



Original Publication Date: June 25, 2020

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

SPECIAL SERVICE CAMPAIGN 20LC03 *(Remedy Notice)*

Certain 2018-2019 Model Year RX 350
Certain 2018-2019 Model Year RX 350L
Engine Control Module Reprogram

Model / Years	Production Period	Approximate Total Vehicles
2018 - 2019 RX 350	Early December 2017 - Mid-September 2019	97,900
2018 - 2019 RX 350L	Early August 2017 - Early August 2019	27,400

Condition

The engine control module in the subject vehicles is equipped with software to manage the emissions systems. Due to improper programming in the software, the emissions monitoring system may clear the system test results which can result in a vehicle not being able to complete emission testing/smog checks.

Remedy

Any authorized Lexus dealer will reprogram the engine control module software **FREE OF CHARGE**.

NOTE: The remedy for Special Service Campaign 20LC03 also addresses the KLA condition. As a result, KLA is no longer active for the RX vehicles involved in KLA as of June 25, 2020. All RX vehicles involved in KLA (whether or not KLA was completed) are now included in Special Service Campaign 20LC03.

Covered Vehicles

There are approximately 125,300 vehicles covered by this Special Service Campaign. Approximately 200 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

Owner Letter Mailing Date

Lexus will begin to notify owners in late June 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. In the subject line of the email state "Disclosure Form 20LC03" 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 Pre-Owned Vehicle

The 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.

Salvage Title Vehicles

Every attempt should be made to complete an open Special Service Campaign when circumstances permit, unless noted otherwise in the SSC dealer letter.

For complete details on this policy, refer to Lexus Warranty Policy [4.15](#), "What Is Not Covered by The Lexus New Vehicle Limited Warranty".

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 Certified
- Master Certified

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.

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.

Repair Quality Confirmation

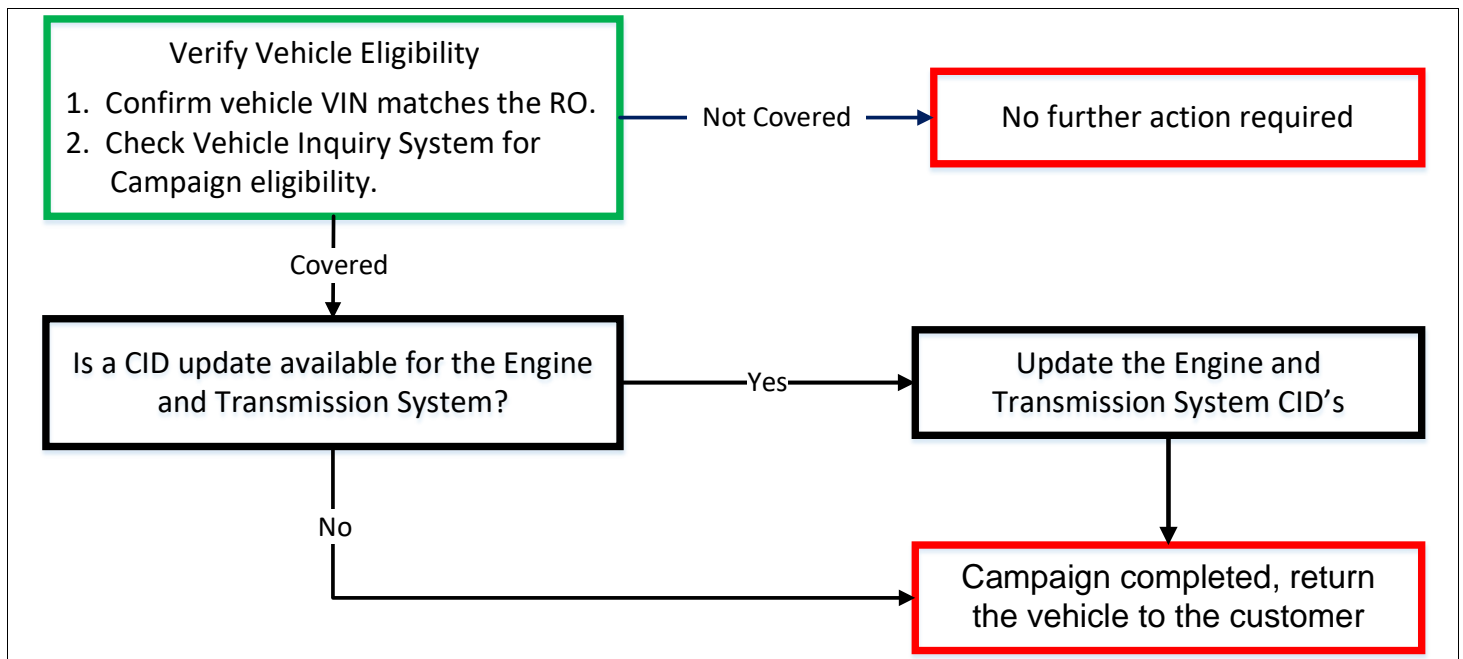
The repair quality of covered vehicles is extremely important to Lexus. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Vehicles Emission Recall Proof of Correction Form (California only)

