



Original Publication Date: January 9, 2019

To: All Lexus Dealer Principals, General Managers, Service Managers, Parts Managers, and Warranty Administrators

SPECIAL SERVICE CAMPAIGN JLE (Remedy Notice)

**Certain 2018 Model Year LS 500 Vehicles
Engine ECU Software Update**

Model / Years	Production Period	Approximate Total Vehicles
2018 LS 500	Early July 2017 - Mid-February 2018	2,430

Condition

The engine ECU (electronic control unit) in the subject vehicles has improper programming which, under certain operating conditions, may result in improper emissions control for a short period following a cold start and can lead to the illumination of the malfunction indicator lamp. This issue does not affect other engine operating conditions.

NOTE: This condition will set Diagnostic Trouble Code P050B.

Remedy

Any authorized Lexus dealer will perform a software update to the engine ECU **FREE OF CHARGE**.

Covered Vehicles

There are approximately 2,430 vehicles covered by this Special Service Campaign. Approximately 10 vehicles covered by this Special Service Campaign were distributed to Puerto Rico.

Owner Letter Mailing Date

Lexus will begin issuing in-vehicle head unit notifications to vehicles that have a multimedia head unit which is compatible with the in-vehicle head unit notification in January 2019. For certain vehicles, vehicle lacking a compatible head unit, and for vehicle whose head unit notification has not been read, Lexus will mail an owner notification at a later date in 2019. A sample of this 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 Special 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.

Dealer Inventory Procedures

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

To ensure customer satisfaction, Lexus requests that dealers complete this Special Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Special Service Campaign prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Special Service Campaign.

Lexus expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Lexus and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state: "Disclosure Form JLE" and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.lexus.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

L / Certified Vehicles

The L / Certified policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as an L / Certified vehicle until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Customer Handling and Remedy Procedures

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Special Service Campaign. 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 Guest Experience Center at 1-800-255-3987 - Monday through Friday, 7:00 am to 7:00 pm, Saturday 8:00 am to 5:00 pm Central Time.

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 Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

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 Technician
- Senior Technician
- Master Technician

Always check which technicians can perform the repair by logging on to <https://LCTPReports.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

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.

Vehicles Emission Recall Proof of Correction Form (California only)

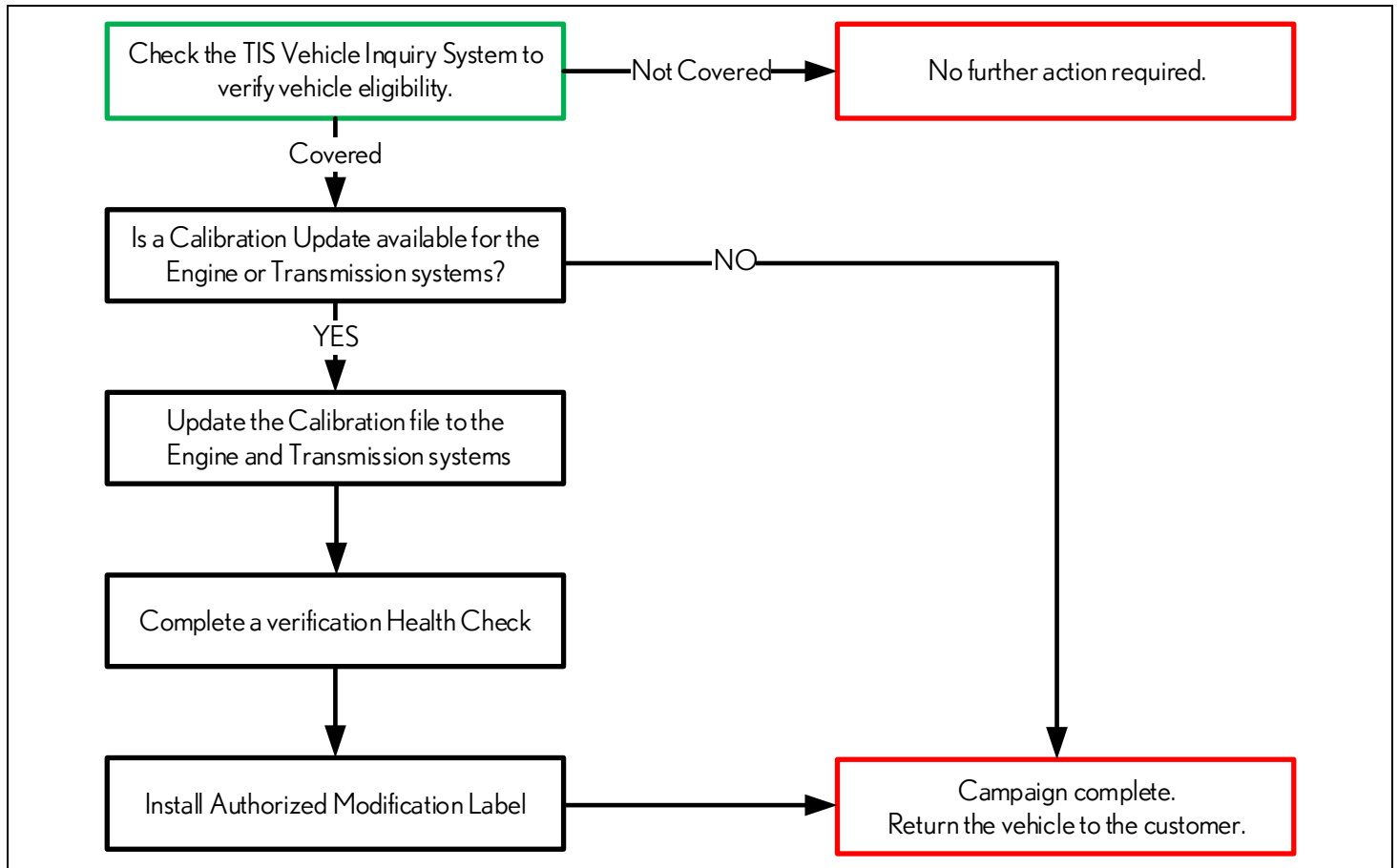
As this Special Service Campaign includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. ***It is important to note 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).

