



Original Publication Date: September 12, 2019

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

## LIMITED SERVICE CAMPAIGN KLG (Remedy Notice)

### Multiple Models and Model Years Safety Connect System - Vehicle Location Inaccurate

Model / Years	Production Period	Approximate Total Vehicles
2011 - 2017 Model Year CT 200h	Mid-February 2011 - Late March 2017	3,150
2013 - 2017 Model Year ES 300h	Late June 2012 - Late August 2017	9,100
2010 - 2017 Model Year ES 350	Late October 2009 - Early September 2017	44,900
2016 - 2017 Model Year GS F	Late October 2015 - Late July 2017	600
2016 - 2017 Model Year GS 200T	Late October 2015 - Early September 2017	400
2011 - 2017 Model Year GS 350	Early October 2010 - Early September 2017	12,100
2013 - 2017 Model Year GS 450h	Late February 2013 - Mid-July 2017	100
2013 - 2018 Model Year GX 460	Late September 2012 - Early August 2018	31,800
2013 - 2014 Model Year IS F	Mid-September 2012 - Mid-July 2014	20
2016 - 2017 Model Year IS 200T	Early August 2015 - Late September 2017	6,200
2010 - 2015 Model Year IS 250	Late August 2009 - Late July 2015	5,500
2011 - 2015 Model Year IS 250C	Late May 2011 - Early August 2015	700
2016 - 2017 Model Year IS 300	Late July 2015 - Early October 2017	5,700
2013 - 2017 Model Year IS 350	Late August 2012 - Early October 2017	4,000
2013 - 2015 Model Year IS 350C	Late August 2012 - Late July 2015	400
2011 - 2017 Model Year LS 460	Early July 2011 - Early August 2017	10,300
2013 - 2016 Model Year LS 600h	Mid-November 2012 - Late June 2016	60
2013 - 2017 Model Year LX 570	Late January 2013 - Late July 2017	5,350
2015 - 2017 Model Year NX 200T	Late October 2014 - Early September 2017	30,100
2015 - 2017 Model Year NX 300h	Late October 2014 - Late August 2017	1,900
2015 - 2017 Model Year RC F	Mid-September 2014 - Late June 2017	1,200
2016 - 2017 Model Year RC 200T	Early October 2015 - Mid-November 2017	1,100
2016 - 2017 Model Year RC 300	Early October 2015 - Early November 2017	1,100
2015 - 2017 Model Year RC 350	Early September 2014 - Late November 2017	5,000
2010 - 2017 Model Year RX 350	Mid-August 2009 - Mid-December 2017	92,300
2010 - 2017 Model Year RX 450h	Late September 2009 - Mid-December 2017	10,000

#### Condition

The Data Communication Module (DCM) in the subject vehicles are equipped with software to identify the location of the vehicle using the Global Positioning System (GPS) to support features of the Safety Connect system. Due to incorrect programming in the DCM software, after November 2<sup>nd</sup>, 2019, the GPS coordinates for this system will be calculated incorrectly. This will cause the system to use incorrect vehicle coordinates if one of the system's features is activated.

#### Remedy

For all involved vehicles, any authorized Lexus dealer will reprogram the Data Communication Module at **NO CHARGE** to the vehicle owner.

***This Limited Service Campaign will be available until December 1, 2022 and is only available at an authorized Lexus dealer.***

#### Covered Vehicles

There are approximately 283,100 vehicles covered by this Limited Service Campaign. There were no vehicles distributed to Puerto Rico.

**Note: Only vehicles which currently have or previously had an active Safety Connect subscription on or after 10/1/2017 are involved in this Limited Service Campaign.**

### **Owner Letter Mailing Date**

Lexus will begin to notify owners in Mid-September 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 Limited 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 Limited Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Limited 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 Limited 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](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form KLG" 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 Limited 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.

