



◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
December 1, 2017	A watermark has been added to the Dealer Letter to indicate that ELE expired on November 30, 2017.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



November 12, 2014

Subject: Limited Service Campaign (LSC) ELE
Certain 2008 through 2012 Model Year IS F Vehicles
Engine Cooling Fans

Dear Dealer Principle:

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing Limited Service Campaign (LSC) ELE on certain 2008 through 2012 model year IS F vehicles.

Background

The screws which secure the engine cooling fan motors to the fan shroud could become loose over time and interfere with the operation of the cooling fans. If a fan becomes damaged and inoperative, the engine coolant temperature could increase.

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

Limited Service Campaign (LSC) Remedy

Authorized Lexus dealers are requested to inspect and replace the screws securing the cooling fan motors. If the cooling fan is damaged or the cooling fan motor is missing screws, the cooling fan assembly will be replaced with a new one. These repairs will be performed at **NO COST** to vehicle owners.

This LSC will be available *until November 30, 2017* and will only be available at an authorized Lexus dealer.

Owner Notification Dates

The owner notification will begin in late November, 2014, approximately one week after the 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 LSC extension 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 covered vehicles will be notified. If your dealership is contacted by owners who have 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.

Used Vehicles in Dealership Inventory (In-stock Vehicles)

To ensure customer satisfaction, Lexus requests that dealers conduct the LSC remedy on any used vehicles currently in dealer inventory that are covered by this LSC prior to customer delivery.

Number and Identification of Affected Vehicles

There are approximately 4,600 vehicles covered by this Limited Service Campaign.

Parts Availability and Ordering

Orders can be placed through your facing PDC. The Fan Motor Screw Replacement Kit has been placed on Dealer Ordering Solutions (DOS) and will be systematically released daily based on dealer ordering criteria.

Part Description	Part Number	Quantity per Vehicle
Fan Motor Screw Replacement Kit	04004-54131	1

Each dealership will receive specific dealer ordering criteria in an e-mail from their facing PDC manager. Therefore, it is vital that your dealership's parts and service departments coordinate appointments for the replacement. A sample of the communication is below.


Parts Allocation Report

99999
SAMPLE LEXUS

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q. Sample at (999) 999-9999.

Part Number	Part Description	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

Only vehicles that DO NOT pass the inspection procedure as outlined in the Technical Instructions will require the following part. To ensure parts availability the Fan w/Motor Assembly has been placed on Manual Allocation Control (MAC). If your dealership requires this part, please send an e-mail to PQSS_MAC@Toyota.com with the following information:

- Subject Line: ELE MAC Release Request (Dealer Code)
- Dealer Code
- VIN
- Part Number and Quantity Ordered
- Order Reference Number
- Order Date
- Name of dealer contact, department and phone number

Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact the dealership. Please allow 2 - 3 days for part release after providing the requested information.

Important Notes:

- Once you have placed your order DO NOT upgrade or change your order status.
- Failure to provide the above information within 48 hours will result in an order cancellation.

Part Description	Part Number	Quantity per Vehicle
Fan w/Motor Assembly	04004-39138	As Needed

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership associates involved in the recall process are required to successfully complete E-Learning course LSC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this LSC repair are required to currently hold at least one of the following certification levels:

- Senior or Master Technician
- Senior or Master Diagnostic Technician

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this LSC 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