As this Special Service Campaign includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall - Proof of Correction form after repairs have been completed. The vehicle owner may require this form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.*** Booklets can be ordered from the MDC (material number 00410-92007).

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by early January 2021. If the vehicle owner's warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure

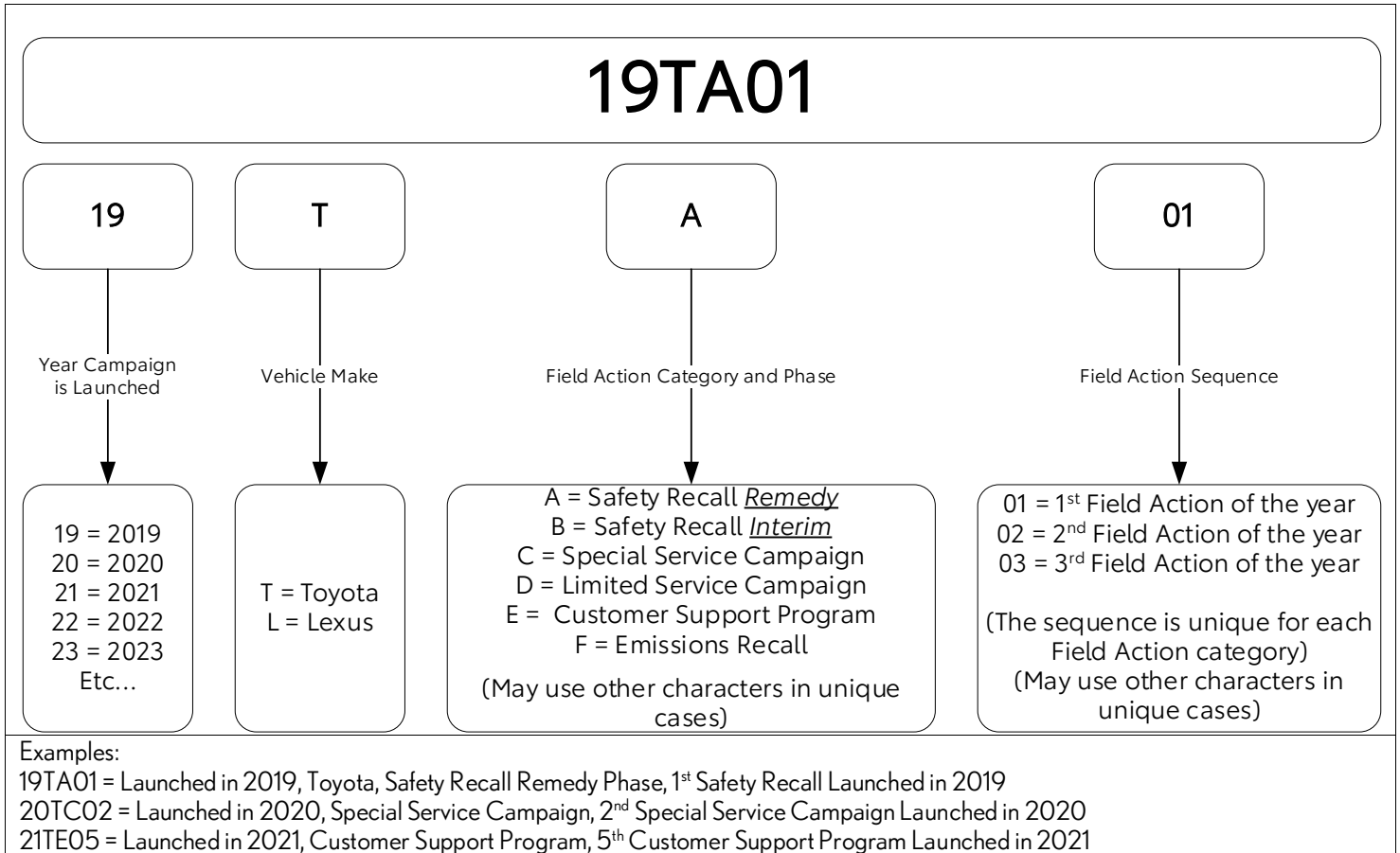
Op Code	Description	Flat Rate Hours
2LC030	No Reprogramming Needed	0.4
2LC031	Reprogram Engine Control Module	0.8

