

LEXUS

◀ IMPORTANT UPDATE ▶

Lexus Fixed Operations

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

DATE	TOPIC
April 16, 2019	<ul style="list-style-type: none">• UIO quantities and production ranges have been updated to reflect added vehicles.
November 26, 2018	<ul style="list-style-type: none">• Owner notification section has been updated.• CAL ID clarification has been provided in the Op Code section.

The most recent update in the attached Dealer Letter will be highlighted with a red box.

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



Original Publication Date: October 31, 2018

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

SPECIAL SERVICE CAMPAIGN JLH (*Remedy Notice*)

Certain 2018 Model Year LS 500 and LS 500h
 Certain 2018 Model Year NX 300 and NX 300h
 Certain 2018 Model Year RX 350L and RX 450hL
 Certain 2017 - 2018 Model Year RX 350 and RX 450h
 Intelligent Clearance Sonar (ICS) System Reprogram

	Production Period	Approximate Total Vehicles
2018 LS 500	Early July 2017 - Late June 2018	6,700
2018 LS 500h	Early February 2017 - Mid June 2018	300
2018 NX 300/NX 300h	Early June 2017 - Mid May 2018	36,000
2018 RX 350L	Early August 2017 - Late April 2018	16,800
2018 RX 450hL	Mid-October 2017 - Late April 2018	1,200
2017-2018 RX 350	Early August 2016 - Early July 2018	160,500
2017 - 2018 RX 450h	Late August 2016 - Early July 2018	16,000

Condition

The involved vehicles are equipped with Intelligent Clearance Sonar (ICS). Due to improper software programming in the ICS system, the ICS system may improperly activate when an involved vehicle enters certain types of carwash facilities and is placed into neutral. If the ICS system activates, the ICS system will exhibit warnings and the system may apply the brakes.

Remedy

Any authorized Lexus dealer will reprogram the ICS Electronic Control Unit software **FREE OF CHARGE**.

Covered Vehicles

There are approximately **237,500** vehicles covered by this Special Service Campaign. Approximately 380 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

Note: Lexus added approximately 3,500 vehicles to this campaign. These vehicles will be included in the campaign effective April 16, 2019 and will utilize the same repair described above.

Owner Letter Mailing Date

In our continuing effort to encourage increased customer participation in Special Service Campaigns, Lexus will be piloting a new method for contacting customers whose vehicles have compatible multimedia head units in Special Service Campaign JLH. This new method will leverage the Notification application in vehicles with these head units. Lexus will begin to notify owners via this new process in late November 2018.

For vehicles that either do not have a head unit that can receive these notifications or for vehicles whose head unit notification has not been read, we will mail these owners starting in late December 2018. Vehicles that receive the message, but have not been repaired, will receive an owner letter at a later date in 2019. A sample of the owner notification letter has been included for your reference.

For the vehicles added in April 2019, we plan to send head unit messages to applicable head units in April 2019. Owner mailings are also planned for a later date in 2019 following the same method described above.

Reference Dealer Daily message JLH - Head Unit Notification Announcement for more details regarding head unit messaging.

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 JLH" 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

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, Parts Ordering, 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 (1-800-255-3987) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 6:00 pm Eastern 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

