



2003 GX 470

Rear Air Suspension

Special Service Campaign 3LC

M/N 00241-10006-3LC

March 2003

2003 GX 470 Rear Air Suspension

PREPARING FOR THE 3LC SSC

Overview.....	3
3LC Condition.....	3
3LC Repair	3
Customer Notification.....	3
SSC and Customer Satisfaction.....	3
Identifying Affected Vehicles	4
Manpower and Facility Requirements.....	4
Tools and Equipment.....	5
Technical Training.....	5
Parts.....	5
TDN and DMS Systems	6
Planning Your Communication Strategy.....	6
Calls to Your Customers	8
Calls from Your Customers.....	8
Calls from the Media.....	9

IMPLEMENTING THE 3LC SSC

Car Rental and Service Loaners.....	9
Remote Area Service Plan.....	10
The Service Write-Up.....	11
Preparing for Delivery after SSC Completion	11
Delivery of the Vehicle after SSC Completion	12
Follow-Up.....	12
Work Order Closing/Claim Submission	12
Recap of Claim Submission and General	
Provisions of the SSC	13
Claiming Reimbursement for Special Services	13
Claim Preparation Instructions	14
Customer Letter	15

TECHNICAL INSTRUCTIONS

Operation Flow Chart.....	16
Location of Affected Parts	17
Affected VIN Range	17
Preparation	18
Work Procedure.....	19
SSC Completion Label Installation	26

PREPARING FOR THE SSC

Overview

Lexus is initiating a Special Service Campaign (SSC). The 3LC SSC is for 2003 GX 470s equipped with Rear Adjustable Height Control. In certain GX 470s equipped with Rear Adjustable Height Control, a pin that attaches the bottom of the air suspension pneumatic cylinder (air suspension) assembly may break. If this occurs, the bottom of the air suspension assembly may slide off the spring base on the rear axle. This SSC provides your dealership with an opportunity to further demonstrate its customer satisfaction philosophy and service convenience to our GX 470 owners, many of whom are repeat Lexus owners. This handbook provides all the details necessary to plan and implement this SSC at your dealership. Key points on the SSC are summarized below.

3LC Condition

In certain 2003 model year GX 470 vehicles equipped with Rear Adjustable Height Control, a pin that attaches the bottom of the air suspension pneumatic cylinder (air suspension) assembly may break. If this occurs, the bottom of the air suspension assembly may slide off the spring base on the rear axle.

3LC Repair

The 3LC SSC involves replacing the pin in the rear air suspension assembly with an improved one.

Customer Notification

Notification letters will be sent to the owners of affected vehicles in late March 2003. This letter will advise owners of the need to have the lower air suspension clip kit installed.

SSC and Customer Satisfaction

This Special Service Campaign provides us with an opportunity to demonstrate the Lexus commitment to total customer satisfaction. By implementing the 3LC SSC in an organized and efficient manner, we can nurture our on-going relationships with these

2003 GX 470 Rear Air Suspension

customers and strengthen these associations. Throughout the campaign, we need to let our customers know that we are genuinely interested in resolving the matter in a timely fashion with as little inconvenience to them as possible.

Identifying Affected Vehicles

The 3LC Special Service Campaign only applies to specific 2003 GX 470s within the VIN range below. Not all vehicles in the VIN range are involved in this SSC. No other vehicles before or after this range are to be repaired under the provisions of this SSC.

Model	Year	VIN		Production Period
		VDS	Range	
GX 470	2003	BT20X	0001032 - 0005484	September 2002 through December 2002

NOTE: Always consult Dealer Daily or TIS to confirm VIN eligibility and to assure the SSC is applicable. This will verify the vehicle is involved and has not already been completed by another dealer. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected.

The enclosed SSC summary report lists vehicles sold by your dealership. From this list, please determine the actual number of customers who should come back to your dealership for this SSC. **Some vehicles subject to this SSC may also be a part of SSC 3LA (Certification Regulation Label) and/or SSC 3LB (Middle Row Seat Lock). Be sure that your service and parts department coordinate and correctly use the customer list so that parts and labels for the required repairs are available to allow all applicable campaigns to be completed in one service visit thereby minimizing customer inconvenience.**

Manpower and Facility Requirements

Your dealership must plan carefully to accommodate the additional service volume generated as a result of this SSC.

In reviewing your dealership's manpower and facility requirements for this Special Service Campaign, there are several items you need to consider.

Lexus Special Service Campaign 3LC

- Do you need to develop ways to increase your service capacity?
- Do you need to hire additional support staff for pick-up/delivery, car washes and fuel tank fill-ups?
- The special Enterprise Rent-A-Car arrangements that started with SSC WL1 are also in effect for SSC 3LC. See page 9 for further details.

You will need to hold a meeting with all dealership associates to discuss:

- Y Importance of Lexus customer care for each SSC customer.
- Y Various procedures such as phone inquiries, pick up and delivery, loaners, etc.
- Y Campaign specifics including your dealership's assigned quantity, completion objectives, and technical details.

We recommend that one person at your dealership be designated as the campaign coordinator.

Your District Operations Manager will meet with you to answer your questions and monitor the progress of this SSC.

Tools and Equipment

In addition to standard tools and the Lexus scan tool the following special service tool (SST) is required.

SST # 09730-00010

Technical Training

The back of this handbook contains the repair procedures for this SSC. We suggest that all service department staff who will be directly involved in completing the repair or supporting the SSC should review the repair procedures to prepare for this SSC.

Parts

Your dealership has been sent a quantity of the Lower Air Suspension Clip Kit equal to 100% of the vehicles that Lexus shows your dealership to have retailed. **No more Lower Air**

2003 GX 470 Rear Air Suspension

Suspension Clip Kits are available so please develop procedures to handle them accordingly at your dealership. If your dealership was involved in dealer trades on any vehicle involved in this campaign you must work with the trading dealer to move kits as appropriate.

Part Number	Description	Quantity Per Vehicle
04003-10135	Lower Air Suspension Clip Kit	1

Note:

- **Part number for use on SSC warranty claim only. Dealer cannot order part.**
- **If the Suspension Clip Kit is no longer available, dealers may order and install the right and left pneumatic cylinder assemblies. Reference the parts catalog for the correct part number.**

TDN and DMS Systems

The labor operation code has been transmitted to your dealership (see page 12 for opcode). Remember that each dealership using TDN must request and apply it to the dealer system. If your dealership has not received the operation code, call the TDN hotline at **(800-421-8154)**. DMS dealer files are automatically updated and no further action should be required.

