



December 15, 2016

Subject: Limited Service Campaign GLL (Remedy Notice)  
Certain 2016 Model Year RX 350 and RX 450h Vehicles  
Power Back Door ECU Replacement

#### Condition

In the subject vehicles the power function of the back door could become inoperative if there is interference with an object while using the power back door. Lexus has developed a new power back door Electronic Control Unit (ECU) to prevent this condition from occurring.

#### Remedy

Any authorized Lexus dealer will replace the Power Back Door ECU at ***NO CHARGE*** to the vehicle owner *until November 30, 2019.*

#### Covered Vehicles

There are approximately 46,400 Certain 2016 Model Year RX 350 and RX 450h vehicles covered by this Limited Service Campaign.

There are 178 vehicles in Puerto Rico involved in this Limited Service Campaign.

Model Name	Model Year	Production Period
RX 350 and RX 450h	2016	Late September, 2015 through Late March, 2016

#### Owner Letter Mailing Date

Lexus will begin to notify owners in late December, 2016. A sample of the owner notification letter has been included for your reference.

*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 Limited Service Campaign 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 you are 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.

#### New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction Lexus requests that dealers conduct this Limited Service Campaign remedy on any new or used vehicles currently in dealer inventory that are covered by this Limited Service Campaign prior to customer delivery.

Also, as a reminder, Lexus L/Certified policy prohibits the certification of any vehicle with an outstanding Limited Service Campaign or Safety Recall. Thus, no affected units should be designated, sold, or delivered as an L/Certified unit until the Limited Service Campaign has been completed on that vehicle.

### Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this repair 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 repair are required to currently hold at least one of the following certification levels:

- Certified
- Senior
- Master
- Diagnostic Specialist

Always check which technicians can perform the recall remedy 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.

### Remedy Procedures

Please refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

### Repair Quality Confirmation

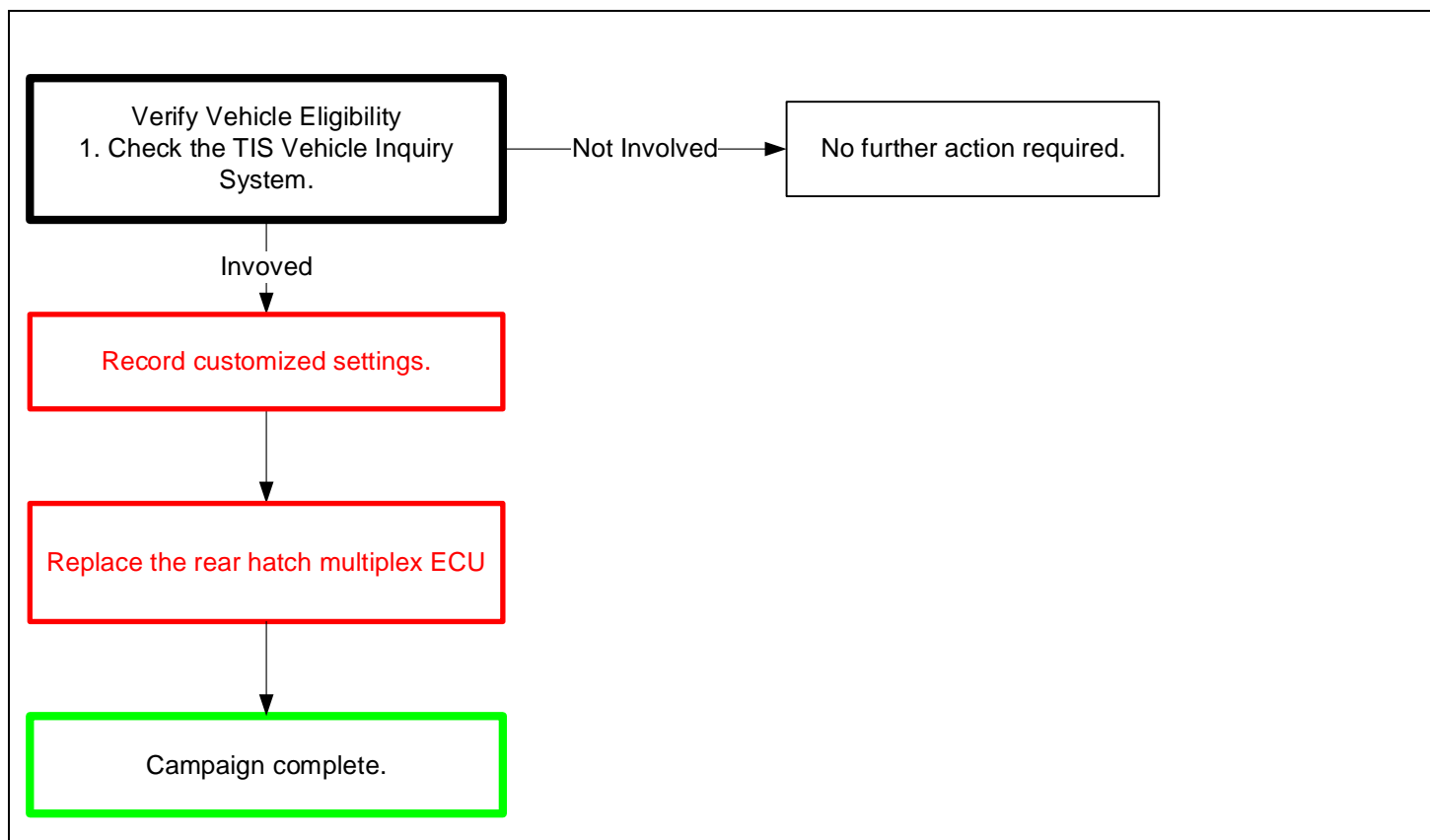
The repair quality of covered vehicles is extremely important to Lexus. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