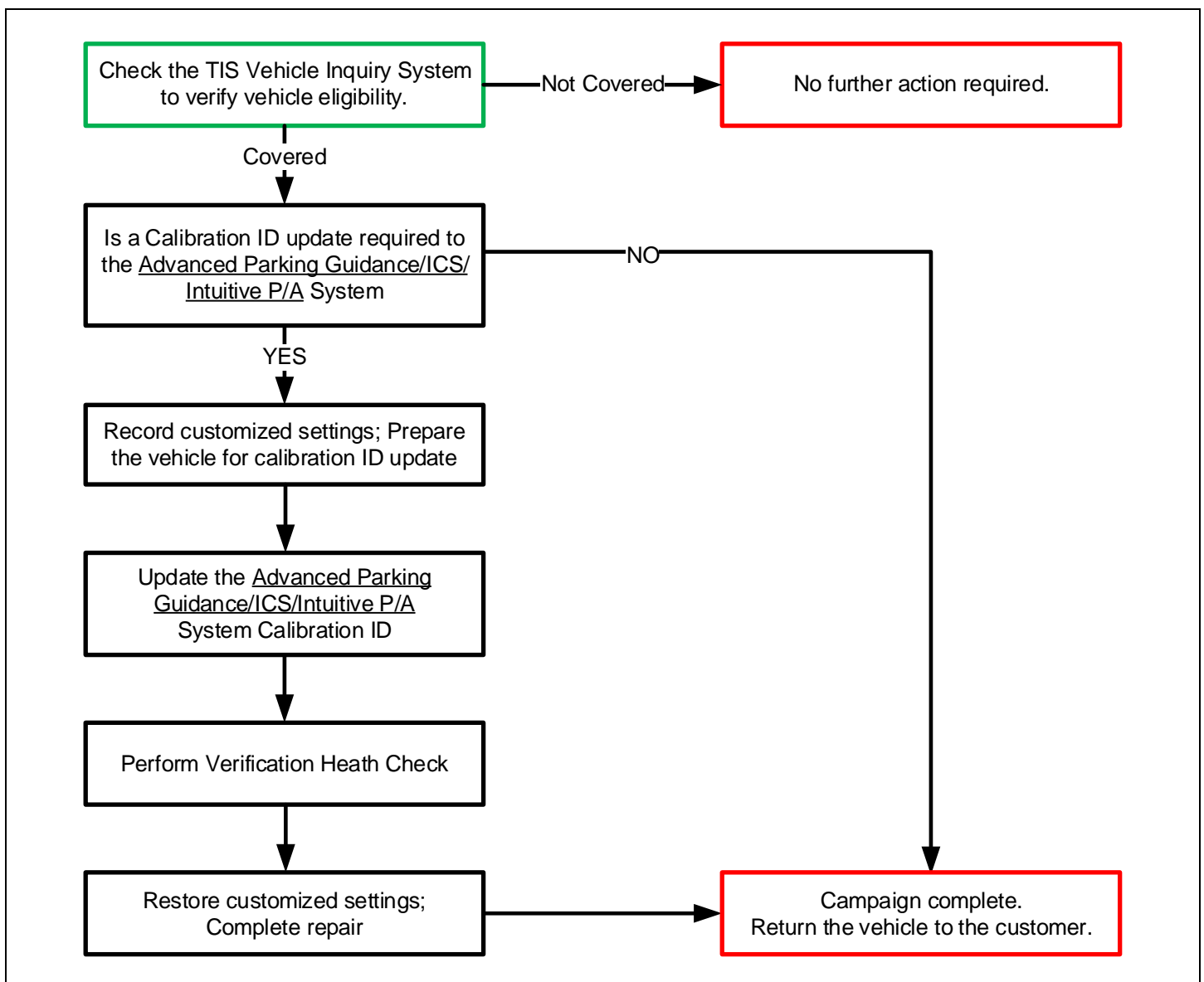
Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

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.

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



Op Code	Model	Description	Flat Rate Hours
JLH001	LS	Reprogram the ICS ECU	0.9 hrs/veh
JLH002	RX	Reprogram the ICS ECU	0.6 hrs/veh

JLH003	NX	Reprogram the ICS ECU	0.6 hrs/veh
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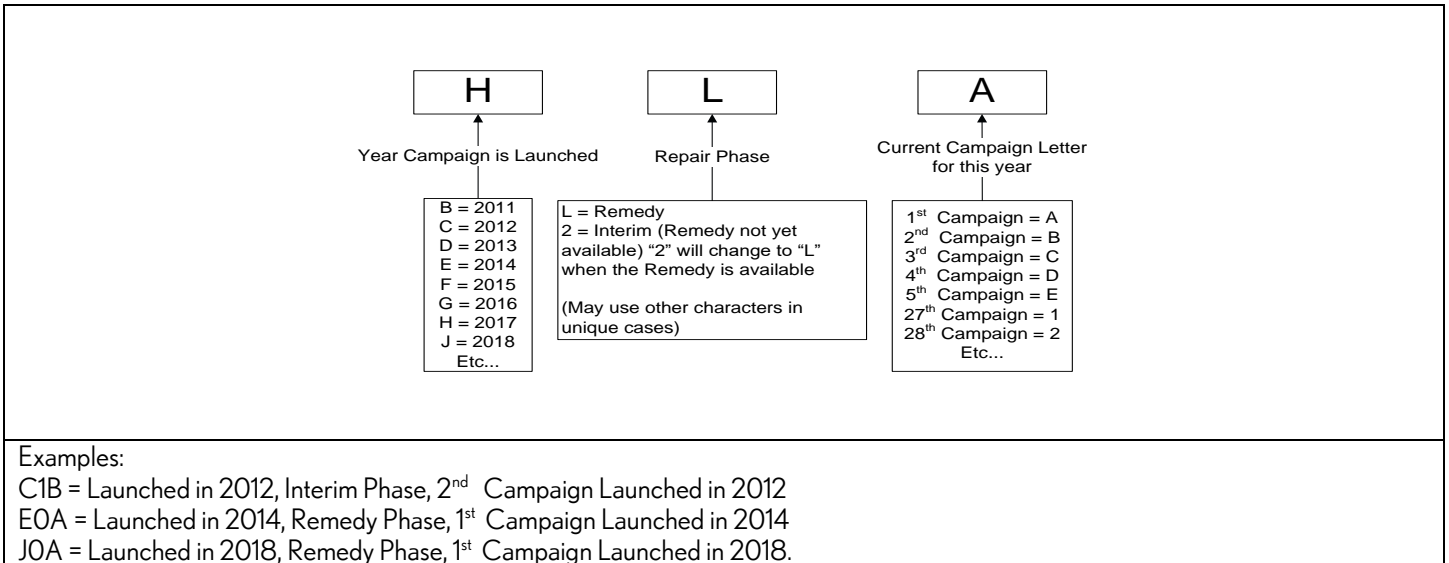
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the rare cases that the ICS ECU contains the latest calibration ID (no software update is necessary), use op code JLH001/JLH002/JLH003.