Planning Your Communication Strategy

It is important that you develop a strategy to communicate effectively. The following are some general statements that can be used when explaining the SSC.

Q1: What is the condition?

A1: In certain 2003 model year GX 470 vehicles with Rear Adjustable Height Control, a pin that attaches the bottom of the air suspension pneumatic cylinder (air suspension) assembly may break. If this occurs, the bottom of the air suspension assembly may slide off the spring base on the rear axle.

Q2: What is the cause of this condition?

A2: If the vehicle becomes stuck on steep off-road conditions and repeated attempts to move the vehicle are made, excessive driving force may be applied to the driveline system. The excessive force may cause the pin on the bottom of the air suspension pneumatic cylinder (air suspension) assembly to break.

Q3: Are there any warnings that this condition has occurred?

A3: No, there are no specific warnings for when this condition will occur.

Q4: Which and how many vehicles are involved?

A4: 2003 model year GX 470 and 4Runner vehicles equipped with Rear Adjustable Height Control (Lexus)/Rear Height Control Air Suspension (Toyota). There are approximately 4,300 GX 470 vehicles and 700 4Runner vehicles involved in the U.S. market.

Q5: What is the production period of the affected vehicles?

A5: The affected vehicles were produced between September 2002 and December 2002.

Q6: Are there any other Toyota or Lexus vehicles involved?

A6: No, this condition only affects certain early 2003 model year GX 470 and 4Runner vehicles equipped with Rear Adjustable Height Control (Lexus)/Rear Height Control Air Suspension (Toyota).

Q7: How many incidents of this condition have been reported?

A7: There have been 4 reported cases of this condition in Japan as well as other overseas markets.

Q8: Have there been any accidents reported?

A8: There have been no reported cases of accidents related to this condition.

Q9: What is Lexus going to do?

A9: Owners of the involved vehicles will receive a Special Service Campaign notification by first class mail. Lexus dealers will replace the pin of the rear air suspension assembly with an improved one at **NO COST** to the vehicle owner.

Q10: How long will the repair take?

A10: The repair will take approximately one and one-half hours.

2003 GX 470 Rear Air Suspension

However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q11: What should an owner do if they experience the condition?

A11: Owners are requested to contact their local Lexus dealer for diagnosis and repair.

Calls to Your Customers

- Customers **involved** in the SSC
 - ⇒ Although each affected vehicle owner will receive a notification letter, we would like your dealership to use the customer list provided in the SSC package to help manage your service volume. We strongly suggest that your dealership's service management and consulting staff review the list and proactively contact customers for prompt service. **Some vehicles subject to this SSC may also be a part of SSC 3LA (Certification Regulation Label) and/or SSC 3LB (Middle Row Seat Lock). Be sure that your service and parts departments coordinate and correctly use the customer list so that parts and labels for the required repairs are available to allow all applicable campaigns to be completed in one service visit thereby minimizing customer inconvenience.**
 - ⇒ Also let them know how valuable a customer they are and that this Special Service Campaign is being undertaken by Lexus to keep their confidence in the Lexus brand.
- Customers **not involved** in the SSC
 - ⇒ Assure any customers with vehicles outside of the involved VIN range that this repair is not needed.

Calls from Your Customers

It is important to institute a system to respond to customers calling for more information regarding the SSC. We recommend designating an individual to answer these inquiries to ensure that callers get accurate, consistent information.

Calls from the Media

We ask that you refer any calls from the media or government agencies directly to Lexus headquarters in Torrance, California.

The contact at Lexus is:

Holly Ferris, Lexus Public Relations Manager

IMPLEMENTING THE 3LC SSC

Car Rental and Service Loaners

One of the ways we can demonstrate that Lexus cares is by honoring loaner car requests with the best loaner available for those customers unable or unwilling to wait for this repair.

{Preferred}

Lexus Customer Convenience System (LCCS)

Officially enrolled LCCS vehicles may be claimed at a rate of \$44.00 per day. (Lexus vehicles only.)

{Preferred}

Lexus Dealer Fleet (Lexus vehicles only)

A rate of \$44.00 per day may be claimed if using this option. Be sure to follow customer supplied insurance guidelines.

Enterprise Rent-A-Car

Recognizing that loaner car capacity may become an issue, Lexus is continuing **special arrangements with Enterprise Rent-A-Car** to supplement the demand. The specially negotiated price includes a \$35.00 per day charge for premium cars and an \$11.99 per day rate, plus applicable taxes, for full collision protection (C.D.W.).

The total is \$46.99, plus tax, in all 48 contiguous states except for New York where the rate structure is different due to state laws covering the sale of a Collision Damage Waiver.

An important feature to this preferred rental arrangement is that this rate entitles your customers to any available Enterprise vehicle

2003 GX 470 Rear Air Suspension

including luxury vehicles. So please provide them with a selection of the best available vehicles. Also please employ the strategy (where practical) that SSC customers receive Lexus vehicles and Enterprise vehicles are reserved for regular service customers.

The motivating factor for any of these options is the customer's convenience and consideration. Again please provide the best available vehicle. If extraordinary customer requests are made, please contact your DOM. In addition, **loaner car requests that exceed one day must carry proper DOM authorization.**

Remote Area Service Plan

"Remote" is defined as those distances where a customer is 100 or more miles from the nearest Lexus dealership. Your DOM will work with you to develop and authorize an action plan.

Guidelines to be used in performing remote repairs are:

- If the customer is within 100 miles of the nearest Lexus dealership, the closest Lexus dealership will perform the repair provided that prior authorization for related expenses has been approved by the DOM.
- If the customer is more than 100 miles from the nearest Lexus dealership, Lexus area associates or, Lexus national associates may perform the repair. Dealerships may also make these repairs but only with the authorization of the Area Coordinator (most likely the F.T.S.).
- Each situation will be handled on a case-by-case basis.
- Lexus will only pay for authorized costs that have been approved by DOM or area offices.
- Alternatives include pick-up and redelivery of remotely located vehicles.

