



July 18, 2016

Subject: Special Service Campaign (SSC) GLE  
Certain 2016 Model Year RX 450h Vehicles  
Fuel Tank Ring 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 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.

### Owner Notification Mailing Date

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

*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) 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.

### Parts Ordering

Orders can be placed through the dealership's facing PDC. Please refer to the Manual Allocation Control

(MAC) Report posted in the Lexus Customers Services website for information on order quantity limits.

Part Number	Description	Qty
77168-48010	PLATE, FUEL TANK VENT TUBE SET	1
77169-33030	GASKET, FUEL SUCTION TUBE SET	1
17451-0D140	GASKET, EXHAUST PIPE	2

### Remedy Procedures

Please refer to TIS for Technical Instructions.

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

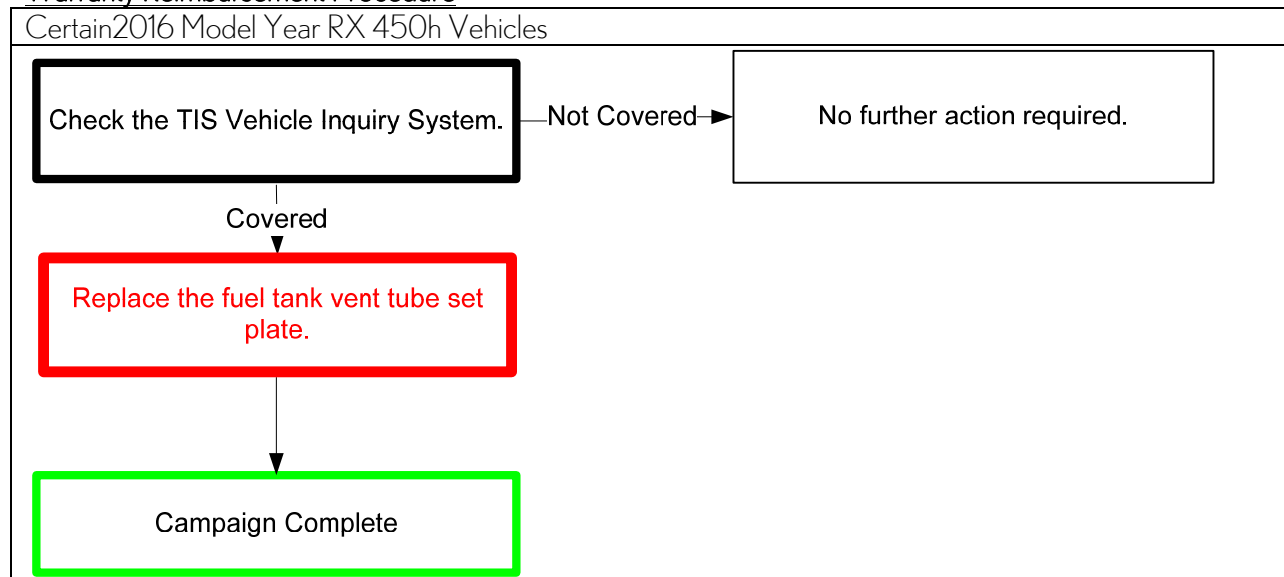
### Technician Training Requirements

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

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this 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



SSC	Op. Code	Description	Flat Rate
GLE	CGG35A	Replace Fuel Tank Ring Assembly	1.7 hr/vehicle
	CGG35B	De-Fuel and Replace Fuel Tank Ring Assembly	2.5 hr/vehicle

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.

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 form titled "Vehicle Emission Recall - Proof of Correction". The form is designed for recording vehicle information and dealer details. It includes fields for License Number, Make, Year Model, Body Type, and Vehicle Identification Number. Below these fields, there are sections for Manufacturer and Recall Number, a statement of repair, Dealer's Name and Address, Date, and Dealership's Authorized Signature. At the bottom, it instructs to return the certificate to DMV only when required and to otherwise retain it for records. A small reference number MOCA 00010-80007 is visible in the bottom right corner.