### Safety Connect System Active Subscription Verification

Customers who receive the owner letter may contact your dealership to see if their vehicle has an active Safety Connect Subscription. Please use the Telematics tab on Service Lane to verify if the customers vehicle has an active subscription.

The screenshot shows the 'Service Lane' interface with the 'Telematics' tab selected. It displays vehicle information and subscription details for a Toyota vehicle.

**Vehicle Information:**

- Prod Date: [Redacted]
- Plant Code: [Redacted]
- Grade: LIMITED (5356)
- Remote Capable: No
- Date of First Use: [Redacted]
- Original Selling Dealer: [Redacted]
- Color: 0218-MIDNIGHT BLACK METALLIC/LC15-ASH
- Remote Opted In: Info not available
- Engine Oil Type: Synthetic
- Engine Oil: [Reference Fluid Specification](#)
- Engine Family: V6 - 2GR-FKS
- Engine #: 2GR 8124482
- Trans/Drive: 8AT/2WD
- Trans Oil: Info not available
- VIN Destination: USA
- Monroney:
- Standard Equipment: [+](#)

**Service Connect:**

- Diagnostics Capable: No
- Diagnostics Opted In: Info not available
- Transmitting: Info not available
- Preferred Dealer: [Redacted]

**FE: 50 State Emissions**   **LT: Limited Package:** SET - CY200: Phone Cable & Charge Package   SET - FP500: Southeast Toyota Distributor Plus   SET - IS 9: Interior Spray   SET - PF100: Clear Paint Protection - Door Package   SET - PQ 5: Southeast Toyota Distributor Plus   SET - SD 1: Program Servicing Dealer   SET - XY900: TOYOGUARD Platinum

**Subscription Details**

**VEHICLE CAPABILITY**

App Suite Capable	Yes	Navigation	Yes	Dynamic Commute	No
Safety Capable	Yes	Destination Assist	Yes	Dynamic Map/Route	Yes
Wifi Capable	Yes	Dynamic POI Search	Info not Available	Scout GPS Link Capable	No

**TELEMATICS PRODUCTS**

Telematics System	Contract ID	Subscriber	Role	Effective Date	Expiration Date	Status
Dynamic POI + Map/Route	[Redacted]	[Redacted]	PRIMARY SUBSCRIBER	10/19/2018	10/18/2021	Enrolled
Safety Connect	[Redacted]	[Redacted]	PRIMARY SUBSCRIBER	10/19/2018	10/18/2021	Enrolled

### 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.

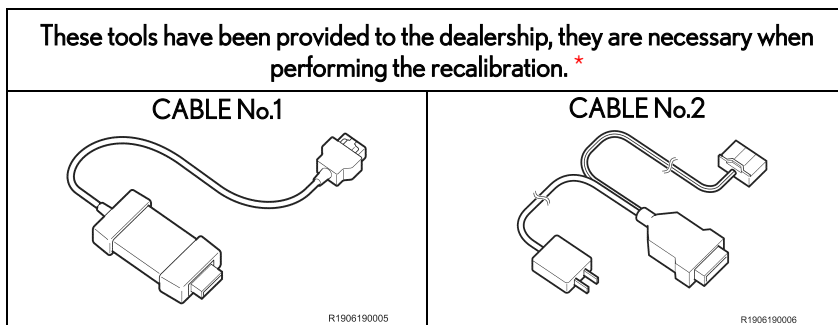
### Technician Training Requirements

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
- Senior
- Master

Always check which technicians can perform the repair by logging on to <https://LCSTRReports.com>. It is the dealership's responsibility to select technicians with the above certification levels 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.

### Campaign Special Service Tools



\* **DO NOT** use these tools except for this campaign.