The Service Write-Up

Lexus Special Service Campaign 3LC

Listed below are some general guidelines to use when the customer arrives at your dealership for the SSC:

- Explain that the inspection and repair will take about fifteen minutes. Inform the customer that the special services (refueling, car wash) will require additional time at your dealership.
- Explain the type of repair involved.
- If the customer does not have an SSC notice:
 - Y Check the VIN against the national Service History File to see if the vehicle has been previously repaired under this Campaign.
 - Y Check the left front door hinge post for an SSC completion label.
 - Y If the vehicle falls outside of the above guidelines, explain that the vehicle does not require the Campaign repairs.
 - Y If the vehicle is eligible, explain the SSC to the customer; describe the procedure and the amount of time needed for the repair.
- If the customer has an appointment, pull the work order; otherwise, create a work order reflecting the need to complete the SSC 3LC repair.
- Issue the work order to the technician and include job instructions for the SSC.

Preparing for the Delivery After SSC Completion

- Wash/clean the vehicle inside and out.
- Fill the gas tank with the specified unleaded fuel
- Notify customer of completion and arrange for re-delivery or return of rental vehicle.

2003 GX 470 Rear Air Suspension

Delivery of the Vehicle After the SSC Completion

The delivery of the vehicle is a very important part of ensuring a high level of customer satisfaction. Explain all SSC repairs to the customer and apologize for any inconveniences. Thank the customer for his or her time and their continuing patronage.

Follow-Up

Complete 100% after-service follow-up is critical to ensure complete customer satisfaction with the repairs performed and the service provided.

Work Order Closing/ Claim Submission

The following information explains the policies and procedures for preparation and submission of a warranty claim for reimbursement of a repair performed under the SSC 3LC.

Repair	Claim Type	Opcode	Labor Hours*	Sublet
Replace the clip of the pneumatic cylinder	SC	3604C1	1.6	GA (fuel), TW (tow), RT (loaner vehicle), DE (pick-up and delivery or remote repair), or CW (car wash) as required and substantiated by invoices and not requested on an SSC 3LA or 3LB claim.

* Includes 0.1 labor hours for administrative time.

NOTE: Lexus warranty will only accept one claim per vehicle under the terms of the SSC. Please ensure that your dealership checks the National History File to see if the vehicle has been repaired under this SSC prior to servicing the vehicle.

NOTE: Customer amenities may be claimed on only one claim for either SSC 3LA, 3LB or 3LC for those vehicles subject to more than one campaign. Warranty claims will be monitored and dealers will be debited if charging for amenities on more than one claim.

Recap of Claim Submission and General Provisions of the SSC

- Lexus will pay for gas tank fill-up (actual cost)
- Lexus will pay for washing the vehicle (up to \$20 per vehicle)
- Lexus will provide a loaner vehicle if required (DOM authorization required for more than one day)
- Lexus will pay for costs associated with remote repairs if required
- Lexus will pay for remote pick-up and delivery if required (DOM authorization only)

Claiming Reimbursement for Special Services

You must use sublet to claim any special services required in conjunction with the SSC repair.

- Issue **“TW”** (Tow Vehicle)
 - Y Applicable to every vehicle if required
 - Y Claim actual receipt amount as a sublet
 - Y You may utilize AAA or any agency providing Lexus type service
- Issue **“RT”** (Rental)
 - Y Applicable to every vehicle if required
 - Y Special Service Campaign customers may also be given L.C.C.S. vehicles at the normal reimbursement rate of \$44.00 per day
 - Y Lexus has negotiated a special day rate of \$46.99 plus tax per day with Enterprise Rent-A-Car as an option (includes C.D.W., Collision Damage Waiver insurance)
 - Y The loaner vehicle reimbursement rate cap is **one day** per repair unless otherwise authorized by DOM
- Issue **“GA”** (Gas Tank Fill-Up)
 - Y Applicable to every vehicle
 - Y Claim actual fill-up amount

2003 GX 470 Rear Air Suspension

- Issue “**CW**” (Car Wash/Administrative Time)
 - Y Applicable to every vehicle
 - Y Claim \$20.00 per vehicle

- Issue “**DE**” (Pick-Up and Delivery/**Remote Repairs**)
 - Y Applicable only under special circumstances (e.g. more than 100 miles from the nearest Lexus dealership)
 - Y Claim actual dealer cost
 - Y **F.T.S/A.O.M.** authorization is required for this expense

- Issue “**DE**” (**Pick-Up and Delivery**/Remote Repairs)
 - Y Applicable at dealer discretion
 - Y Claim actual dealer cost

Claim Preparation Instructions

NOTE: Each sublet must be a separate entry with:

- Unique invoice number
- Description
- Sublet Type
- Dollar Amount

Lexus Special Service Campaign 3LC

2003 Model Year GX 470 Rear Air Suspension Special Service Campaign Notice

Dear GX470 Owner:

Lexus is dedicated to the "Passionate Pursuit of Perfection."

As part of our constant efforts to provide you with the best in customer satisfaction and vehicle quality, Lexus is announcing a Special Service Campaign that includes your GX 470 vehicle.

What is the problem?

In certain early 2003 model year GX 470 vehicles equipped with Rear Adjustable Height Control, if the vehicle becomes stuck on steep off-road conditions and repeated attempts to move the vehicle are made, excessive driving force may be applied to the driveline system. The excessive force may cause the pin on the bottom of the air suspension pneumatic cylinder (air suspension) assembly to break. If this occurs, the bottom of the air suspension may slide off the spring base on the rear axle.

What will Lexus do?

Before you are inconvenienced by these symptoms, Lexus would like to replace the pin with an improved one. Any Lexus dealer will conduct this service at **NO COST** to you.

What should you do?

To ensure that the dealer has the correct parts in stock, please contact your local authorized Lexus dealer and schedule an appointment to have the repairs performed.

The labor time for this repair will take approximately 90 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Please present this notice to the dealer when you bring the vehicle in for your service appointment.

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

What if you have other questions?

