



**BLE Expired on October 31, 2014**



September 29, 2011

Subject: Limited Service Campaign (LSC) BLE  
Certain 2011 Model Year CT 200h Vehicles  
Improper Concentration of Super Long Life Coolant (SLLC)

Dear Dealer Principal:

Lexus will initiate a Limited Service Campaign (LSC) BLE to drain the engine/hybrid system coolant and replace it with the proper mixture Super Long Life Coolant (SLLC) in certain 2011 model year CT 200h vehicles.

#### Background

On certain 2011 model year CT 200h vehicles, the engine and hybrid system may have been filled with an improper mixture of coolant (Super Long Life Coolant).

#### Limited Service Campaign (LSC) Remedy

Lexus dealers are requested to drain the engine/hybrid system coolant and replace it with the proper mixture Super Long Life Coolant at NO Charge to the customer.

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

The following information is provided to advise you and your staff of the dealer and owner notification phase of the campaign and your degree of involvement. Additional information may be found in the attached Lexus Q&A and customer notification letter.

#### Owner Notification Date

Lexus will begin sending the Limited Service Campaign notification in early October, 2011 via first class mail.

#### Vehicle Applicability

This Limited Service Campaign expires on October 31, 2014. All terms of the affected vehicle's Lexus New Vehicle Limited Warranty will remain intact regardless of whether or not the customer takes advantage of the Limited Service Campaign.

#### Vehicles in Dealer Stock

Dealers are requested to perform this LSC procedure on any vehicles in their inventory prior to sale or lease. Vehicle LSC completion can be verified through TIS.

#### Remedy Procedures

Refer to TIS for the appropriate Technical Instructions. Technical instructions will be posted on TIS on Thursday, September 29, 2011.

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**Number and Identification of Affected Vehicles**

There are approximately 2,770 Lexus CT200h (Certain 2011 Model Year) Vehicles covered in the U.S.

Model	WMI	Model Year	VIN Range	
			VDS	Range
CT 200h	JTH	2011	KD5BH	2000113 - 2018907

Please note that only owners of the covered vehicles will be notified. If your dealership is contacted by an owner who has not yet received the notification, please *verify coverage by confirming through Dealer Daily/TIS*. Dealers should perform the procedure as outlined in the Technical Instructions posted on TIS.

**Parts and Supplies**

The following are required to perform the remedy procedure.

Part Number	Part Name	Quantity/Vehicle
90430-18008	Gasket	1

Part Number	Part Name	Quantity/Vehicle
00272-SLLC2	Super Long Life Coolant (SLLC)	Approximately 9.1 - 9.5 quarts

**IMPORTANT PARTS ORDERING REMINDER**

Effective March 1, 2009, Safety Recall, Special Service Campaign (SSC), Limited Service Campaign (LSC) and Customer Satisfaction Program (CSP) parts do not earn obsolescence credits and are not returnable under the Monthly Return Program. Please order parts based only on confirmed appointments and immediate customer needs. Please reference Service and Parts Operations Communication 2009-01 for additional details.

STATE	UIO
AK	7
AL	28
AR	13
AZ	53
CA	748
CO	60
CT	28
DC	4
DE	2
FL	27
GA	72

STATE	UIO
HI	0
IA	5
ID	5
IL	90
IN	27
KS	12
KY	12
LA	25
MA	52
MD	46
ME	4

STATE	UIO
MI	32
MN	14
MO	21
MS	5
MT	2
NC	55
ND	1
NE	12
NH	7
NJ	114
NM	23

STATE	UIO
NV	39
NY	141
OH	59
OK	19
OR	31
PA	76
RI	8
SC	30
SD	3
TN	32
TX	217

STATE	UIO
UT	14
VA	77
VT	1
WA	98
WI	22
WV	4
WY	1

**Tools, Equipment and Materials**

The following tools and equipment are required for this procedure.

- Standard hand tools
- Techstream
- Coolant concentration checker

Warranty Claim Processing Instructions

Dealers are required to submit LSC claims using the information described below.

LSC	Opcode	Description	Labor Hours
BLE	1617J1	Adjust the consistency of the coolant to 50/50	1.6*

\*NOTE: The flat rate time includes 0.1 hour for campaign administrative cost per unit for the dealership. Lexus warranty will only accept one claim per vehicle under the terms of the LSC. Please ensure that your dealership checks Dealer Daily or TIS to see if the vehicle has been repaired under this LSC prior to servicing a vehicle.

