



Original Publication Date: May 2, 2019

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

SPECIAL SERVICE CAMPAIGN JLG (Remedy)

Certain 2010 Model Year Lexus GX 460 Air Injection Pumps and Air Switching Valves

Model / Years	Production Period	Approximate Total Vehicles
2010 GX 460	Late July 2009 - Early August 2010	10,900

Condition

There is a possibility that moisture in the air may cause a filter in the vehicle emissions system to degrade. This degradation could cause damage to other parts of the vehicle emission system and illuminate the check engine light (Malfunction Indicator Light).

Remedy

Any authorized Lexus dealer will replace the filter in the air injection pump with one of an improved design and replace the air switching valves in the vehicle emissions system **FREE OF CHARGE**. The dealer will also inspect the air injection pump for damage and may replace the air injection pump, as needed, **FREE OF CHARGE**.

Covered Vehicles

There are approximately 10,900 vehicles covered by this Special Service Campaign. There are approximately 80 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

Owner Letter Mailing Date

Lexus will begin to notify owners in mid-May 2019. 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 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 JLG" 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 L/Certified 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 at 1-800-255-3987 Monday – Friday, 8:00 am to 8:00 pm, or 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.

Parts Ordering Process

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Campaign Parts Order Request (CPOR). As the parts inventory changes, the ordering process may change. Please check the Lexus Special Activities CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

Part Number	Part Description	Quantity															
04006-37138	Air Switching Valve Kit* (required on all repairs)	1															
04008-3520C	Air Pump Repair Kit** (required on most repairs)	1															
17610-0C040	Assembly, Air Pump*** (used on very few repairs)	1															
<table border="1"> <thead> <tr> <th>Part Number</th> <th>*Air Switching Valve Kit Contains:</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>25701-38100</td> <td>Valve Set, Emission Control, No.2</td> <td>1</td> </tr> <tr> <td>25702-38050</td> <td>Valve Set, Emission Control, No.1</td> <td>1</td> </tr> <tr> <td>17613-31010</td> <td>Cover, Air Pump</td> <td>1</td> </tr> <tr> <td>17376-38030</td> <td>Gasket, Air Tube, No.1</td> <td>2</td> </tr> </tbody> </table>			Part Number	*Air Switching Valve Kit Contains:	Quantity	25701-38100	Valve Set, Emission Control, No.2	1	25702-38050	Valve Set, Emission Control, No.1	1	17613-31010	Cover, Air Pump	1	17376-38030	Gasket, Air Tube, No.1	2
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***The Air Pump assembly will need to be replaced only in rare cases, depending on the inspection results.

Note: Warranty will only reimburse the dealership for the cost of the kit. Claims for individual parts listed will be denied.

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

Always check which technicians can perform the recall remedy 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)