Lexus' usual customer care amenities of car wash and fuel fill-up apply to this Special Service Campaign. Additionally, one day of rental vehicle expense (to a maximum of \$45/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



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 JLH (*Remedy Notice*)

Certain 2018 Model Year LS 500 and LS 500h
Certain 2018 Model Year NX 300 and NX 300h
Certain 2018 Model Year RX 350L and RX 450hL
Certain 2017 - 2018 Model Year RX 350 and RX 450h
Intelligent Clearance Sonar (ICS) System Reprogram
Special Service Campaign

Frequently Asked Questions

Original Publication Date: **October 31, 2018**

◀ IMPORTANT UPDATE ▶

DATE	TOPIC
04/16/2019	• UIO quantities and production ranges have been updated to reflect added vehicles.

*The most recent update will be highlighted with a **red box**.*

Q1: *What is the condition?*

A1: The involved vehicles are equipped with Intelligent Clearance Sonar (ICS). Due to improper software programming in the ICS system, the ICS system may improperly activate when an involved vehicle enters certain types of carwash facilities and is placed into neutral. If the ICS system activates, the ICS system will exhibit warnings and the system may apply the brakes.

Q1a: *What is the ICS system?*

A1a: This system restricts engine torque and provides temporary brake support while travelling at speeds less than 10 mph (such as when parking) when an obstacle is detected in front of or behind the vehicle, depending on the direction of travel.

Q1b: *Are there any indicators when the ICS system activates?*

A1b: Yes. For this specific condition, when an obstacle is determined to be close to the vehicle, an audible buzzer sounds, and a warning illustration is shown on the multi-information display indicating the location of obstacle. If the system restricts engine torque or provides temporary braking support, an additional "BRAKE!" warning message will be displayed on the multi-information display (MID).

Q1c: *Is it possible to turn off the ICS system?*

A1c: Yes. The Settings menu inside of the multi-information display allows for the ICS system to be toggled on and off.

Q2: *What is Lexus going to do?*

A2: Lexus will send an owner notification by first class mail starting in mid-November 2018, advising owners to make an appointment with their authorized Lexus dealer to reprogram the ICS Electronic Control Unit **FREE OF CHARGE**.

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

A3: There are approximately **237,500** vehicles covered by this Special Service Campaign.

	Production Period	Approximate Total Vehicles
2018 LS 500	Early July 2017 - Late June 2018	6,760
2018 LS 500h	Early February 2017 - Mid June 2018	330
2018 NX 300/NX 300h	Early June 2017 - Mid May 2018	35,290
2018 RX 350L	Early August 2017 - Later April 2018	16,780
2018 RX 450hL	Mid-October 2017 - Late April 2018	1,220
2017-2018 RX 350	Early August 2016 - Early July 2018	160,770
2017 - 2018 RX 450h	Late August 2016 - Early July 2018	16,350

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

A3a: Yes. There are approximately 175,200 Toyota vehicles covered by this Special Service Campaign.

Q4: *How long will the repair take?*

A4: The repair takes approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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, 8:00 am to 8:00 pm, Saturday 9:00 am to 6:00 pm Eastern Time.



Certain 2018 Model Year LS 500 and LS 500h
Certain 2018 Model Year NX 300 and NX 300h
Certain 2018 Model Year RX 350L and RX 450hL
Certain 2017 - 2018 Model Year RX350 and RX450h
Intelligent Clearance Sonar (ICS) System Reprogram
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 involved vehicles are equipped with Intelligent Clearance Sonar (ICS). Due to improper software programming in the ICS system, the ICS system may improperly activate when an involved vehicle enters certain types of carwash facilities and is placed into neutral. If the ICS system activates, the ICS system will exhibit warnings and the system may apply the brakes.

What will Lexus do?

Any authorized Lexus dealer will reprogram the ICS Electronic Control Unit **FREE OF CHARGE**.

What should you do?

Before you are inconvenienced by this condition, any authorized Lexus dealer will perform the software update **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 45 minutes. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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 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 _____