



CLB Expired on May 31, 2015



Update - 7/23/2012: Vehicle applicability section has been updated to provide information regarding vehicles that had updated parts installed during vehicle manufacturing.

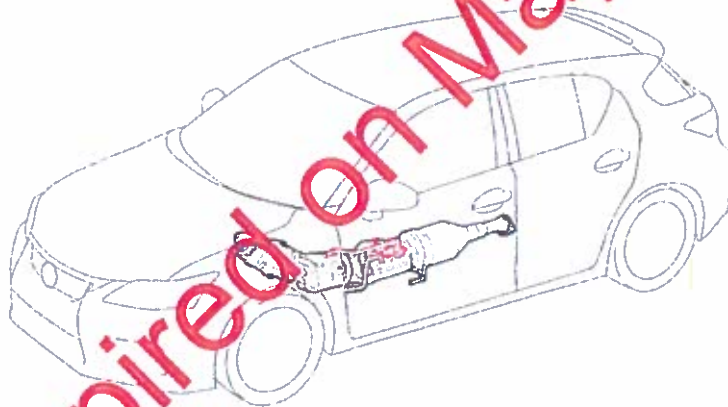
Previous versions of these documents should be discarded.

April 24, 2012

Subject: Limited Service Campaign (LSC) CLB
Certain 2011 and 2012 Model Year CT 200h Vehicles
Exhaust Gas Control Actuator Replacement

Dear Dealer Principal:

Lexus is initiating a Limited Service Campaign (LSC) CLB to replace the Exhaust Gas Control Actuator on certain 2011 and 2012 model year CT 200h vehicles.



Background

On certain 2011 and 2012 model year CT 200h model year vehicles, there is a possibility that the exhaust gas control actuator may develop a coolant leak. If a coolant leak occurs, the Water Temp Indicator Lamp (⚡) and Check Engine Lamp (🔧) will illuminate.

If the above warning lamps illuminate, the driver should pull over, and contact an authorized Lexus dealer for diagnosis and repair. Continued operation of the vehicle with insufficient levels of coolant will cause the engine to overheat.

Limited Service Campaign (LSC) Remedy

Lexus dealers are requested to replace the exhaust gas control actuator 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 inform you and your staff of the owner notification timing and your degree of involvement. Additional information may be found in the attached Lexus Q&A and customer notification letter.

Owner Notification Letter Mailing Date

Lexus will begin sending the Limited Service Campaign notification in late April, 2012, shortly after the dealer notification, via first class mail.

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 a notification, please *verify eligibility by confirming through Dealer Daily/TIS prior to performing a repair*. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Lexus tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Limited Service Campaign announcement, it is your responsibility to forward the owner letter to the customer who purchased the vehicle.

Vehicle Applicability

This Limited Service Campaign will be available at no charge to vehicle owners until May 31, 2015. 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.

There are a small number of vehicles (approximately 200) that had an updated center exhaust pipe assembly and exhaust gas control actuator installed during vehicle manufacturing. The kit parts used for this campaign cannot be installed on these exhaust pipes due to design changes on the exhaust pipe. There is no need to replace the actuator on these vehicles. If a vehicle that appears to be in this condition arrives at your dealership, confirm the vehicle's condition and contact your Area representative for further information.

New and Used 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.

Lexus Customer Convenience System (LCCS) Vehicles

Lexus requests that dealers verify whether their LCCS vehicles are covered by Limited Service Campaign CLB. If a vehicle is covered, please perform the LSC prior to loaning the vehicle to a customer.

Number and Identification of Covered Vehicles

There are approximately 18,000 Lexus CT200h (Certain 2011 and 2012 Model Year) Vehicles covered by this Limited Service Campaign in the U.S.

Model	WMI	Model Year	VIN Range	
			VDS	Range
CT 200h	JTH	2011	KD5BH	2000113 - 2046991
		2012		2021531 - 2079902

Please note that not all vehicles in the VIN range are covered by this LSC. 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.

A UIO matrix by state is provided to inform your dealership of the number of covered vehicles in your state.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	20	HI	200	MI	178	NV	154	UT	64
AL	132	IA	47	MN	139	NY	874	VA	188
AR	61	ID	24	MO	143	OH	361	VT	1
AZ	289	IL	471	MS	20	OK	99	WA	546
CA	4564	IN	141	MT	4	OR	187	WV	133
CO	262	KS	73	NC	439	PA	537	WY	25
CT	211	KY	86	ND	4	RI	45		7
DC	61	LA	96	NE	67	SC	135		
DE	43	MA	458	NH	45	SD	5		
FL	1592	MD	382	NJ	698	TN	202		
GA	477	ME	19	NM	92	TX	1282		

Parts and Supplies

The following is required to perform the remedy procedure.

Parts orders can be placed through your dealership's facing RDC. The parts have been placed on the Dealer Order Solution and will be systematically released daily based on dealer ordering criteria.

