

From: Kathy Wachs (TMS) Kathy.Wachs@lexus.com
Subject: SPECIAL SERVICE CAMPAIGN 20LC01 - Certain 2019 RX 350 and Certain 2019 RX 350L Engine Control Module Reprogram (Internal)
Date: June 25, 2020 at 12:28 PM
To: Lexus Recall lexus_recall@internal.toyota.com

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. Additionally, the improperly programmed software can result in incorrect oil pressure under certain conditions which can cause check engine light illumination, harsh engagement when shifted into Drive, and, in some cases, automatic transmission clutch damage.

Remedy

Any authorized Lexus dealer will reprogram the engine control module software and, if necessary, replace the Automatic Transmission FREE OF CHARGE.

Covered Vehicles:

There are approximately 36,500 vehicles covered by this Special Service Campaign. Approximately 40 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

Model / Years	Production Period	Approximate Total Vehicles
2019 RX 350	Early August 2018 – Late January 2019	32,700
2019 RX 350L	Early August 2018 – Late December 2018	3,800

Technician Certification Requirements

- Senior
- Master

Owner Letter Mailing Date

Lexus will begin to notify owners in late June 2020.

Please reference the attachments for additional details.

Dealers will be notified on June 25, 2020 at approximately 1:00 PM Central time.

Thank you for your support.



To: All Lexus Area General Managers / Assistant General Managers
From: Chuck Yaeger
Senior Manager - Fixed Operations

SPECIAL SERVICE CAMPAIGN 20LC01 *(Remedy)*

Certain 2019 Model Year RX 350 and RX 350L Engine Control Module Reprogram

Specific information for Area support is provided below.

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Dealer Notification

The attached dealer letter will be sent to all Lexus dealers on June 25, 2020.

Please reference the attached Dealer Letter for additional details.

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

Thank you for your cooperation.



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