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by August 31, 2019. If the vehicle owner's warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

The image shows a form titled "Vehicle Emission Recall – Proof of Correction". The form is designed for California dealers to use after completing repairs on vehicles affected by an emission recall. It includes fields for License Number, Make, Year Model, Body Type, and Vehicle Identification Number (VIN). Below these fields, there are sections for Manufacturer and Recall Number, with a note stating: "The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws." The form also has fields for Dealer's Name, Address, City, State and Zip, Date, and Dealership's Authorized Signature. At the bottom, it instructs: "Return this certificate to DMV only when required – otherwise retain for your records." and includes a small reference number "MDC 00410-92007".

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
JLE001	Inspect Calibration ID. + Perform software update.	0.9
JLE002	Inspect Calibration ID. + Software update is not required (Vehicle already has latest calibration ID).	0.5

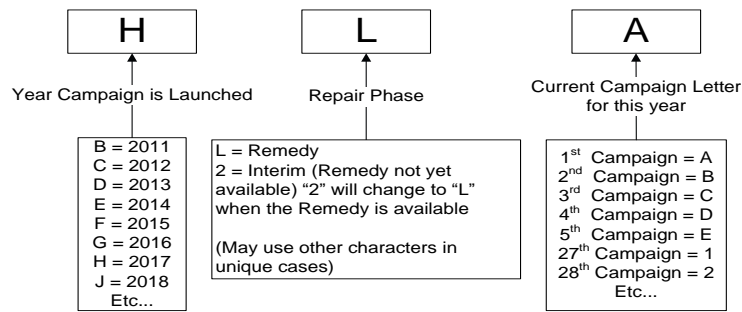
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Lexus' usual customer care amenities of car wash and fuel fill-up apply to this Special Service Campaign. Additionally, a maximum of one day of rental vehicle expense (at a maximum rate of \$45.00 per day) while the vehicle is being remedied or the cost of pick-up and redelivery of the customer's car may be claimed if required and subject to the guidelines published in the Safety Recall and Special Service Campaign General Procedures document on TIS.

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Special Service Campaign. This claim filing information is used by Lexus for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Campaign Designation / Phase Decoder



Examples:

C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012.

EOA = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014.

JOA = Launched in 2018, Remedy Phase, 1st Campaign Launched in 2018.

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 cooperation.