### 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.

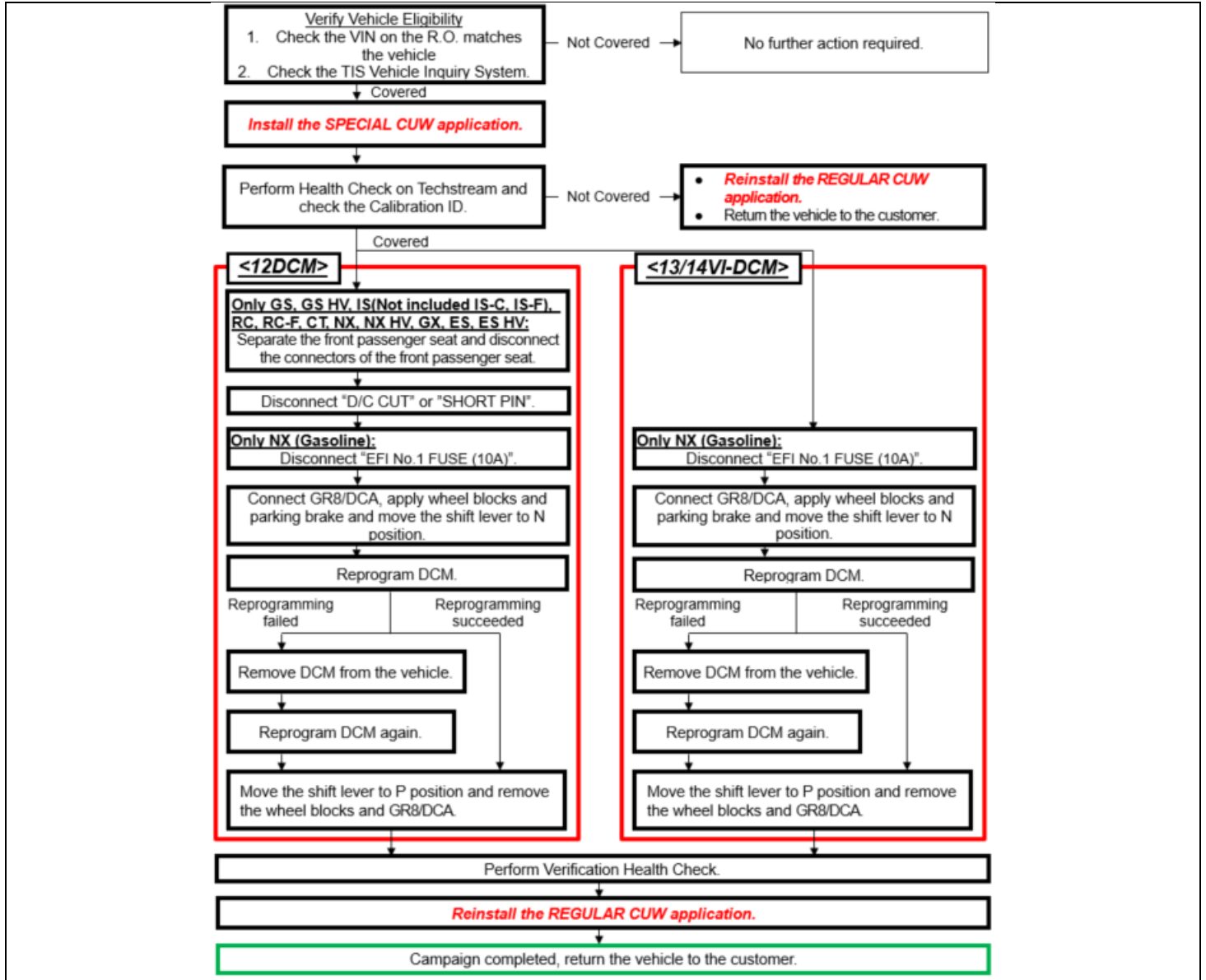
*This Limited Service Campaign will be available until December 1, 2022, and is only available at an authorized Lexus dealer.*

**Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to Toyota. 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	Description	Flat Rate Hours
KLK001	Confirm Calibration ID, No Update Needed	0.4
KLK002	Confirm Calibration ID and Recalibrate DCM Type 13/14	2.1
KLK003	Confirm Calibration ID and Recalibrate DCM Type 12	2.4
KLK004	Confirm Calibration ID, Partial Passenger Seat Removal and Recalibrate DCM Type 12	2.6

