

From: (TMS)

Sent: Thursday, January 30, 2020 3:31 PM

Subject: SPECIAL SERVICE CAMPAIGN 19LC05 (Remedy) - Certain 2016 – 2019 Model Year RX 450h- Oil Cooler Pipe - (Internal)

In our continuing efforts to ensure the best in customer satisfaction, Lexus is launching a Special Service Campaign (SSC) on certain 2016 - 2019 model year RX 450h vehicles.

Condition

The involved vehicles are equipped with an engine oil cooling system. The oil cooling system could experience a small leak due to a manufacturing issue. If a vehicle is continuously operated with this condition, it may result in abnormal engine noise, illumination of the Malfunction Indicator Light (MIL), and an engine oil level low message. Over time, an oil pressure warning message may be displayed on the multi-information display and/or a buzzer may sound.

Remedy

Any authorized Lexus dealer will replace the engine oil cooler pipe with a new one not affected by this condition ***FREE OF CHARGE.***

Covered Vehicles:

There are approximately 24,500 vehicles covered by this Special Service Campaign. No vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

Model / Years	Production Period	Approximate Total Vehicles
RX 450h / 2016-2019	Late October 2015 - Mid February 2019	24,500

Technician Certification Requirements

- Certified
- Senior
- Master

Owner Letter Mailing Date

Lexus will begin to notify owners in mid-February 2020.

Please reference the attachments for additional details.

Thank you for your support.

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