



Original Publication Date: October 17, 2019

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

## CUSTOMER SUPPORT PROGRAM 19LE05

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

Model / Years	Production Period	Approximate Total Vehicles
2011 - 2017 Model Year CT 200h	Early March 2011 - Early April 2017	57,590
2013 - 2017 Model Year ES 300h	Early February 2012 - Late August 2017	52,640
2010 - 2017 Model Year ES 350	Late October 2009 - Early September 2017	232,050
2016 - 2017 Model Year GS F	Mid-July 2015 - Early August 2017	1,170
2016 - 2017 Model Year GS 200T	Early July 2015 - Late August 2017	1,480
2011 - 2017 Model Year GS 350	Early October 2010 - Early September 2017	65,440
2013 - 2017 Model Year GS 450h	Early January 2013 - Late August 2017	390
2010 - 2018 Model Year GX 460	Early January 2010 - Early August 2018	97,990
2013 - 2014 Model Year IS F	Early September 2012 - Late July 2014	210
2016 - 2017 Model Year IS 200T	Early April 2015 - Early October 2017	37,700
2010 - 2015 Model Year IS 250	Early April 2010 - Early August 2015	88,980
2013 - 2015 Model Year IS 250C	Late July 2012 - Early August 2015	5,100
2016 - 2017 Model Year IS 300	Early April 2015 - Early October 2017	14,280
2013 - 2017 Model Year IS 350	Late August 2012 - Late September 2017	24,540
2013 - 2015 Model Year IS 350C	Late August 2012 - Early August 2015	2,120
2013 - 2017 Model Year LS 460	Late May 2012 - Mid-August 2017	27,100
2013 - 2016 Model Year LS 600h	Early June 2012 - Early August 2016	220
2010 - 2017 Model Year LX 570	Late June 2010 - Early August 2017	16,810
2015 - 2017 Model Year NX 200T	Mid-February 2014 - Early September 2017	111,690
2015 - 2017 Model Year NX 300h	Late February 2014 - Late August 2017	5,850
2015 - 2017 Model Year RC F	Early June 2014 - Early November 2017	3,390
2016 - 2017 Model Year RC 200T	Mid-June 2015 - Late November 2017	4,650
2016 - 2017 Model Year RC 300	Early June 2015 - Mid-November 2017	2,390
2015 - 2017 Model Year RC 350	Mid-April 2014 - Late November 2017	16,740
2010 - 2017 Model Year RX 350	Late August 2009 - Mid-December 2017	389,010
2010 - 2017 Model Year RX 450h	Early November 2009 - Mid-December 2017	32,560

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing a Customer Support Program to provide coverage for Safety Connect System – Vehicle Location Inaccurate.

#### Background

The Data Communication Module (DCM) in the subject vehicles is 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.

**Note:** Lexus has initiated a Limited Service Campaign and a Customer Support Program to resolve this issue related to the Safety Connect system. Both of these programs provide the same free remedy to correct this issue with Safety Connect. Lexus recommends that customers have the free remedy performed before reactivating Safety Connect. Vehicles that had an active Safety Connect subscription on or after 10/1/2017 were included in Limited Service Campaign LSC KLG. Vehicles that did not have an active Safety Connect subscription on or after 10/1/2017 but are affected by this condition are included in this Customer Support Program (19LE05).

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

### Customer Support Program Details

This Customer Support Program provides coverage as it applies to incorrectly calculated GPS coordinates due to the Data Communication Module being programmed incorrectly.

- This coverage will be offered until December 1, 2022 regardless of mileage.

*This coverage is for work performed at an authorized Lexus dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

**This Customer Support Program applies to customers who are activating a Safety Connect subscription. If a customer does not have a Safety Connect subscription, this condition does not affect any functions of the customer's vehicle.**

### Covered Vehicles

There are approximately 1,292,150 vehicles covered by this Customer Support Program. There were no vehicles distributed to Puerto Rico affected by this Customer Support Program.

## 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 Customer Support Program. 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.

### Customer Marketing

Direct marketing of this Customer Support Program is strictly prohibited pursuant to Lexus Warranty Policy 5.21, "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

### 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

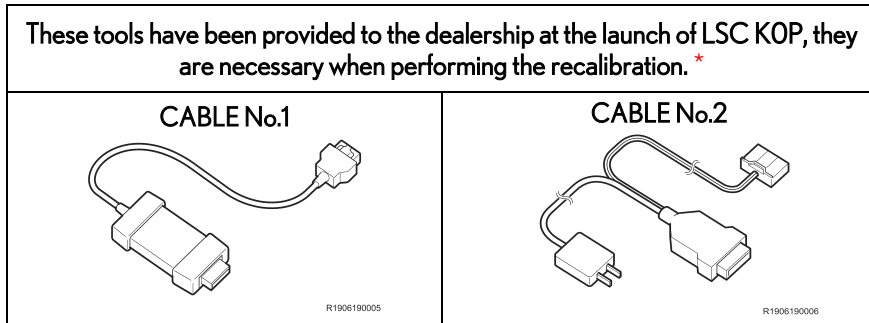
The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials" and course HL511A. To ensure that all vehicles 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://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.