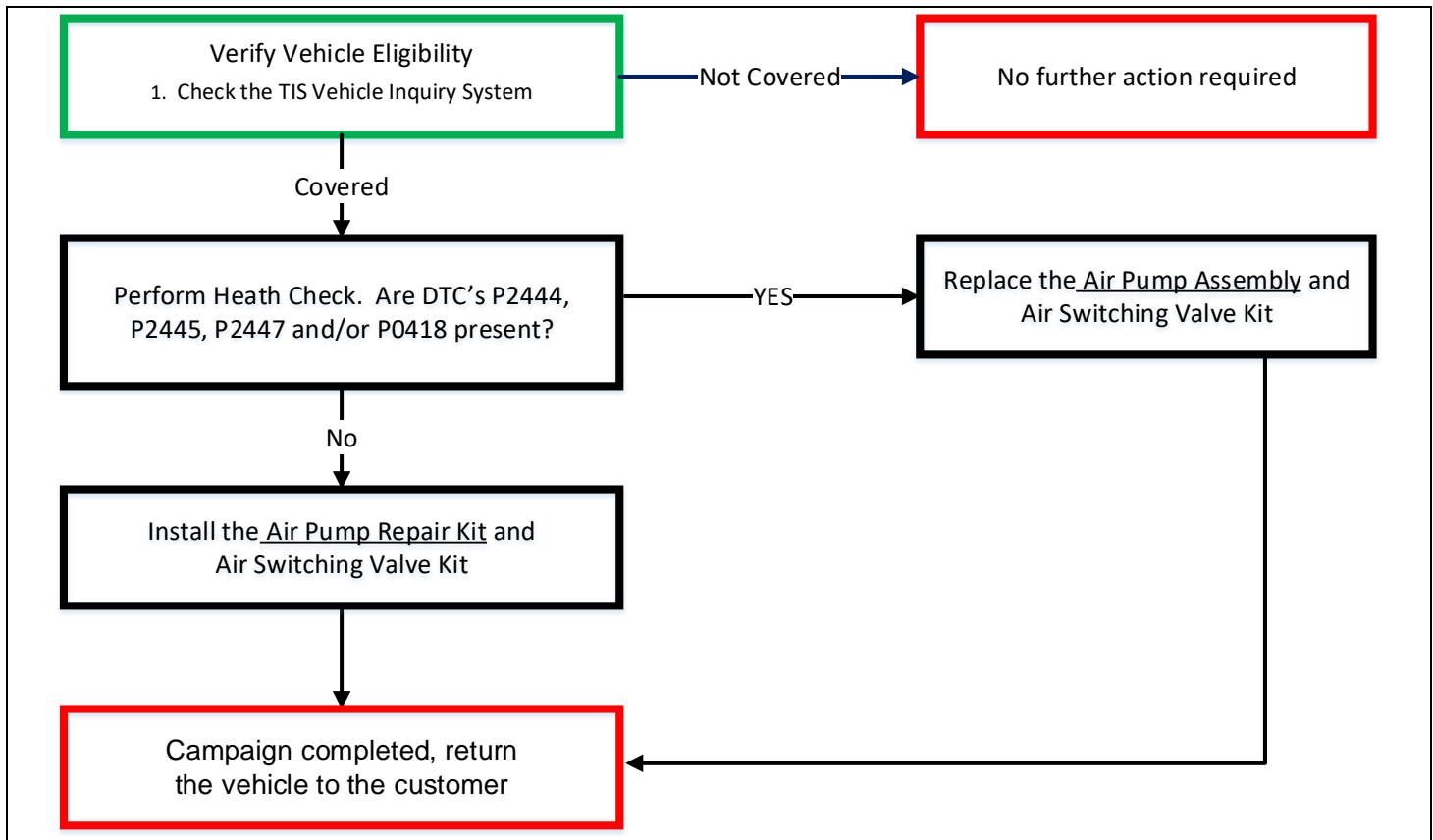
As this Special Service Campaign includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall - Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. **It is important to note 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 November 30, 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.



Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
JLG001	Install the air pump repair kit and replace the air switching valve	2.4
JLG002	Replace the air pump assembly and the air switching valve	2.4

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

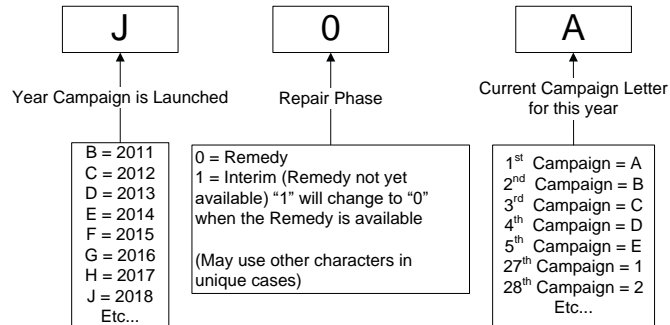
Claim Filing Accuracy and Correction Requests

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.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

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, USA, INC.



SPECIAL SERVICE CAMPAIGN JLG (Remedy)

Certain 2010 Model Year Lexus GX 460
Air Injection Pumps and Air Switching Valves

Frequently Asked Questions
Original Publication Date: May 2, 2019

Q1: What is the condition?

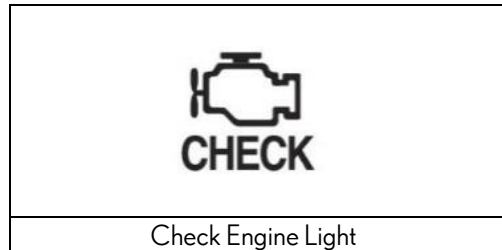
A1: There is a possibility that moisture in the air may cause a filter in the vehicle emissions system to degrade. This degradation could cause damage to other parts of the vehicle emission system and illuminate the check engine light (Malfunction Indicator Light).

Q1a: What parts of the vehicle emissions system are affected and what is their function?

