



◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
June 1, 2020	This Limited Service Campaign has expired as of June 1, 2020

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

NOTE: THIS LSC EXPIRES ON MAY 31, 2020

**TECHNICAL INSTRUCTIONS
FOR
LIMITED SERVICE CAMPAIGN HLB
CARPET FLOOR MAT REPLACEMENT
CERTAIN 2017 MY GS 350 AWD**

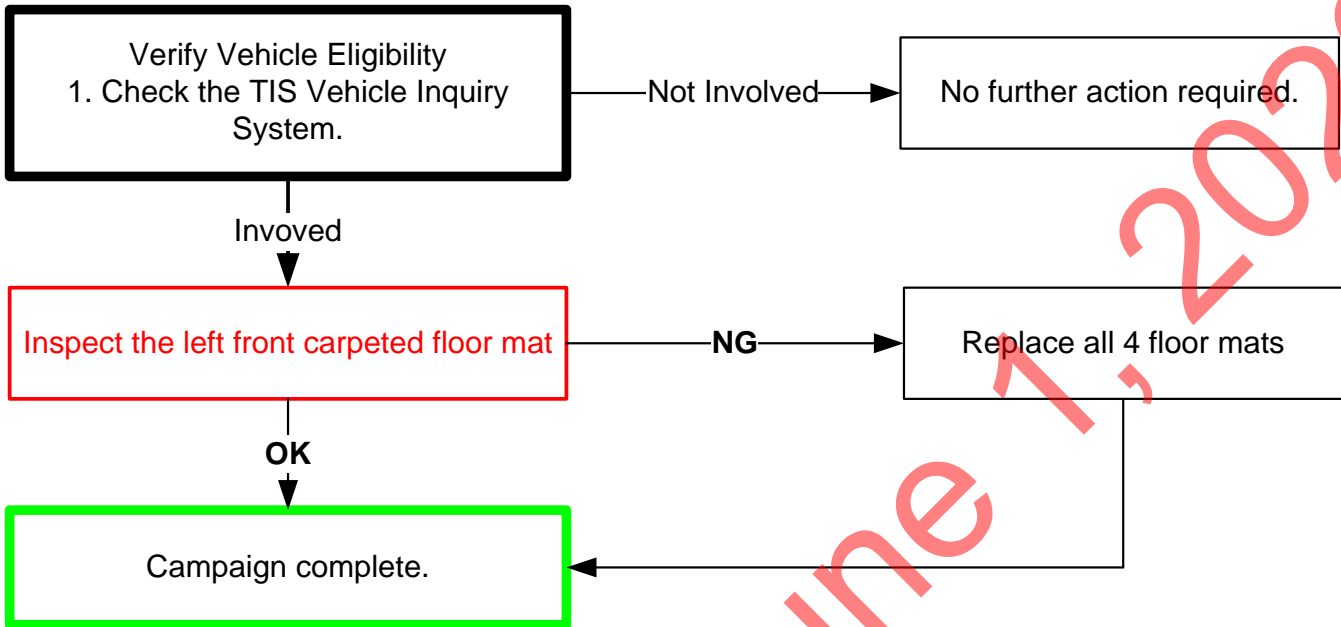
The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Service Technician
- Certified Diagnostic Specialist
- Senior Service Technician
- Senior Diagnostic Specialist
- Master Service Technician
- Master Diagnostic Specialist

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.

I. OPERATION FLOW CHART

The flow chart is for reference only. **DO NOT** use it in place of the full technical instructions. Follow **ALL** steps as outlined in the full technical instructions to confirm the campaign is completed correctly.



NOTE: All-weather floor mats are *not* involved in this LSC. If all-weather floor mats are installed in the vehicle and the carpeted floor mat is NG place the new mats in the trunk. **DO NOT** install the carpeted mats on top of or under the all-weather mats.

II. BACKGROUND

The subject AWD (All Wheel Drive) vehicles received a set of carpet floor mats designed for a RWD (Rear Wheel Drive) model. If installed, the driver's floor mat is too wide and cannot be secured in the correct position using the retaining clips.

III. IDENTIFICATION OF AFFECTED VEHICLES

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Service Campaign, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- **TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.**

IV. PREPARATION

A. PARTS

Part Number	Part Description	Quantity
PT926-30161-25	CARPET FLOOR MAT	1

V. FLOOR MAT INSPECTION

1. INSPECT THE CARPETED FLOOR MAT

a) Inspect the left front floor mat and compare to the photos.



The mat should fit around the transmission tunnel as shown.

Both rear hold down clips should line up and be secured.

THIS IS THE CORRECT FLOOR MAT

CAMPAIGN COMPLETE



The edge of the mat does not fit in the vehicle correctly.

The gas pedal may be partially covered.

One or both rear hold down clips do not line up and are unsecured.

**THIS IS THE INCORRECT MAT
REPLACE ALL 4 FLOOR MATS**

NOTE: All-weather floor mats are not involved in this LSC. If all-weather floor mats are installed in the vehicle and the carpeted floor mat is NG, place the new mats in the trunk. DO NOT install the carpeted mats on top of or under the all-weather mats.

◀ VERIFY REPAIR QUALITY ▶

- Ensure the new floor mats are installed correctly.

If you have any questions regarding this update, please contact your area representative.