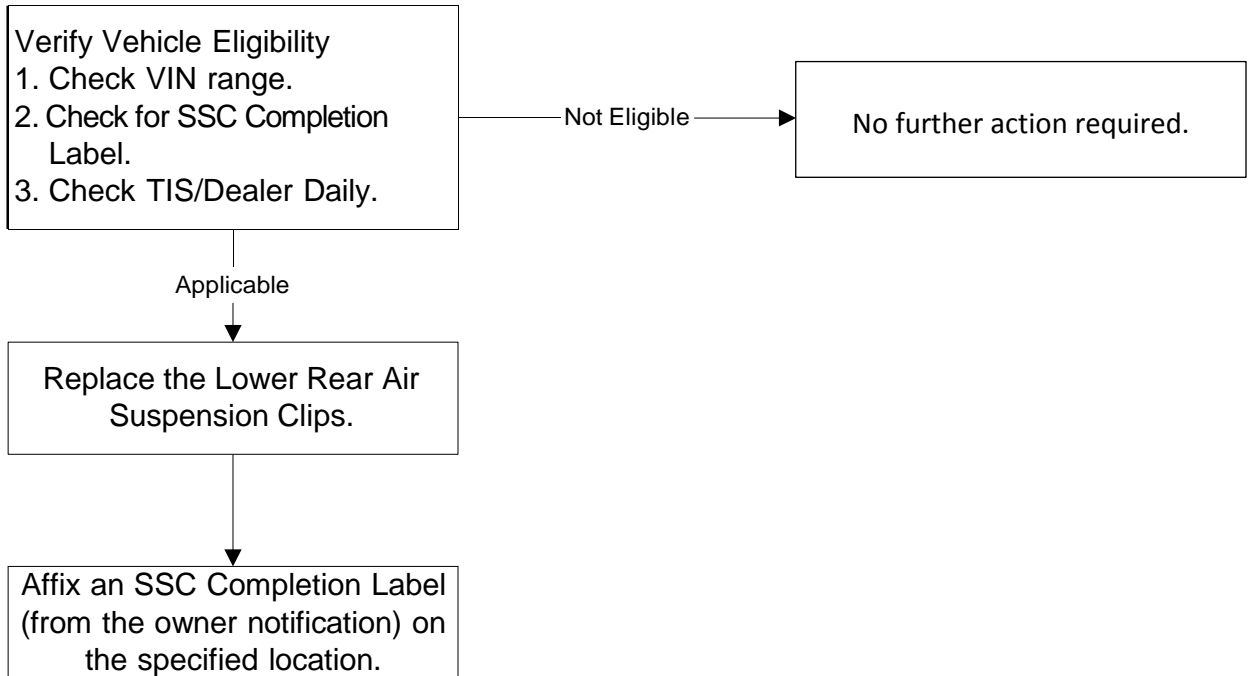
Please contact any Lexus dealer or call the Lexus Customer Assistance Center at 1-800-255-3987.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconveniences this condition may have caused you.

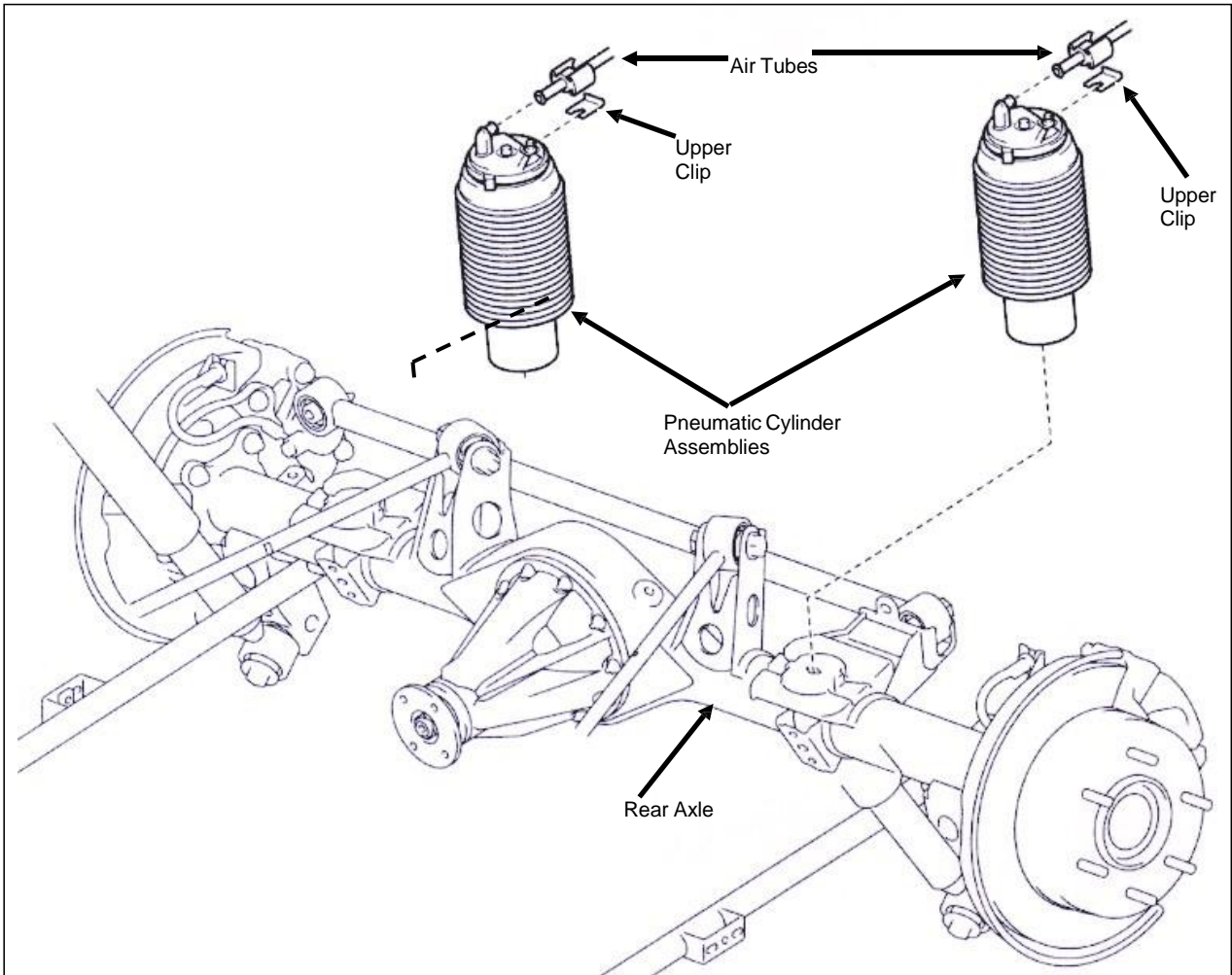
Sincerely,

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

I. OPERATION FLOW CHART



II. LOCATION OF AFFECTED PARTS



III. AFFECTED VIN RANGE

Model	Year	VIN Range	
		VDS	Ranges
GX 470	2003	BT20X	0001032 - 0005484

NOTE: Always consult Dealer Daily or TIS to confirm VIN eligibility and to assure the SSC is applicable. This will verify the vehicle is involved and has not already been completed by another dealer. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected.