A1a: The degradation of the filter in the air injection pump could damage the air injection pump and the air switching valves. These parts are designed to pump fresh air into the exhaust stream during a cold engine start. This helps speed the catalytic converter warm up time and helps reduce cold start emissions.

Q2: Are there any warnings that this condition exists?

A2: Yes. If the condition has occurred, the check engine light (Malfunction Indicator Light) will illuminate.



NOTE: It is possible for the check engine light above to be illuminated for another reason, unrelated to this Special Service Campaign.

Q3: What is Lexus going to do?

A3: Lexus will send an owner notification by first class mail starting in mid-May 2019, advising owners to make an appointment with their authorized Lexus dealer to have the dealer replace the filter in the air injection pump with one of an improved design and replace the air switching valves in the vehicle emissions system **FREE OF CHARGE**. The dealer will also inspect the air injection pump for damage and may replace the air injection pump, as needed, **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.

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

A4: There are approximately 10,900 vehicles covered by this Special Service Campaign.

Model Name	Model Year	Production Period
GX 460	2010	Late July 2009 - Early August 2010

Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign in the U.S.?

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign.

Q4b: Lexus previously sent me a letter about Warranty Enhancement Program ZLH which involves the same components. Is my vehicle still covered by this Warranty Enhancement Program?

A4b: Yes, the Warranty Enhancement Program coverage still applies. However, Lexus recommends that you make an appointment for the new Special Service Campaign JLG at your earliest convenience.

Q5: How long will the repair take?

A5: The repair takes approximately two and a half hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: What if I previously paid for repairs related to this Special Service Campaign?

A6: Reimbursement consideration instructions will be provided in the owner letter.

Q7: How does Lexus obtain my mailing information?

A7: 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.

Q8: What if I have additional questions or concerns?

A8: If you have additional questions or concerns, please contact the Lexus Guest Experience Center at 1-800-255-3987 Monday - Friday, 8:00 am to 8:00 pm, or Saturday 9:00 am to 6:00 pm Eastern Time.



Certain 2010 Model Year Lexus GX 460
Air Injection Pumps and Air Switching Valves
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?

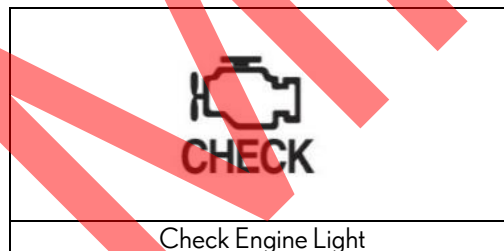
There is a possibility that moisture in the air may cause a filter in the vehicle emissions system to degrade. This degradation could cause damage to other parts of the vehicle emission system and illuminate the check engine light (Malfunction Indicator Light).

What parts of the vehicle emissions system are affected and what is their function?

The degradation of the filter in the air injection pump could damage the air injection pump and the air switching valves. These parts are designed to pump fresh air into the exhaust stream during a cold engine start. This helps speed the catalytic converter warm up time and helps reduce cold start emissions.

Are there any warnings that this condition exists?

Yes. If the condition has occurred, the check engine light (Malfunction Indicator Light) will illuminate.



NOTE: It is possible for the check engine light above to be illuminated for another reason, unrelated to this Special Service Campaign.

What will Lexus do?

Before you are inconvenienced by this condition, any authorized Lexus dealer will replace the filter in the air injection pump with one of an improved design and replace the air switching valves in the vehicle emissions system **FREE OF CHARGE**. The dealer will also inspect the air injection pump for damage and may replace the air injection pump, as needed, **FREE OF CHARGE**.

What should you do?

Please contact your authorized Lexus dealer to make an appointment to have the Air Switching Valves and Air Injection Pump or Pump Filter inspected and replaced as needed. The remedy will take approximately two and a half hours. 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, please visit <http://Lexus.com/contact> for options to contact the Lexus Guest Experience Center.

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.

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 previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair order, proof-of-payment, and ownership information to Lexus' online, self-service portal. Log-in to your Lexus Drivers account at <https://drivers.lexus.com/lexusdrivers/>, click on the "Resources" tab, select "Safety Recall and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail this information for reimbursement consideration, please use the address below:

Lexus
A Division of Toyota Motor North America, Inc.
PO Box 259001 - SSC/CSP
Mail Drop E3-2D
Plano, TX 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

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.



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 _____