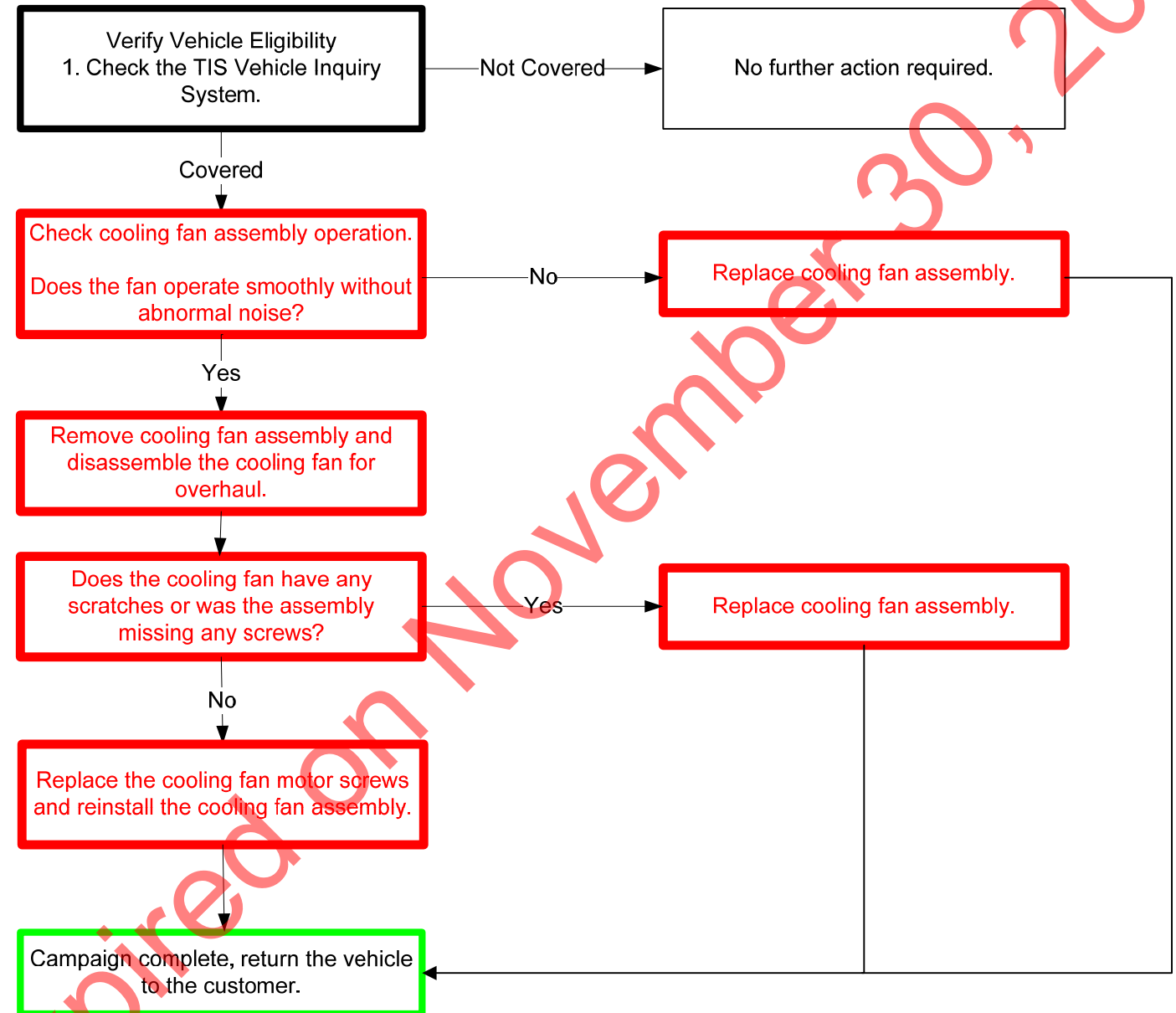
Please refer to TIS for technical instructions.

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

Warranty Reimbursement Procedures

2008 - 2012 Model Year IS F Vehicles

The flow chart is for reference only. DO NOT use it in place of the full technical instructions. Follow ALL steps as outlined in the full technical instructions to confirm the campaign is completed correctly.



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

LSC	Model	Opcode	Description	Labor Hours*
ELE	IS F	AGGB3A	Inspect and Replace the Cooling Fan Motor Screws (Inspection PASS)	1.3
		AGGB3B	Inspect and Replace the Cooling Fan Assembly (Inspection FAIL)	1.2

*NOTE: The flat rate time includes 0.1 hour for campaign administrative cost per unit for the dealership.

- The cost of undiluted Super Long Life Coolant can be claimed up to 0.1 liter at a maximum of \$7.00 per vehicle as sublet "OF."
- The cost for adhesive can be claimed at a maximum of \$1.00 per vehicle at sublet "ZZ" under Op Code AGGB3A.

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 Limited Service Campaign General Procedures document on TIS.

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 Handling

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.