IV. PREPARATION

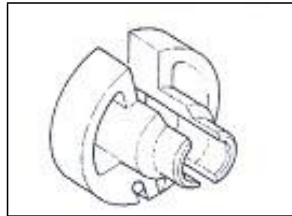
A. PARTS

Part No.	Part Name	Qty.
04003-10135	Lower Air Suspension Clip Kit	1

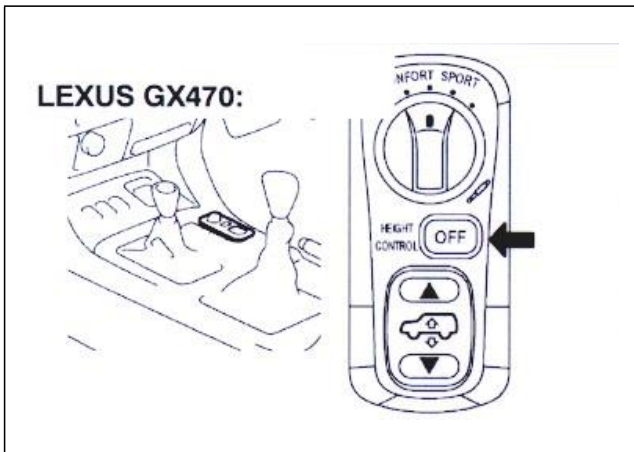
NOTE: If the Suspension Clip Kit is no longer available, dealers may order and install the right and left pneumatic cylinder assemblies. Reference the parts catalog for the correct part number.

B. TOOLS

- Standard Tools
- Lexus Scan Tool
- SST 09730-00010



V. WORK PROCEDURE

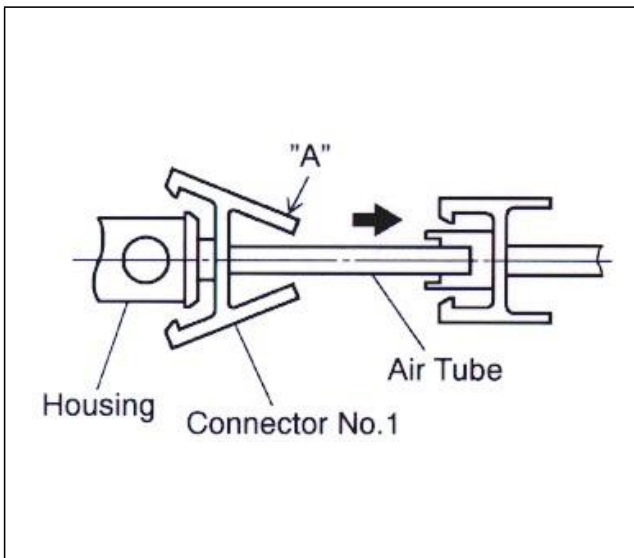


1. REAR PNEUMATIC CYLINDER ASSEMBLY REMOVAL

- a. Prior to lifting the vehicle turn height control **OFF**.
- b. Raise the vehicle on lift.

NOTE:

Do not lower the rear axle assembly. Do not perform this repair with the shock absorber removed from the vehicle.



- c. Disconnect the height control air tube from the left and right pneumatic cylinder assembly.

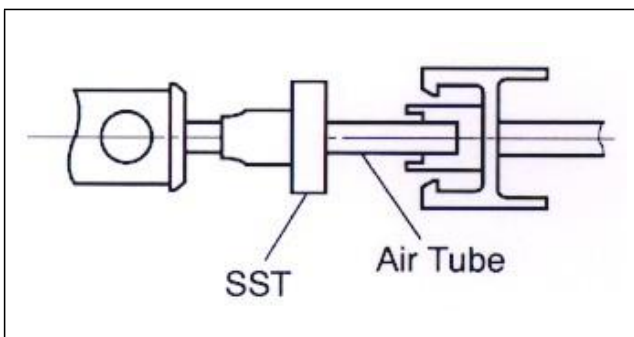
NOTE:

Only disconnect and connect the air tube by hand to avoid damage and dirt from entering the air tube.

- 1). Pinch "A" of the No. 1 connector and remove it from the housing as shown.

- d. Release the air from both pneumatic cylinder assemblies to retract them.

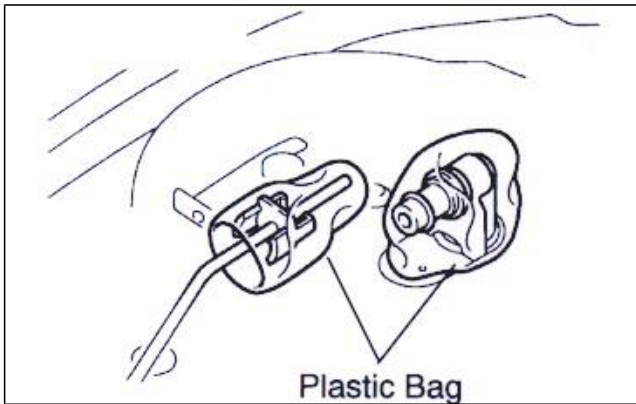
- e. Place the SST on the air tube.



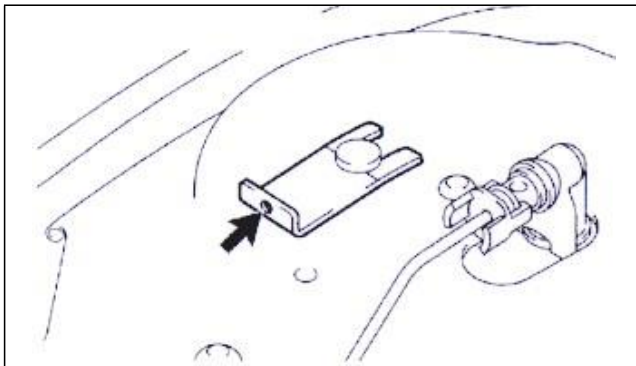
- 1). Insert the SST into the housing to expand the claw of the tube connector.
- 2). Remove the tube with the SST inserted.

NOTE:

Do not force the removal of the tube.