### Parts Ordering Process

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the MAC/DOS report on the Lexus Customer Services website accessed via Dealer Daily for the most up-to-date parts ordering information.

Part Number	Description	Quantity/Vehicle
04006-45148	COMPUTER, MULTIPLEX NETWORK DOOR	1

## Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
CGG69B	Replace Power Back Door ECU	0.7 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Lexus' usual customer care amenities of car wash and fuel fill-up apply to this LSC. 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.

### 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 Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media associates.

### Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

*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 Safety Recall.*

Thank you for your cooperation.

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

Attachment

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



Limited Service Campaign GLL (*Remedy Notice*)  
Certain 2016 MY RX 350 and RX 450h Vehicles  
Power Back Door ECU Replacement

Frequently Asked Questions  
Published December 15, 2016

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

A1: In the subject vehicles the power open and close function of the back door could become inoperative if there is interference from an object while using the power back door. Lexus has developed a new power back door Electronic Control Unit (ECU) to prevent this condition from occurring.

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

A2: Lexus will send, starting in late December, 2016, an owner notification by first class mail advising owners to make an appointment with their authorized Lexus dealer to have the Power Back Door ECU replaced at **NO CHARGE**.

**Q2a:** *How long will this Limited Service Campaign be available?*

A2a: This Limited Service Campaign will be offered at **No Charge** until November 30, 2019.

**Q3:** *Which and how many vehicles are covered by this Limited Service Campaign?*

A3: There are approximately 46,400 Lexus vehicles covered by this Limited Service Campaign.

Model Name	Model Year	Production Period
RX 350 and RX 450h	2016	Late September, 2015 through Late March, 2016

**Q3a:** *Are there any other Lexus/Toyota/Scion vehicles covered by this Limited Service Campaign?*

A3a: Yes, there are approximately 93,000 2016 Model Year RAV4 and RAV4 Hybrid Vehicles covered by this Limited Service Campaign.

**Q4:** *How long will the repair take?*

A4: The repair takes approximately 1.5 hours; however, depending on the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q5:** *What if I previously paid for repairs related to this Limited Service Campaign?*

A5: Reimbursement consideration instructions will be provided in the owner letter.

**Q6:** *How does Lexus obtain my mailing information?*

A6: 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.

**Q7:** *What if I have additional questions or concerns?*

A7: If you have additional questions or concerns, please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

Certain 2016 Model Year RX 350 and RX 450h Vehicles  
Power Back Door ECU Replacement  
Limited 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 Limited 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 power function of the back door could become inoperative if there is interference with an object while using the power back door. Lexus has developed a new power back door Electronic Control Unit (ECU) to prevent this condition from occurring.

**What will Lexus do?**

Any authorized Lexus dealer will replace the Power Back Door ECU at ***NO CHARGE*** to you.

**What should you do?**

Before you are inconvenienced by this condition, any authorized Lexus dealer will replace the Power Back Door ECU at ***NO CHARGE*** to you.

Please contact your authorized Lexus dealer to make an appointment to have the Power Back Door ECU replaced. The remedy will take approximately 1.5 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. This program will be offered until ***November 30, 2019*** and will only be available at an authorized Lexus dealer.

**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, or 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/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 previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and ownership information to the following address for reimbursement consideration:

Lexus, a Division of Toyota Motor Sales, U.S.A., Inc  
Lexus Customer Assistance Center L201  
19001 South Western Avenue  
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow us 6-8 weeks to process your request.

Thank you for driving a Lexus.

Sincerely,

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

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