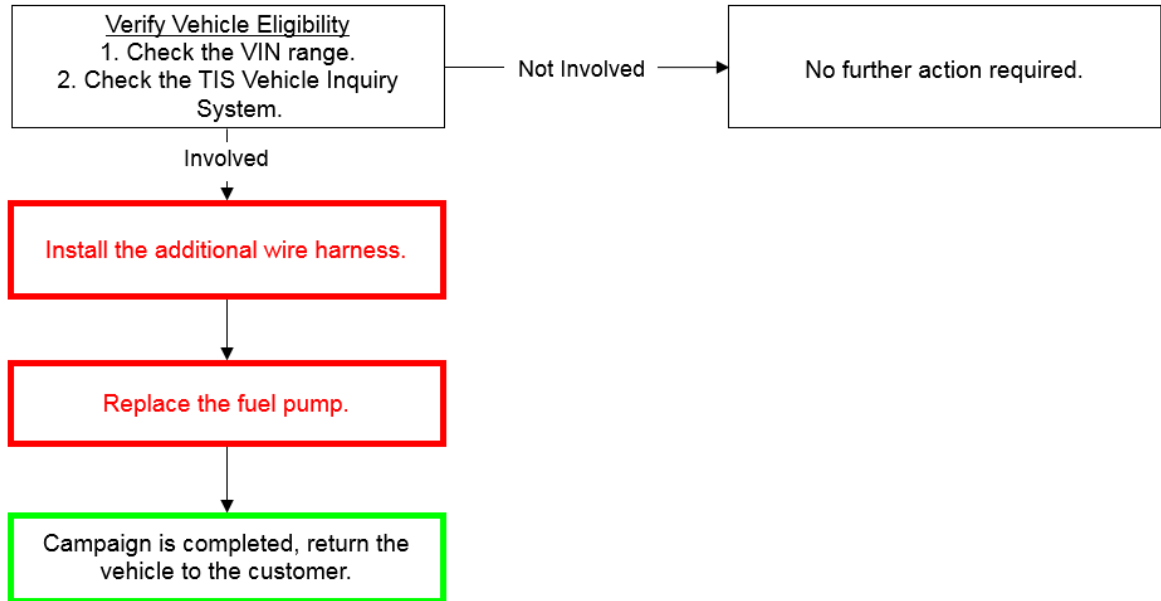
The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this SSC are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this SSC 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 Special 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

Certain 2010 - 2012 Model Year HS 250h Vehicles



SSC	Op. Code	Description	Flat Rate
FLF	BGG37A	Install the additional wire harness and replace the fuel pump	3.5 hr/vehicle

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.
- The cost of materials to perform the repair; Butyl Tape, Protective Tape, Plastic Bags, Marker Pen, Brake Cleaner and Silicon Spray will be reimbursed under op code BGG37A as sublet type "OF" at a maximum rate of \$5.00 per vehicle.

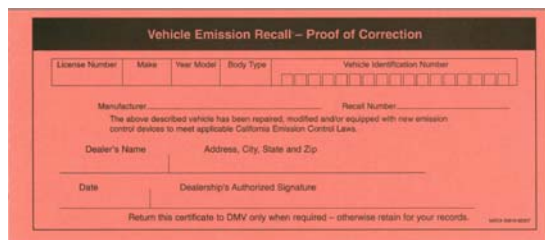
Lexus' usual customer care amenities of car wash and fuel fill-up apply to this SSC. Additionally, one day of rental vehicle expense (to a maximum of \$45) or the cost of pick-up and delivery of the customer's car may be claimed if required and subject to the guidelines published in the Special Service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

Vehicles Emission Recall Proof of Correction Form (California only)

The State of 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, a vehicle in the state of California 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.

Lexus dealers must provide a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please remind your customers to retain this form, because the DMV may require that they supply proof that the campaign has been completed during their vehicle registration renewal process.

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).

The image shows a "Vehicle Emission Recall - Proof of Correction" form. It is a white document with a black header. The form contains several fields for information: License Number, Make, Year Model, Body Type, and Vehicle Identification Number (a long line of boxes). Below these are fields for Manufacturer, Recall Number, Dealer's Name, Address, City, State and Zip, Date, and Dealer's Authorized Signature. A note states: "The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws." At the bottom, it says "Return this certificate to DMV only when required - otherwise retain for your records." and "MDC 00410-92007".

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 Special Service Campaign.

Thank you for your on-going support.

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

Attachments

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