***NOTE: Claims for repairs that were performed by non-qualified technicians are subject to debit.***

### 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.

## Warranty Reimbursement Procedures

### Reimbursement Procedure

**NOTE:** If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

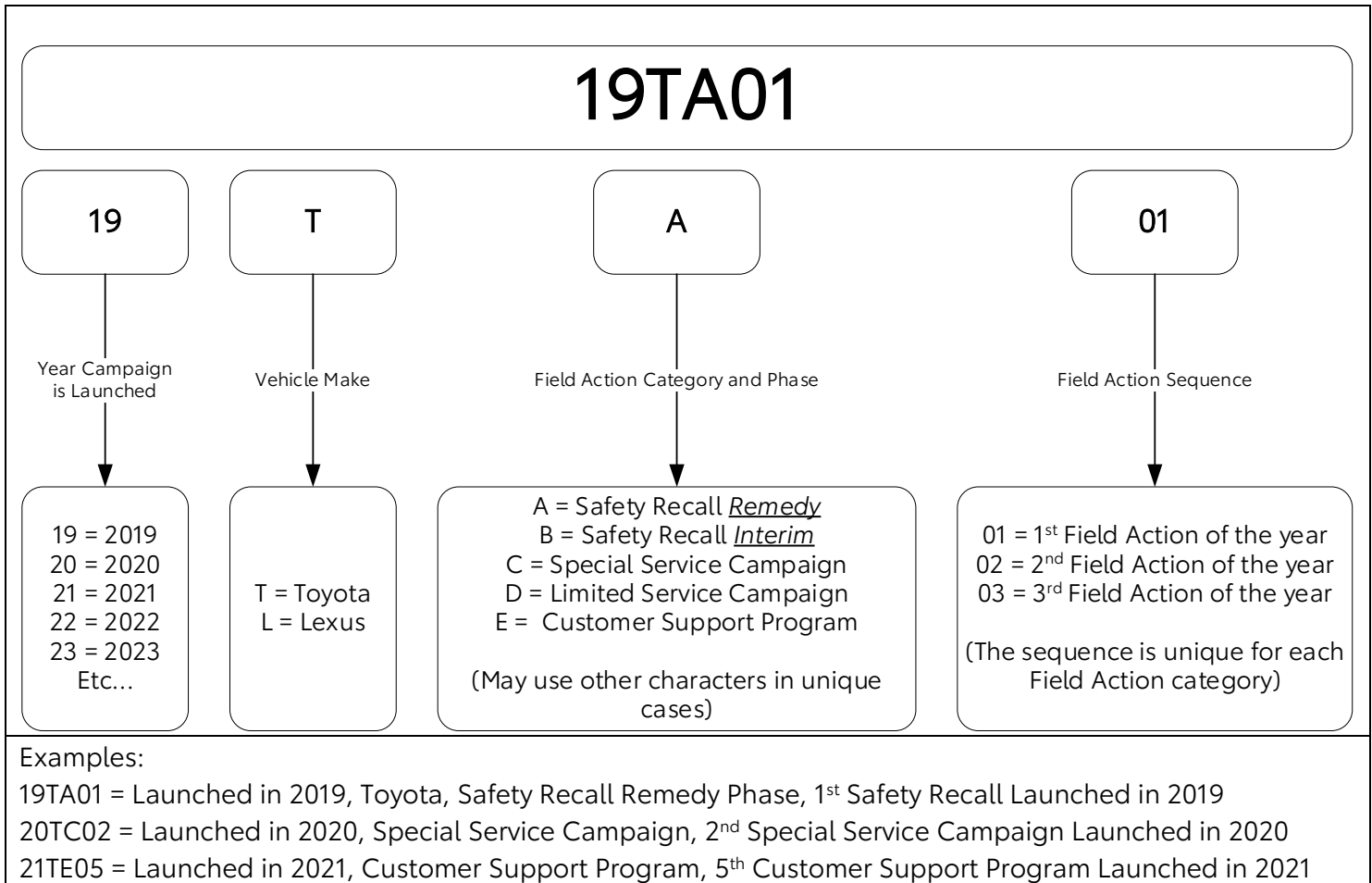
Op Code	Description	Flat Rate Hours
AHH006	Confirm Calibration ID, No Update Needed	0.3
AHH007	Confirm Calibration ID and Recalibrate DCM Type 13/14	2.0
AHH008	Confirm Calibration ID and Recalibrate DCM Type 12	2.3
AHH009	Confirm Calibration ID, Partial Passenger Seat Removal and Recalibrate DCM Type 12	2.5

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	2010-2015	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	2013-2015	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	2013-2014	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	2010-2015	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 Customer Support Program. 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 Customer Support Program.***

Thank you for your cooperation.

