

From: Kathy Wachs (TMS) Kathy.Wachs@lexus.com 
Subject: Customer Support Program (CSP) 20LE02 - Certain 2016 - 2018 MY RX 350 and RX 450h - Rear Inside Door Handle May Become Inoperative (Internal)
Date: June 25, 2020 at 7:52 PM
To: Lexus Recall lexus_recall@internal.toyota.com

Please keep this information confidential until after this Customer Support Program launches to dealers on June 25, 2020 at approximately 9:00PM Central Time.

Background

Lexus has received reports regarding rear inside door handles in certain 2016 – 2018 model year RX 350 and RX 450h vehicles. These reports have indicated there is a possibility that the inside door handles can break where the latch release cable is attached if the handle is repeatedly used with high force. If this occurs, the inside door handle can become inoperative.

Although the rear inside door handles are covered by Lexus' New Vehicle Limited Warranty for 4 years or 50,000 miles (whichever comes first), we at Lexus care about the customers' ownership experience. Lexus is providing coverage for repairs related to the rear inside door handle becoming inoperative.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

Customer Support Program Details

This Customer Support Program provides coverage as it applies to rear inside door handles. The specific condition covered by this program is rear inside door handle(s) becoming inoperative due to fracture at the door latch release cable attachment location. If the condition is verified, the vehicle will be repaired with new rear inside door handle(s) under the terms of this Customer Support Program.

- This coverage will be offered for 10 years from the vehicle's date of first use, regardless of mileage.

This coverage is for work performed at an authorized Lexus dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.

Technician Certification Requirements

- Certified
- Senior Certified
- Master Certified

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.

Please reference the attachments for additional details.

Dealers will be notified of this Customer Support Program on June 25, 2020 at approximately 9:00PM CT.

Thank you for your support.

Kathy Wachs

Parts & Service Program Consultant

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