

Kathy Wachs / Service & Parts Operations
Lexus
January 14, 2016
Approved By: Chuck Yaeger, National Manager Fixed Operations

To: All Lexus Dealers

**Special Service Campaign (SSC) FLF
Certain 2010 – 2012 Model Year HS 250h Vehicles
Fuel Pump and Wire Harness Replacement
*****URGENT*******

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.

Number and Identification of Covered Vehicles

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

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 dealer communication (e-mailed to your dealership and posted on TIS) 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.