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

SPECIAL SERVICE CAMPAIGN JLE (*Remedy Notice*)

Certain 2018 Model Year LS 500 Vehicles Engine ECU Software Update

Frequently Asked Questions

Original Publication Date: January 9, 2019

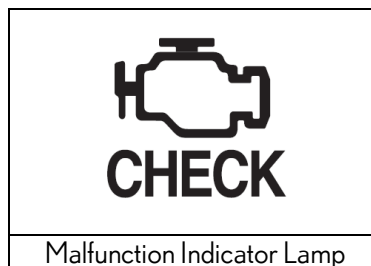
Q1: *What is the condition?*

A1: The engine ECU (electronic control unit) in the subject vehicles has improper programming which, under certain operating conditions, may result in improper emissions control for a short period following a cold start and can lead to the illumination of the malfunction indicator lamp. This issue does not affect other engine operating conditions.

NOTE: This condition will set Diagnostic Trouble Code P050B.

Q1a: *Are there any symptoms of this condition?*

A1a: If the condition exists, the malfunction indicator lamp will illuminate in the instrument panel cluster and diagnostic trouble code P050B will be set.



Q2: *What is Lexus going to do?*

A2: Lexus will begin issuing in-vehicle head unit notifications to vehicles with a compatible multimedia head unit in January 2019. For certain vehicles, and for vehicles lacking a compatible head unit, Lexus will mail an owner notification letter at a later date in 2019. The head unit notifications and mailed notifications will advise owners to make an appointment with their authorized Lexus dealer to have a software update performed to the engine ECU **FREE OF CHARGE**.

NOTE (Customers who live in the state of California)

The state of California requires the completion of Safety Recalls / 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 **FREE** Special Service Campaign, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of 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.

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.

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

A3: There are approximately 2,430 vehicles covered by this Special Service Campaign.

Model Name	Model Year	Production Period
LS 500	2018	Early July 2017 – Mid-February 2018

Q3a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign in the U.S.?*

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign.

Q4: *How long will the repair take?*

A4: The software update takes approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

Q5: *How does Lexus obtain my mailing information?*

A5: 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.

Q6: *What if I have additional questions or concerns?*

A6: If you have additional questions or concerns, please contact the Lexus Guest Experience Center at (1-800-255-3987) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 8:00 am to 5:00 pm Central Time.



Certain 2018 Model Year Lexus LS 500 Vehicles
Engine ECU Software Update
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?

The engine ECU (electronic control unit) in the subject vehicles has improper programming which, under certain operating conditions, may result in improper emissions control for a short period following a cold start and can lead to the illumination of the malfunction indicator lamp. This issue does not affect other engine operating conditions.

What will Lexus do?

Any authorized Lexus dealer will perform a software update to the engine ECU **FREE OF CHARGE** to you.

What should you do?

Before you are inconvenienced by this condition, any authorized Lexus dealer will perform the software update to the engine ECU **FREE OF CHARGE** to you.

Please contact your authorized Lexus dealer to make an appointment to have the software update performed. The remedy will take approximately one hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period.

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

The state of California requires the completion of Safety Recalls / 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 Resources Board (CARB) will not allow your vehicle to be registered. State of 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.

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.

What if you have other questions?

- *Your local Lexus dealer will be more than happy to answer any of your questions.*
- For more information on this and other campaigns, please visit www.lexus.com/recall.
- If you require further assistance, you may contact the Lexus Guest Experience Center at 1-800-255-3987 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 6:00 pm Eastern Time.

If you would like to update your vehicle ownership or contact information, please visit <http://drivers.lexus.com/lexusdrivers>. 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, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE



Lexus, A Division of Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for L/Certified units.

This vehicle is involved in a Special Service Campaign. At this time, remedy parts are not available, and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Lexus dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature _____

Lexus recommends that you register with the Lexus Drivers Community at <http://www.lexus.com/drivers/> and regularly check recall applicability using www.lexus.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model _____

Model Year _____

Customer Information

Customer Name _____

Customer Email _____

Customer Address _____

Home Phone # _____

Mobile Phone # _____

Date _____

Please provide this information so that Lexus or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit www.lexus.com/drivers or contact us at 1-800-255-3987.

Dealer Information

Dealer Name/Address _____

Dealer Code _____

Dealer Phone Number _____

Dealer Staff Name _____

Dealer Staff Signature _____