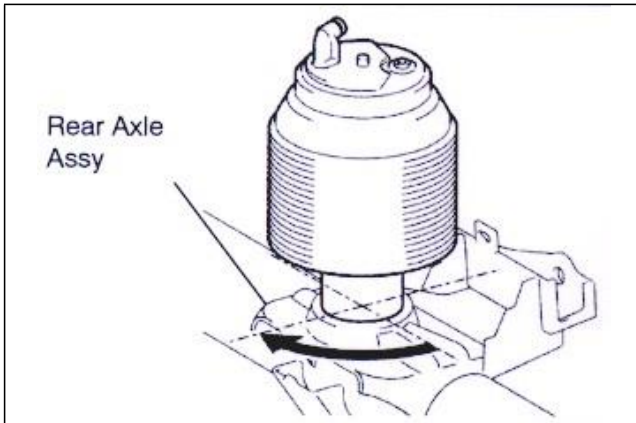
- f. Cover the left and right air tube and the pneumatic cylinder air tube port with plastic bags to prevent dirt from entering air suspension system.



- g. Remove the left and right upper clip on the pneumatic cylinders.

NOTE:

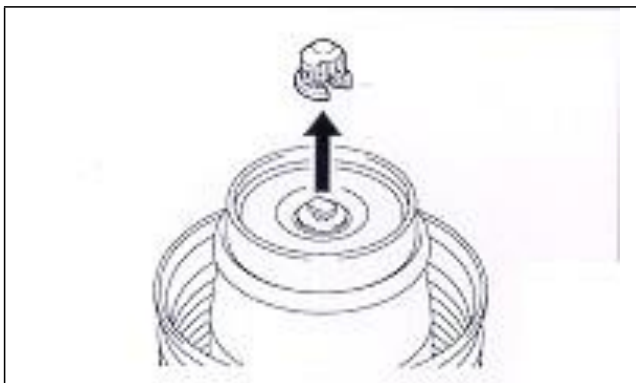
Thread a wire through the hole in the upper clip to aid in removal.



- h. Rotate the pneumatic cylinder assembly 90 degrees and remove it from the rear axle.

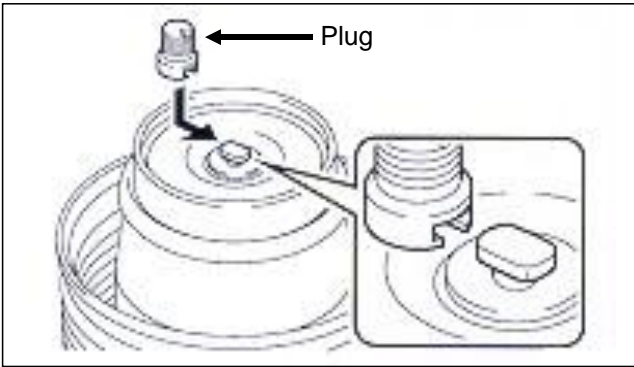
NOTE:

**Do not extend the pneumatic cylinder assembly.
Do not deform the rubber bellows.**

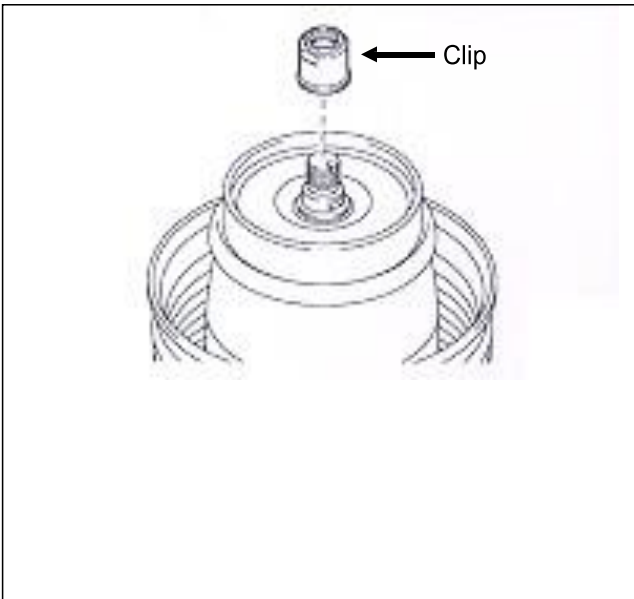


2. REPLACE THE LOWER AIR SUSPENSION CLIP

- a. Remove and discard the old plastic lower clip from the pneumatic cylinders.



- b. Slide the new metal plug onto the pneumatic cylinders as shown.



- c. Install the new lower clip on to the plug and center it on the pneumatic cylinders.
d. Tighten the clip.

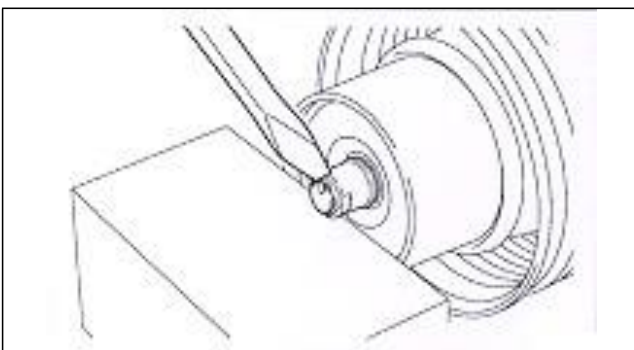
Torque:
15 N•m (155 kgf•cm, 11 ft•lbf)

NOTE:

The notches on the clip should face away from the pneumatic cylinder.

Placing the pneumatic cylinders in a vise could damage it.

When installed correctly, the clip will tighten down the plug on to the pneumatic cylinder.

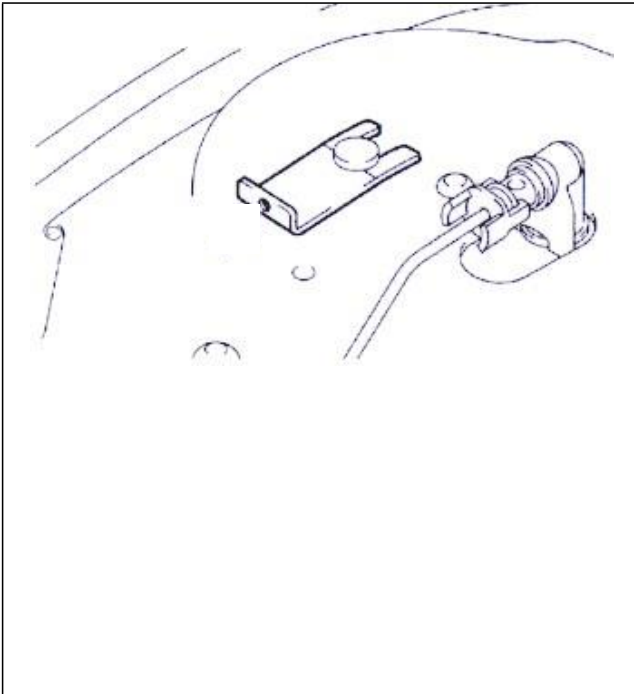


- e. Using a hammer and chisel, stake the holders as shown.