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- **This Limited Service Campaign expires on December 01, 2022.**

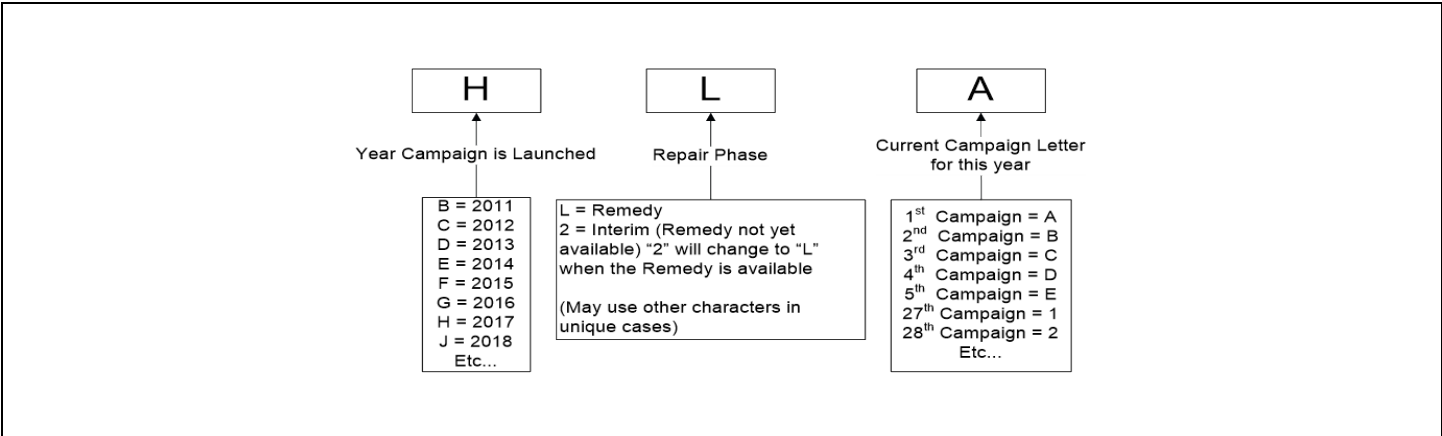
Lexus' usual customer care amenities of car wash and fuel fill-up apply to this Limited Service Campaign. Additionally, one day of rental vehicle expense (to a maximum of \$45/day) while the vehicle is being remedied or the cost of pick-up and delivery of the customer's car may be claimed if required and subject to the guidelines published in the Safety Recall and Special Service Campaign General Procedures document on TIS.

Model	Model Year	DCM Type	Partial Passenger Seat Removal required
CT200H	2011-2017	DCM-12	Yes
	2014-2017	DCM-13/14	Not Required
ES300H	2013-2015	DCM-12	Yes
	2015-2017	DCM-13/14	Not Required
ES350	2010-2015	DCM-12	Yes
	2015-2017	DCM-13/14	Not Required
GSF	2016-2017	DCM-13/14	Not Required
GS200T	2016-2017	DCM-13/14	Not Required
GS350	2011-2014	DCM-12	Yes
	2015-2017	DCM-13/14	Not Required
GS450H	2013-2014	DCM-12	Yes
	2015-2017	DCM-13/14	Not Required
GX460	2013-2015	DCM-12	Yes
	2014-2018	DCM-13/14	Not Required
ISF	2013-2014	DCM-12	Not Required
IS200T	2016-2017	DCM-13/14	Not Required
IS250	2010-2014	DCM-12	Yes
	2014-2015	DCM-13/14	Not Required
IS250C	2011-2015	DCM-12	Not Required
IS300	2016-2017	DCM-13/14	Not Required
IS350	2013-2014	DCM-12	Yes
	2014-2017	DCM-13/14	Not Required
IS350C	2013-2015	DCM-12	Not Required
LS460	2011-2014	DCM-12	Not Required
	2015-2017	DCM-13/14	Not Required
LS600H	2013-2014	DCM-12	Not Required
	2015-2016	DCM-13/14	Not Required
LX570	2013-2015	DCM-12	Not Required
	2016-2017	DCM-13/14	Not Required
NX200T	2015	DCM-12	Yes
	2015-2017	DCM-13/14	Not Required
NX300H	2015-2017	DCM-13/14	Not Required
RC F	2015	DCM-12	Yes
	2015-2017	DCM-13/14	Not Required
RC200T	2016-2017	DCM-13/14	Not Required
RC300	2016-2017	DCM-13/14	Not Required
RC350	2015-2017	DCM-13/14	Not Required
RX350	2010-2015	DCM-12	Not Required
	2016-2017	DCM-13/14	Not Required
RX450H	2010-2015	DCM-12	Not Required
	2016-2017	DCM-13/14	Not Required