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Lexus usual customer care amenities of car wash and fuel fill-up apply to this Special Service Campaign. Additionally, a maximum of one day of rental vehicle expense (at a maximum rate of \$45.00 per 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.
 - For rentals that exceed the maximum number of allowable days and/or dollars per day, DSPM authorization is required.**
 - Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

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.

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.

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



SPECIAL SERVICE CAMPAIGN 20LC03 (*Remedy Notice*)

Certain 2018 – 2019 Model Year RX 350
Certain 2018 – 2019 Model Year RX 350L
Engine Control Module Reprogram

Frequently Asked Questions

Original Publication Date: June 25, 2020

Q1: *What is the condition?*

A1: The engine control module in the subject vehicles is equipped with software to manage the emissions systems. Due to improper programming in the software, the emissions monitoring system may clear the system test results which can result in a vehicle not being able to complete emission testing/smog checks.

Q2: *What is Lexus going to do?*

A2: Lexus will send an owner notification by first class mail starting in late June 2020, advising owners to make an appointment with their authorized Lexus dealer to have the engine control module reprogrammed **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: *I previously received a letter from Lexus regarding a software update under Special Service Campaign KLA. Do I still need to get this campaign (20LC03) completed?*

A3: Yes. The previous software update (Special Service Campaign KLA) addresses a different issue relating to the rear oxygen sensors. The software update performed in this Special Service Campaign (designated 20LC03 by Lexus) will address both the KLA and 20LC03 conditions.

Q3a: *If I had Special Service Campaign KLA performed, do I still have to get this Special Service Campaign 20LC03 performed?*

A3a: Yes. The software update in Special Service Campaign KLA does not address the condition in this Special Service Campaign 20LC03.

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

A4: There are approximately 125,300 vehicles covered by this Special Service Campaign.

Model Name	Model Year	Production Period
2018 – 2019 RX 350	Early December 2017 – Mid-September 2019	97,900
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Q4a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign in the U.S.?*

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign.

Q5: *How long will the repair take?*

A5: The reprogram will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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 8:00 am to 5:00 pm Central Time.



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 an Emissions 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 Owners Community at <http://www.lexus.com/drivers/> and regularly check recall applicability using www.lexus.com/recall or 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/ownersupdate or contact us at 1-800-255-3987.

Dealer Information

Dealer Name/Address _____ Dealer Code _____

_____ Dealer Phone Number _____

_____ Dealer Staff Name _____

_____ Dealer Staff Signature _____



Certain 2018 - 2019 Model Year RX 350
Certain 2018 - 2019 Model Year RX 350L
Engine Control Module Reprogram
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 engine control module in the subject vehicles is equipped with software to manage the emissions systems. Due to improper programming in the software, the emissions monitoring system may clear the system test results which can result in a vehicle not being able to complete emission testing/smog checks.

What will Lexus do?

Any authorized Lexus dealer will reprogram the engine control module software **FREE OF CHARGE** to you.

NOTE: You may have previously received a notice from Lexus about a software update for your vehicle under Special Service Campaign KLA. Even if you had that update installed by your dealer, you also need to have this update made in order to remedy this Special Service Campaign. If the software was not previously updated, this update will remedy both conditions.

What should you do?

Please contact your authorized Lexus dealer to make an appointment to have the engine control module software update performed. The remedy will take approximately one hour. 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 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 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.
- If you require further assistance, please visit <http://Lexus.com/contact> for options to contact the Lexus Guest Experience Center.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-lexus>. 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