NOTE:

Support the pneumatic cylinder using a wooden block to prevent damage to the cylinder.

Do not hold the pneumatic cylinder in a vice.



3. REINSTALL THE PNEUMATIC CYLINDER ASSEMBLIES

- a. Reinstall the left and right pneumatic cylinders.

NOTE:

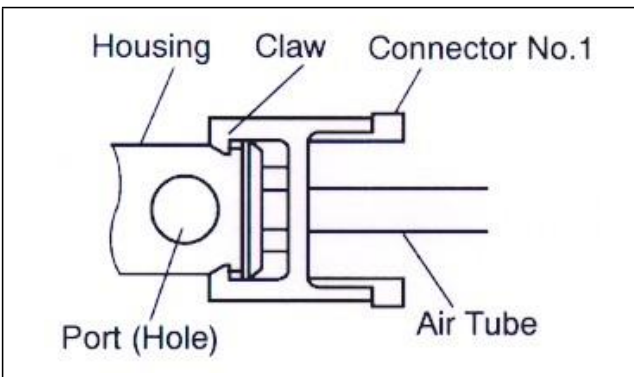
The air tube port faces the rear of the vehicle.

The left and right pneumatic cylinders are not interchangeable. The top of each cylinder is marked L or R.

- b. Reinstall the left and right upper clip.

NOTE:

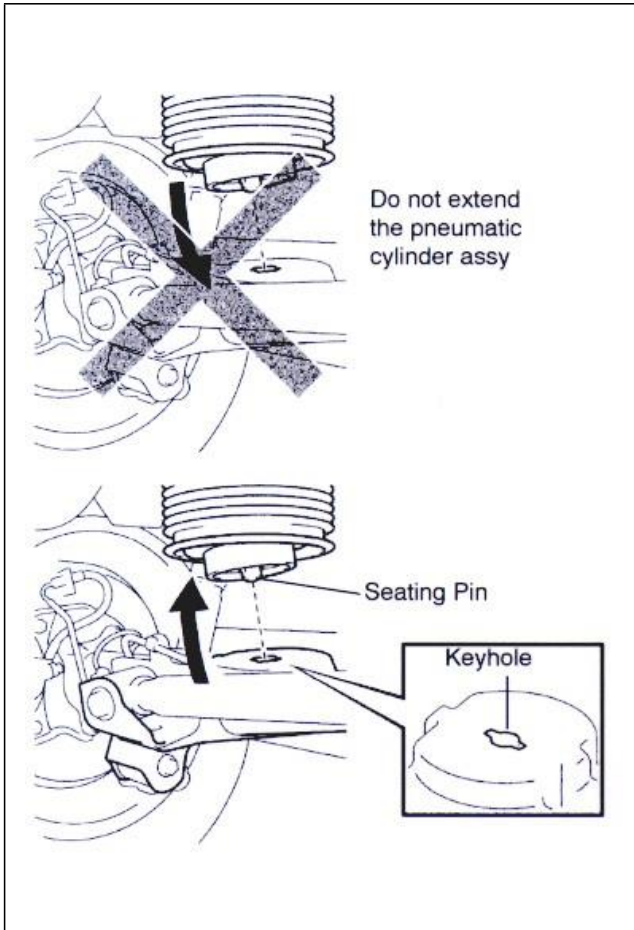
Ensure that the upper clip is properly installed onto the cylinder.



- c. Reconnect the height control air tubes.
 - 1). Reinstall connector No. 1 into the housing until a "click" is heard.

NOTE:

After installing connector No. 1 carefully tug on the air tube to ensure that the connector is properly engaged.

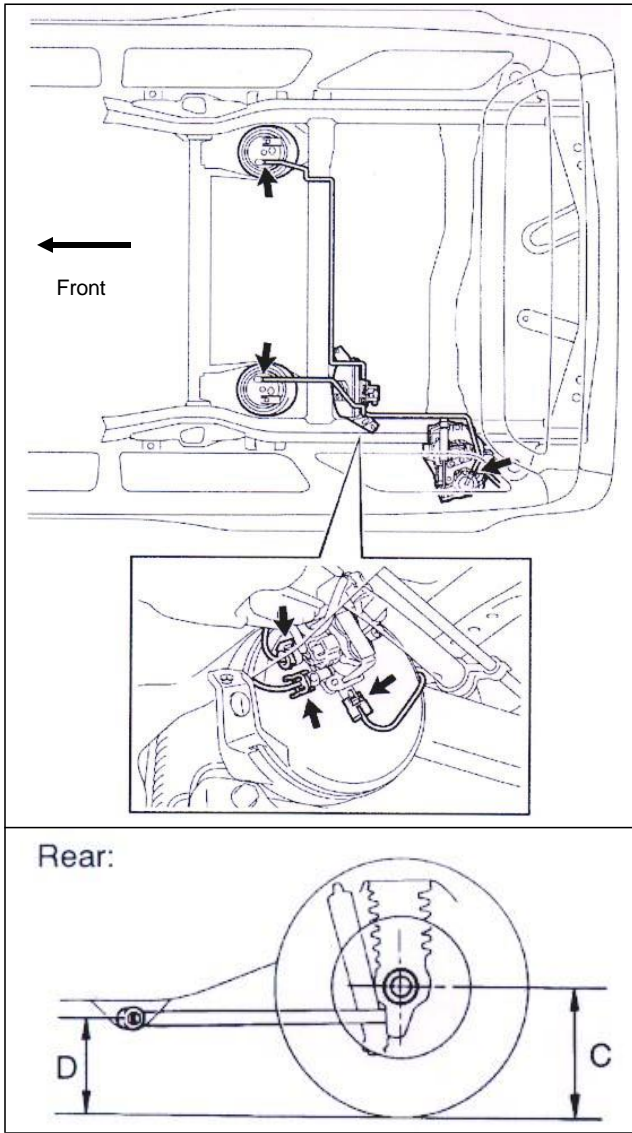


- d. Lower the vehicle until the tires touch the ground.
- e. Continue lowering the vehicle until the bottom of the pneumatic cylinders touches the rear axle.
- f. Align the seating pin on the pneumatic cylinders with the rear axle and install the cylinders onto the rear axle.
- g. Lower the lift clear of the vehicle. Be careful as the pneumatic cylinder assemblies could be damaged if not aligned correctly.