#### **Claim Filing Accuracy and Correction Requests**

It is the dealer's responsibility to file claims correctly for this Limited 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:  
 C2B = Launched in 2012, Interim Phase, 2<sup>nd</sup> Campaign Launched in 2012  
 HLA = Launched in 2017, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2017.  
 JLA = Launched in 2018, Remedy Phase, 1<sup>st</sup> 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 Limited Service Campaign.*

Thank you for your cooperation.

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



## LIMITED SERVICE CAMPAIGN KLG (Remedy Notice)

Multiple Models and Model Years  
Safety Connect System – Vehicle Location Inaccurate

Frequently Asked Questions  
Original Publication Date: September 12, 2019

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

**Q1:** *What is the condition?*

A1: The Data Communication Module (DCM) in the subject vehicles are equipped with software to identify the location of the vehicle using the Global Positioning System (GPS) to support features of the Safety Connect system. Due to incorrect programming in the DCM software, after November 2<sup>nd</sup>, 2019, the GPS coordinates for this system will be calculated incorrectly. This will cause the system to use incorrect vehicle coordinates if one of the system's features is activated.

**Q1a:** *What is the Safety Connect system?*

A1a: Safety Connect is a subscription-based telematics service that uses Global Positioning System (GPS) data and embedded cellular technology to provide Automatic Collision Notification, Emergency Assistance, Enhanced Roadside Assistance, and Stolen Vehicle Locator services to subscribers.

**Q1b:** *I'm not sure if I have a Safety Connect subscription; how can I tell if the system is active on my vehicle?*

A1b: Safety Connect service is available by subscription on select, telematics hardware-equipped vehicles. Owners can contact any Lexus dealership or the Lexus Guest Experience Center to see if their vehicle has an active subscription.

**Q2:** *Are there any warnings that this condition exists?*

A2: No. There are no warnings that this condition exists.

**Q3:** *What is Lexus going to do?*

A3: Owners of the vehicles covered by this Limited Service Campaign will receive an owner notification letter via first class mail starting Mid-September 2019.

**Q3a:** *How long will this Limited Service Campaign be available?*

A3a: This Limited Service Campaign will be offered **FREE OF CHARGE** until December 1, 2022

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

A4: There are approximately 283,100 vehicles covered by this Limited Service Campaign.

Model Name	Model Year	Approximate Total Vehicles	Production Period
CT 200h	2011 - 2017	3,150	Mid-February 2011 – Late March 2017
ES 300h	2013 - 2017	9,100	Late June 2012 – Late August 2017
ES 350	2010 - 2017	44,900	Late October 2009 – Early September 2017
GS F	2016 - 2017	600	Late October 2015 – Late July 2017
GS 200T	2016 - 2017	400	Late October 2015 – Early September 2017
GS 350	2011 - 2017	12,100	Early October 2010 – Early September 2017
GS 450h	2013 - 2017	100	Late February 2013 – Mid-July 2017
GX 460	2013 - 2018	31,800	Late September 2012 – Early August 2018
IS F	2013 - 2014	20	Mid-September 2012 – Mid-July 2014
IS 200T	2016 - 2017	6,200	Early August 2015 – Late September 2017
IS 250	2010 - 2015	5,500	Late August 2009 – Late July 2015



