



Original Publication Date: January 30, 2020

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

## SPECIAL SERVICE CAMPAIGN 19LC05 *(Remedy)*

### Certain 2016 - 2019 Model Year RX 450h Oil Cooler Pipe

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

#### 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.

#### Owner Letter Mailing Date

Lexus will begin to notify owners in mid-February 2020. 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](mailto:quality_compliance@toyota.com). In the subject line of the email state, "Disclosure Form 19LC05" 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 (1-800-255-3987) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 8:00 am to 5:00 pm Central Time.

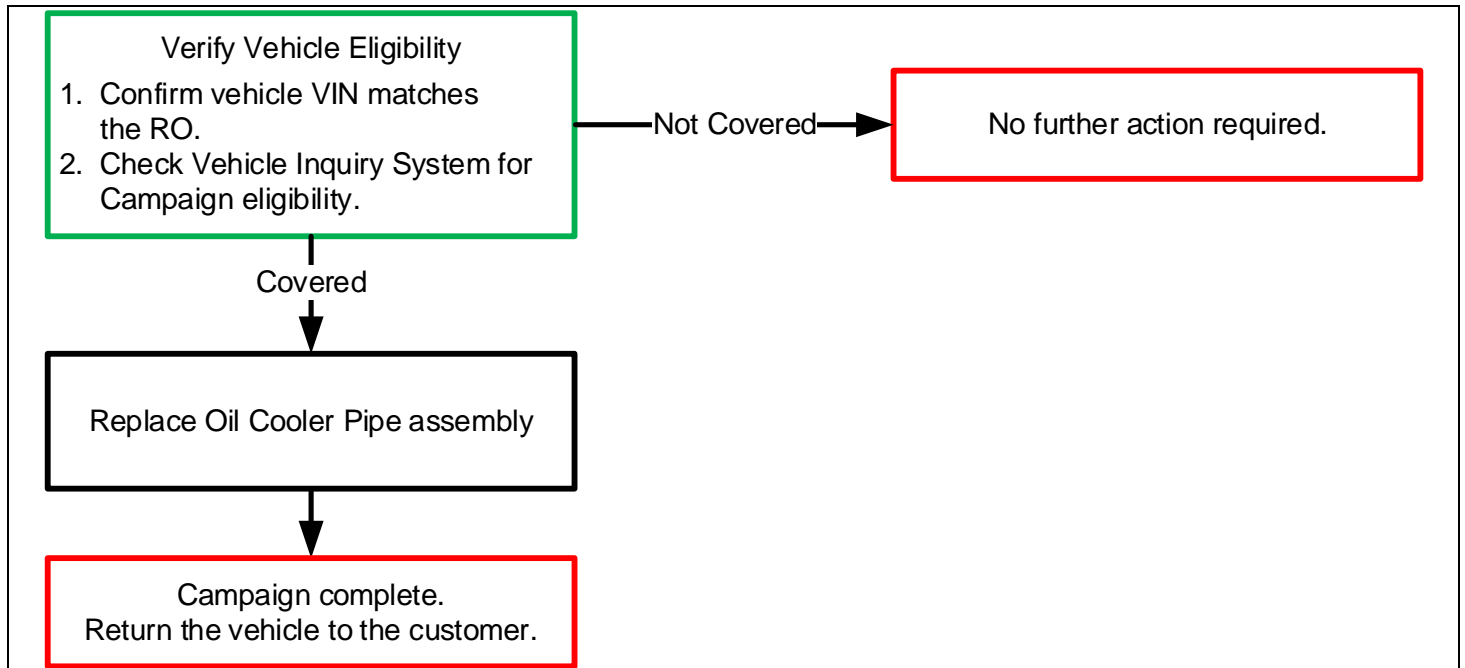
### Media Contacts

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.



## Warranty Reimbursement Procedures

### Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
C05001	Replace the oil cooler pipe	1.3

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Dealers may claim the cost for engine oil up to half a quart under Op Code C04001 at a maximum rate of \$3.67 per vehicle as sublet type "OF."

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.