NOTE:

Do not extend the pneumatic cylinders to engage the cylinder onto the rear axle; they will be damaged.

Ensure that the pneumatic cylinder diaphragm has not been deformed. Ensure that the seating pin is correctly seated into the rear axle.



4. CHECK AIR TUBE CONNECTIONS FOR LEAKS

- a. Start the engine
- b. Turn the air suspension system “ON” to replenish the air suspension system.
- c. Place the height control on “HIGH”. Allow enough time for the air suspension system to raise the vehicle to full height.
- d. Stop the engine.
- e. Raise the vehicle.
- f. Apply soapy water to the connections shown and check for any leakage.

5. ADJUST VEHICLE HEIGHT

- a. Place the vehicle on a level surface.
- b. Place the height control switch in the “OFF” position.
- c. Measure the vehicle height as shown on the left and right sides. (C-D measurement).

NOTE:

When adjusting the vehicle height do not load and unload the vehicle this will cause the vehicle height to change.

The maximum allowable difference between the left and right is 10mm (0.39 in.).

Rear
C - D
77.1 mm (3.04 in.)

- d. If the vehicle height is not with in specifications lift the frame of the vehicle.
- e. Using the Lexus Scan Tool.
 - 1). Turn the ignition switch to the “ON” position.
 - 2). Measure the left and right vehicle height sensor values.

NOTE:

Maximum difference between measurement C – D and the sensor values cannot exceed 5 mm (0.20 in). Maximum difference between the left and right is 5 mm (0.20).

- f. If the vehicle height differs beyond the specifications, the height control sensor needs to be adjusted.
 - 1). Loosen the nut.
 - 2). Slide the height control sensor up and down.
 - 3). Adjust the vehicle height (C – D measurement) while monitoring the scan tool values.
 - 4). Tighten the nut.

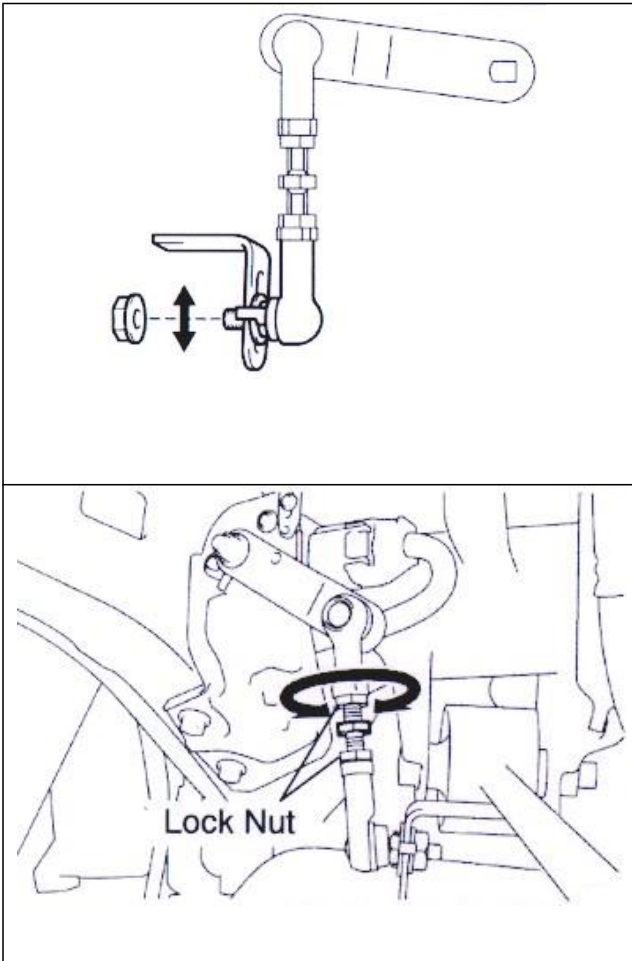
Torque:

5.4 N·m (55 kgf·cm, 48 in·lbf)

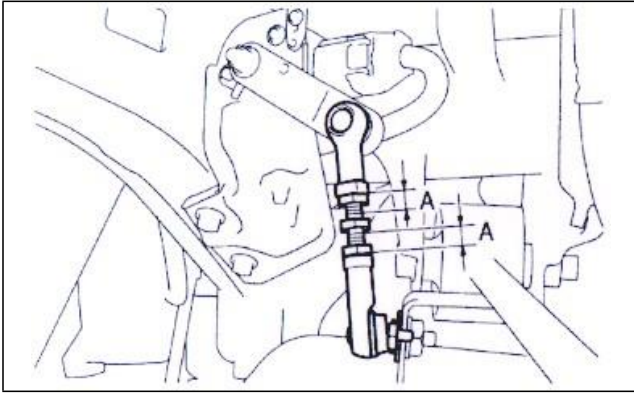
- g. If the vehicle height cannot be corrected as outlined in step f. Adjust the height control sensor link.
 - 1). Loosen the 2 lock nuts for the height control link
 - 2). Adjust the vehicle height (C – D measurement) by turning the link while monitoring the scan tool values.
 - 3). Tighten the 2 lock nuts.

Torque:

5.4 N·m (55 kgf·cm, 48 in·lbf)



2003 GX 470 Rear Air Suspension



- 4). Check that measurement “A” is within the standard value.

Standard Length:

6.5 – 15.0 mm (0.26 – 0.59 in.)

- h. Operate the vehicle height control system:
- Normal to High
- then
- High to Normal
- i. Measure the left and right vehicle height again (C – D measurement)
- j. Check that vehicle height and left & right measurements are within specifications.

NOTE:

If the values are still out of specifications repeat steps e to i.

VI. SSC COMPLETION LABEL INSTALLATION

1. After completing the repair and before returning the vehicle to the owner, an SSC completion label that is enclosed in the owner’s notification letter must be affixed to the left front door hinge post near the check strap.

2. The label is to be filled out as follows:

- Write in SSC 3LC.
- Write in the date the repair was performed.
- Write in your dealer code.

SSC	Date
DEALER CODE NO.	
00410-01917	

3. Additional SSC completion labels, in sheets of 50 (P/N 00410-01917), may be ordered through the non-parts system on a 1450 order form or through the TDN system.