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



## CUSTOMER SUPPORT PROGRAM 19LE05

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

#### Frequently Asked Questions

Original Publication Date: October 17, 2019

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

**A1:** The Data Communication Module (DCM) in the subject vehicles is 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:** *Why are some vehicles involved in this Customer Support Program and others involved in Limited Service Campaign "KLG"? What is the difference?*

**A3:** Lexus has initiated a Limited Service Campaign and a Customer Support Program to resolve this issue related to the Safety Connect system. Both of these programs provide the same free remedy to correct this issue with Safety Connect. Lexus recommends that customers have the free remedy performed before reactivating Safety Connect. Vehicles that had an active Safety Connect subscription on or after 10/1/2017 were included in Limited Service Campaign LSC KLG. Vehicles that did not have an active Safety Connect subscription on or after 10/1/2017 but are affected by this condition are included in this Customer Support Program (19LE05).

**Q4:** *My Safety Connect subscription is not active. Do I need to have this repair completed?*

**A4:** This Customer Support Program applies to customers who are activating a Safety Connect subscription. If a customer is not activating a Safety Connect subscription, it is not necessary to have the repair completed.

**Q5:** *What is Lexus going to do?*

**A5:** Because this condition will only impact customers who are reactivating their vehicles' Safety Connect subscription, customers will be notified of this CSP during the reactivation process and will be provided instructions on how to have the DCM software updated at their local authorized dealer. A copy of the communication that is provided to customers at subscription activation is included for your reference. The DCM software update must be performed in order for certain features of Safety Connect to work as designed.

**Q6: What should I do to have the software update performed?**

A6: If you are activating a Safety Connect subscription, please make an appointment with your local authorized Lexus dealer to have the software update performed FREE OF CHARGE. If you are not activating a Safety Connect subscription, there is no action necessary at this time.

**Q7: Which and how many vehicles are covered by this Customer Support Program?**

A7: There are approximately 1,292,150 vehicles covered by this Customer Support Program.

Model Name	Model Year	Approximate Total Vehicles	Production Period
CT 200h	2011 - 2017	57,590	Early March 2011 - Early April 2017
ES 300h	2013 - 2017	52,640	Early February 2012 - Late August 2017
ES 350	2010 - 2017	232,050	Late October 2009 - Early September 2017
GS F	2016 - 2017	1,170	Mid-July 2015 - Early August 2017
GS 200T	2016 - 2017	1,480	Early July 2015 - Late August 2017
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IS 350	2013 - 2017	24,540	Late August 2012 - Late September 2017
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RX 350	2010 - 2017	389,010	Late August 2009 - Mid-December 2017
RX 450h	2010 - 2017	32,560	Early November 2009 - Mid-December 2017

**Q7a: Are there any other Lexus/Toyota/Scion vehicles covered by this Customer Support Program in the U.S.?**

A7a: Yes, the following Toyota vehicles are also covered by Customer Support Program 19TE12. Certain 2013 - 2019 model year 4Runner, certain 2013 - 2017 model year Land Cruiser, certain 2016 - 2017 model year Mirai, certain 2013 - 2017 model year Prius and certain 2013 - 2017 model year Prius V.

**Q8: How long will the repair take?**

A8: The repair takes approximately two and a half to three hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q9: What if I have additional questions or concerns?**

A9: If you have additional questions or concerns, please contact 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.

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

Thank you for your interest in Safety Connect! Toyota and Lexus are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to promote customer satisfaction, Toyota and Lexus have initiated a Limited Service Campaign and a Customer Support Program to resolve an issue related to the Safety Connect system. Our records indicate that your vehicle is involved in either the Limited Service Campaign or the Customer Support Program and the repair has not been performed.

Both of these programs provide the same free remedy to correct this issue with Safety Connect. Toyota and Lexus recommend that you have the free remedy performed before reactivating Safety Connect.

The Data Communication Module (DCM) in the subject vehicles is 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.

The Limited Service Campaign and Customer Support Program provide coverage as it applies to incorrectly calculated GPS coordinates due to the Data Communication Module being programmed incorrectly

\*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.

#### Coverage

The Limited Service Campaign and Customer Support Program are available until December 1<sup>st</sup>, 2022

#### What should you do?

If you are reactivating Safety Connect on your vehicle, please contact your authorized Toyota or Lexus dealer to make an appointment to have the Data Communication Module reprogram performed free of charge. 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.



What if you have other questions?

- *Your local Toyota or Lexus dealer will also be more than happy to answer any of your questions.*
- Toyota Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.
- Lexus Customers with additional questions or concerns 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.

We have provided this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota or Lexus.

Sincerely,

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

SAMPLE