Please refer to the table below and the Technical Instructions for part number information.

Part Number	Part Name	Quantity/Vehicle
16492-21050	*Radiator Draincock O-Ring	1
04001-88137	Actuator Set Exhaust Pipe Gas Control Kit*	1

Toyota Genuine 50/50 Pre-Diluted Super Long Life Coolant (SLLC) can be ordered through the Lexus Complete Maintenance Care (LCMC) program and will be drop shipped from AMREP.

Chemical Part Number	Part Name	Quantity/Vehicle
00272-SLLC2	Toyota Genuine 50/50 Pre-Diluted Super Long Life Coolant (SLLC)	1 Gallon

IMPORTANT PARTS ORDERING REMINDER

Effective January 1, 2012, Safety Recall, Service Campaign (SSC), Limited Service Campaign (SSC/LSC) and Customer Satisfaction Program (CSP) will be eligible for the Monthly Parts Return Program. Please reference Service and Parts Operations Communication 2011-20 for additional details.

Each dealer will receive specific dealer ordering criteria based on repair order volume and the PDC's affected UIO in an e-mail from its facing PDC Manager. Therefore, it is vital that each dealership's parts and service departments coordinate scheduling of appointments appropriate to the kits available on hand at the dealership and to immediately file claims upon completion of the remedy.

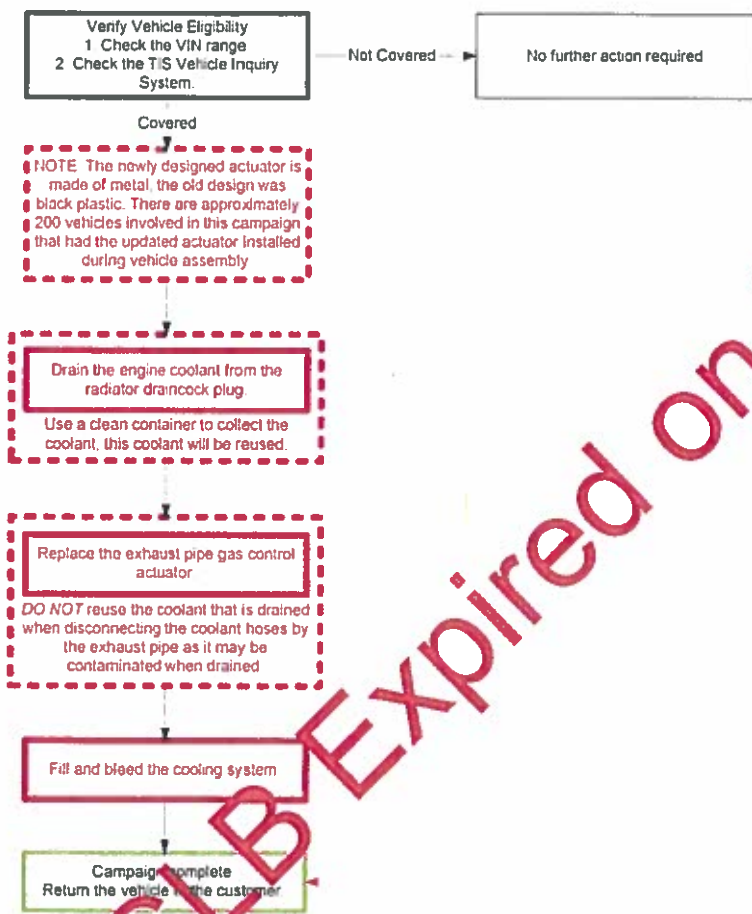
Remedy Procedures

Please refer to TIS for Technical Instructions on vehicle repair.

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

Warranty Reimbursement Procedure

I. OPERATION FLOW CHART



CB Expired on May 31, 2015

The operation code to be used for this campaign is:

LSC	Opcode	Description	Labor Hours
CLB	2606DA	Confirm VIN and Exhaust Gas Control Actuator replacement for CT 200h	2.2 hr/vehicle

- The above opcode includes 0.1 hour for administrative cost per unit for the dealership.
- The cost of the 50/50 Pre-diluted Super Long Life Coolant (00272-SLLC2) can be claimed up to 1 liter at a maximum of \$7.00 per vehicle as sublet "OF."

Note: For an operation code covering vehicles that were updated during vehicle manufacturing contact your Area representative.

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.

The affected VIN information and operation code will be downloaded and activated for dealerships to use on April 24, 2012.

The repair quality of covered vehicles is extremely important to Lexus. 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 redelivery.

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Brian Lyons (310-468-2552) in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact only to media associates.)

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 ongoing care for these Lexus owners during this campaign protects our customers and their image of Lexus.

Sincerely,

Don Fordiani
National Field and Dealer Operations Manager

Attachments

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