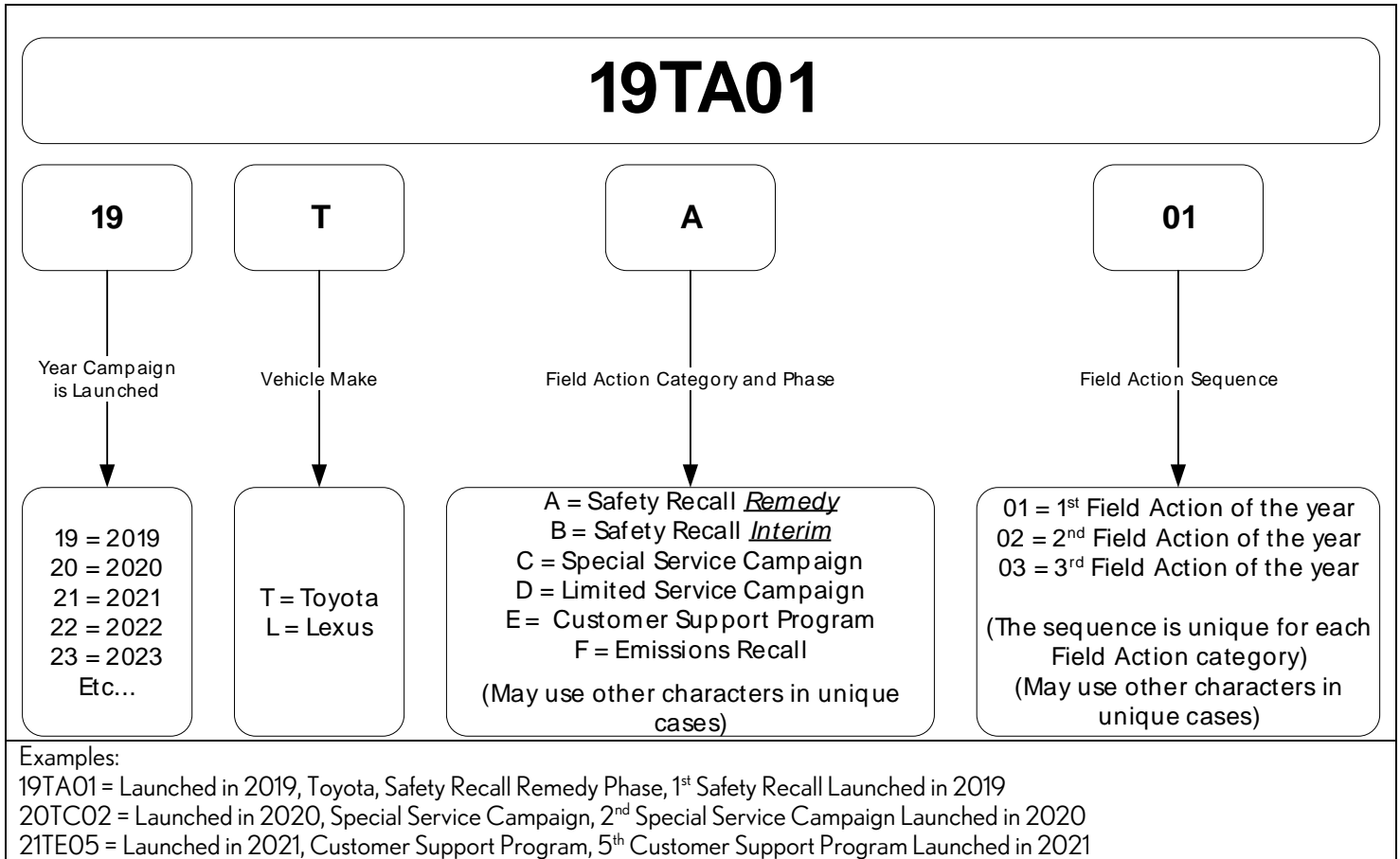
#### Claim Filing Accuracy and Correction Requests

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.

#### Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

## 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.

## SPECIAL SERVICE CAMPAIGN 19LC05 *(Remedy Notice)*

Certain 2016 – 2019 Model Year RX 450h Vehicles  
Oil Cooler Pipe

### Frequently Asked Questions



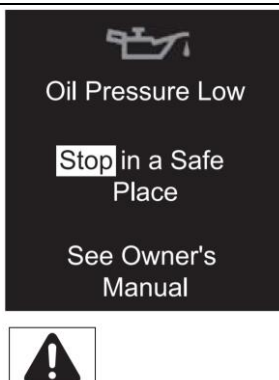
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**Q1:** *What is the condition?*

A1: 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.

**Q1a:** *Are there any warnings prior to the occurrence of this condition?*

A1a: No. However, if a vehicle is continuously operated with this condition, it may result in abnormal engine noise, illumination of the Malfunction Indicator Light (MIL), 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.

Malfunction Indicator Light (MIL)	Engine Oil Level Low Warning Message	Oil Pressure Warning Message
		

**Q2:** *What is Lexus going to do?*

A2: Lexus will send an owner notification by first class mail starting in mid-February 2020, advising owners to make an appointment with their authorized Lexus dealer to have the engine oil cooler pipe replaced with a new one not affected by this condition **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.

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

A3: There are approximately 24,500 vehicles covered by this Special Service Campaign.

Model Name	Model Year	Production Period
RX 450h	2016 - 2019	Early October 2015 - Mid February 2019

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

A3a: Yes, there are certain Toyota Highlander HV vehicles covered by this Special Service Campaign.

**Q4: How long will the repair take?**

A4: The repair takes approximately one 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.

**Q5: What if I previously paid for repairs related to this Special Service Campaign?**

A5: Reimbursement consideration instructions will be provided in the owner letter.

**Q6: How does Lexus obtain my mailing information?**

A6: 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.

**Q7: What if I have additional questions or concerns?**

A7: If you have additional questions or concerns, please contact the Lexus Guest Experience Center at 1-800-255-3987 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 5:00 pm Central Time.



Certain 2016- 2019 Model Year RX 450h  
Oil Cooler Pipe  
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 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.

**What will Lexus do?**

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



### What should you do?

Before you are inconvenienced by this condition, any authorized Lexus dealer will replace the engine oil cooler pipe with a new one not affected by this condition **FREE OF CHARGE** to you.

Please contact your authorized Lexus dealer to make an appointment to have the engine oil cooler pipe replaced. The remedy will take approximately one 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.

If you see any of the warning messages shown below or are experiencing abnormal engine noise you may be experiencing the condition. Please contact your local authorized Lexus dealer for diagnosis and appropriate repair.

Malfunction Indicator Light (MIL)	Engine Oil Level Low Warning Message	Oil Pressure Warning Message
		

### 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 details (for example: a 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 "Service" tab, select "Safety Recalls 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.

**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 at 1-800-255-3987 Monday through Friday, 7:00 am to 7:00 pm, Saturday 8:00 am to 5:00 pm Central 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.



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](http://www.lexus.com/recall) or [www.safercar.gov](http://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](http://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 \_\_\_\_\_