Thank you for your on-going support.

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

Attachment

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



Limited Service Campaign ELE
Certain 2008 through 2012 Model Year IS F
Engine Cooling Fans - FAQ

Q1: What is the condition?

A1: The screws which secure the engine cooling fan motors to the fan shroud could become loose over time and interfere with the operation of the cooling fans. If a fan becomes damaged and inoperative the engine coolant temperature could increase.

Q1a: What is the cause of the condition?

A1a: The screws securing the engine cooling fan motor to the fan shroud were insufficiently tightened during the manufacturing process.

Q2: Are there any warnings or indicators of this condition?

A2: Yes. If the condition occurs, an abnormal noise coming from the front of the vehicle can be heard while the cooling fans are operating.

If a fan becomes damaged and inoperative, the engine coolant temperature displayed on the instrument cluster could increase.

Q2a: What if I experience this condition?

A2a: If you experience this condition, please contact your local authorized Lexus dealer for diagnosis and repair. If the condition is related to this Limited Service Campaign, the repair will be performed at **NO CHARGE** to you.

Q3: What is Lexus going to do?

A3: Owners of vehicles covered by this Limited Service Campaign will receive an owner notification letter by first class mail starting in late November 2014.

Any authorized Lexus dealership will inspect and replace the screws securing the cooling fan motors. If the cooling fan is damaged or the cooling fan motor is missing screws, the cooling fan assembly will be replaced with a new one. These repairs will be performed at **NO CHARGE** to you until **November 30, 2017**.

Q3a: How does Lexus obtain my mailing information?

A3a: 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.

Q3b: Do I need my owner letter to have the remedy performed?

A3b: You do not need an owner letter to have this limited service 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.

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

A4: There are approximately 4,600 vehicles covered by this Limited Service Campaign in the U.S.

Model Name	Model Year	Appx. UIO
IS-F	2008 - 2012	4,600

Q4a: Are there any other Toyota, Lexus or Scion vehicles involved in this Safety Recall in the U.S.?

A4a: No. This specific condition only affects certain 2008 through 2012 Model Year IS-F vehicles.

Q5: How long will the repair take?

A5: Replacing the screws, or cooling fan assembly if necessary, will take approximately 90 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: When will this Limited Service Campaign expire?

A6: This Limited Service Campaign will be available until November 30, 2017.

Q7: What if I previously paid for repairs to my vehicle for this condition?

A7: Reimbursement consideration instructions will be provided in the owner notification letter.

Q8: What if I have additional questions or concerns?

A8: 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 to 4:00 pm Pacific Time.

Expired on November 30, 2017

Certain 2008 through 2012 Model Year IS F Vehicles
Engine Cooling Fans
Limited Service Campaign

[VIN]

Dear Lexus Owner:

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.

What is the condition?

The screws which secure the engine cooling fan motors to the fan shroud could become loose over time and interfere with the operation of the cooling fans. If the condition occurs, an abnormal noise coming from the front of the vehicle can be heard while the cooling fans are operating.

If a fan becomes damaged and inoperative, the engine coolant temperature displayed on the instrument cluster could increase.

What is included in the Limited Service Campaign?

Any authorized Lexus dealership will inspect and replace the screws securing the cooling fan motors. If the cooling fan is damaged or the cooling fan motor is missing screws, the cooling fan assembly will be replaced with a new one. These repairs will be performed at **NO CHARGE** to you.

This Limited Service Campaign will be available until November 30, 2017, and will only be available at an authorized Lexus Dealer.

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 Warranty Information booklet. For additional information, please refer to the booklet.

How do you take advantage of this Limited Service Campaign?

Please contact an authorized Lexus dealer and make an appointment to have this remedy performed before **November 30, 2017**.

Replacing the screws, or cooling fan assembly if necessary, will take approximately 90 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the 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.

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.
- You can find additional information and locate a Lexus dealer in your area by going online and visiting www.lexus.com/recall.

- 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 through 4:00 pm Pacific Time.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for a 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 proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow us 6-9 weeks to process your request.

Please note the dealer will need to perform this LSC before reimbursement consideration requests can be processed.

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

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.

Expired on November 30, 2017