IS 250C	2011 - 2015	700	Late May 2011 - Early August 2015
IS 300	2016 - 2017	5,700	Late July 2015 - Early October 2017
IS 350	2013 - 2017	4,000	Late August 2012 - Early October 2017
IS 350C	2013 - 2015	400	Late August 2012 - Late July 2015
LS 460	2011 - 2017	10,300	Early July 2011 - Early August 2017
LS 600h	2013 - 2016	60	Mid-November 2012 - Late June 2016
LX 570	2013 - 2017	5,350	Late January 2013 - Late July 2017
NX 200T	2015 - 2017	30,100	Late October 2014 - Early September 2017
NX 300h	2015 - 2017	1,900	Late October 2014 - Late August 2017
RC F	2015 - 2017	1,200	Mid-September 2014 - Late June 2017
RC 200T	2016 - 2017	1,100	Early October 2015 - Mid-November 2017
RC 300	2016 - 2017	1,100	Early October 2015 - Early November 2017
RC 350	2015 - 2017	5,000	Early September 2014 - Late November 2017
RX 350	2015 - 2017	92,300	Mid-August 2009 - Mid-December 2017
RX 450h	2010 - 2017	10,000	Late September 2009 - Mid-December 2017

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

A4a: Yes, the following Toyota vehicles are also covered by Limited Service Campaign KOP: certain 2013 - 2019 Model Year 4Runner, certain 2011 - 2017 Model Year Land Cruiser, certain 2016 - 2017 Model Year Mirai, certain 2013 -2017 Model Year Prius, and certain 2012 - 2017 Model Year Prius V.

**Note:** Only vehicles which currently have an active Safety Connect subscription or previously had an active Safety Connect subscription at any time on or after 10/1/2017 are involved in this Limited Service Campaign.

**Q5:** *How long will the repair take?*

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

**Q6:** *My Safety Connect subscription is not active. Do I need to have this repair completed?*

A6: If you do not have this repair completed, Lexus recommends that you do not activate a Safety Connect subscription in the future.

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



Multiple Models and Model Years  
Safety Connect System – Vehicle Location Inaccurate  
Limited 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 Limited 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 Data Communication Module (DCM) in the subject vehicles are equipped with software to identify the location of the vehicle using the Global Positioning System (GPS) to support features of the Safety Connect system\*. Due to incorrect programming in the DCM software, after November 2<sup>nd</sup>, 2019, the GPS coordinates for this system will be calculated incorrectly. This will cause the system to use incorrect vehicle coordinates if one of the system's features is activated.

\* Safety Connect is a subscription-based telematics service that uses Global Positioning System (GPS) data and embedded cellular technology to provide Automatic Collision Notification, Emergency Assistance, Enhanced Roadside Assistance, and Stolen Vehicle Locator services to subscribers.

**What will Lexus do?**

Any authorized Lexus dealer will reprogram the Data Communication Module **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 **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 two and a half to three hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. ***This Program will be offered until December 1, 2022, and will only be available at an authorized Lexus dealer.***

*Note: This repair is only necessary if the vehicle has an active Safety Connect subscription. If your Safety Connect subscription is no longer active and you do not intend to renew it at any point in the future, no action is necessary at this time. Lexus recommends that you save this notice in the glove compartment of your vehicle in case you or a future owner decide to renew your Safety Connect subscription in the future.*

**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](http://www.lexus.com/recall).
- If you require further assistance, you may 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.

If you would like to update your vehicle ownership or contact information, please visit [www.lexus.com/drivers](http://www.lexus.com/drivers). 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