### 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  
LCCS Manager

Parts Manager  
Pre-owned Manager  
Service Manager

Warranty Administrator



Special Service Campaign GLE (*Remedy Notice*)  
 Certain 2016 model year RX450h Vehicles  
 Fuel Tank Ring Replacement

Frequently Asked Questions  
 Published: July 18, 2016

**Q1:** *What is the condition?*

A1: In the subject vehicles the 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.

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



**Q2:** *What is Lexus going to do?*




A2: Lexus will send starting in late July, 2016, an owner notification by first class mail advising owners to make an appointment with their authorized Lexus dealer to have the repair performed.


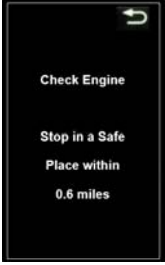
Any authorized Lexus dealer will replace the fuel tank ring at **no charge** to the vehicle owner.

**Q3:** *Which Warning Lamps are illuminated on the instrument panel when the vehicle enters EV fail-safe driving mode?*

A3: All of the following warning lights and messages will be illuminated on the instrument panel when the vehicle enters the EV fail-safe driving mode. The EV fail-safe driving mode will result in reduced power under which the vehicle can still be driven for short distances.

	<i>Warning lights</i>
	Master Warning Light
	Check Engine Warning Light

	<i>Warning messages</i>
	AWD System Warning Message <i>Note: Display may switch between these warning messages</i>
	Check Engine Warning Message <i>Note: Display may switch between these warning messages</i>
	PCS system Warning Message (if equipped) <i>Note: Display may switch between these warning messages</i>

	<p>Check Engine Warning Message (Active when vehicle has less than 0.3 mile range) <i>Note: Display may switch between these warning messages</i></p>
	<p>Check Engine Warning Message The Mileage range will vary based upon battery state of charge when entering EV Fail-Safe mode. (Inactive when less than 0.3 miles) <i>Note: Display may switch between these warning messages</i></p>

**Q3a:** *How long and what distance can a vehicle be driven when the vehicle enters fail-safe driving mode?*

A3a: The distance a vehicle will continue to travel in EV fail-safe mode will vary based upon the hybrid battery state of charge and the road conditions. If a vehicle enters EV fail-safe mode, the driver should pull-over and stop the car in a safe area. The driver should immediately contact his/her local Lexus dealer for assistance.

**Q4:** *Which and how many vehicles are covered by this Special Service Campaign?*

A4: There are approximately 4,500 certain 2016 model year RX450h vehicles covered by this Special Service Campaign.

Model Name	Model Year	Production Period
RX450h	2016	Late September, 2015 through mid-March, 2016

**Q4a:** *Are there any other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign in the U.S.?*

A4a: No, there are no other Toyota or Scion vehicles covered by this Special Service Campaign.

**Q5:** *How long will the repair take?*

A5: The repair takes approximately two and a half hours however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6:** *What if I previously paid for repairs related to this Special Service Campaign?*

A6: Reimbursement consideration instructions will be provided in the owner letter.

**Q7:** *How does Lexus obtain my mailing information?*

A7: Lexus uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q8:** *What if I have additional questions or concerns?*

A8: If you have additional questions or concern, please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday - Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

2016 Model Year RX450h Vehicles  
Fuel Tank Ring Replacement  
Special Service Campaign (Remedy Notice)

[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 Special Service Campaign, which includes your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**What is the condition?**

In the subject vehicles the 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 mode.

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

**What will Lexus do?**

Any authorized Lexus dealer will replace the fuel tank ring at ***NO CHARGE*** to you.

**What should you do?**

Please contact your authorized Lexus dealer to make an appointment to have the repair performed at ***no charge***. The remedy will take approximately two and a half hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. If possible, please ensure your vehicle has less than ¼ tank of fuel as the fuel tank will need to be removed for this repair.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed at the beginning of this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Manual Warranty Information booklet. For additional information, please refer to the booklet.

**What if you have other questions?**

- *Your local Lexus dealer will be more than happy to answer any of your questions.*
- If you require further assistance, you 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 to 4:00 pm Pacific Time.

If you would like to update your vehicle ownership or contact information, you may do so by registering at [www.lexus.com/drivers](http://www.lexus.com/drivers). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**What if you live in California and don't have this Special Service Campaign performed?**

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 CHARGE*** Special Service Campaign the California Air Research Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Toyota to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Lexus dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

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, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.

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