Dealers are required to claim the super long life coolant as a sublet on the warranty claim submitted for the remedy repair. Dealers should use 'OF' sublet type code and may claim to a maximum of \$50 per vehicle for the replaced coolant. Coolant cannot be claimed as a replacement part.

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

The affected VIN information and operation codes will be downloaded and activated for dealerships to use on September 30, 2011.

*Please review this entire package with your Service and Parts staff to familiarize them with its contents so they may properly implement this campaign as well as address any owner concerns that may arise regarding this Limited Service Campaign.*

Thank you for your understanding. Your on-going care for these Lexus owners during this campaign protects our customers and their image of Lexus.

Sincerely,

Gillian Medina  
Service and Parts Field Operations Manager

Attachments

CC: Customer Satisfaction Manager  
General Manager  
Parts Manager  
Sales Manager  
Service Manager  
Warranty Administrator

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Limited Service Campaign (LSC) BLE – Q&A  
Certain 2011 Model Year CT200h Vehicles  
Improper Concentration of Super Long Life Coolant (SLLC)

**Q1: What is the condition?**

A1: On certain 2011 model year CT200h vehicles, the engine and hybrid system may have been filled with an improper mixture of coolant (Super Long Life Coolant).

**Q1a: Will the improper mixture of Super Long Life Coolant provide adequate anti-freeze protection?**

A1a: In certain extreme cold weather conditions (below 10 degrees F) the improper mixture of engine/hybrid system coolant will start to freeze and may not provide adequate anti-freeze protection.

**Q2: What is the purpose of Super Long Life Coolant?**

A2: The Super Long Life Coolant is circulated through the engine and inverter assembly to manage and dissipate heat created by the components.

**Q3: What is the cause of this condition?**

A3: During manufacturing an error occurred resulting in a SLLC mixture of 80/70 instead of the correct 50/50 mixture.

**Q4: Which and how many vehicles are covered by this Limited Service Campaign (LSC)?**

A4: There are approximately 2,774 vehicles covered by this campaign.

Model Year	Affected Vehicles	Approx UIC
2011	CT200h	2,774

**Q5: What is the production period of the vehicles covered by the LSC?**

A5: The covered vehicles were produced from Mid-August 2010 to Mid-March 2011.

**Q6: Are there any other Toyota, Scion, or Lexus Vehicles involved?**

A6: No, this condition only affects certain 2011 model year CT200h vehicles.

**Q7: What is Lexus going to do on these vehicles?**

A7: Owners of the involved vehicles will receive a Limited Service Campaign Notification by first class mail in early October, 2011. Any Lexus dealer will drain the engine/hybrid system coolant and replace it with the proper mixture Super Long Life Coolant at NO CHARGE to the customer for a limited time.

**Q8: When will this LSC Expire?**

A8: This Limited Service Campaign will be offered until **October 31, 2014**.

**Q9: How long will the repair take?**

A9: The repair will take approximately two hours. However, it may be necessary for the owner to make the vehicle available for a longer period of time depending upon the dealer's schedule.

**Q10: What should an owner do if they have additional questions or concerns about their vehicle?**

A10: If an owner has additional questions, the local Lexus dealer will be more than happy to answer any of the questions and set up an appointment to perform the repair.

If the customer requires further assistance, he/she 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.,

**Certain 2011 Model Year Lexus CT200h  
Improper Concentration of Super Long Life Coolant (SLLC)  
Limited Service Campaign BLE  
LIMITED TIME OFFER**

[VIN]

Dear Lexus Customer:

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 Program, which includes your vehicle.

**What is the condition?**

On certain 2011 model year CT200h vehicles, the engine and hybrid system may have been filled with an improper mixture of coolant (Super Long Life Coolant).

**What is included in this Limited Service Campaign?**

Before you are inconvenienced by this condition, any Lexus dealer will drain the engine/hybrid system coolant and replace it with the proper mixture Super Long Life Coolant at **NO CHARGE** to you for a limited time. This program will be offered until **October 31, 2014**, and will only be available at your 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 SLLC in the Engine Hybrid System replaced **before October 31, 2014**. The repair will take approximately two hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If your vehicle is covered by this Limited Service Campaign you do not need this owner letter to have the 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.

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.

**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 1-800-255-8987 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific 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.