



Subject		Market
2021 LC500 Convertible Special Service Tool Strategy		USA
Service Category	Section	
Vehicle Interior	Supplemental Restraint Systems	
Applicability		
2021 LC500 Convertible		

APPLICABLE VEHICLES

2021	LC500C
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CONDITION

The all new **Lexus LC500 Convertible** will be launching soon with sales starting in **early August**. A few new SSTs will be required to perform certain repairs on this vehicle. These new tools and the strategy to make them available to dealers are outlined below.

SST Strategy and Description:

An all new **Lexus Loan Tool Program** is being created to provide low frequency use, high cost SSTs to dealers on a loaner basis, reducing each dealer's tool investment. The Bracket Setting SST has been identified as a good candidate and will be added to the new Lexus Loan Tool Program. Additional details regarding this program will be communicated as they become available soon.

The remaining SSTs have a lower cost as well as a higher estimated usage. These SSTs will be distributed to all Lexus dealers. Additional details regarding the distribution timing of these tools is listed in the next section.

The table below lists each of the SSTs needed to perform certain repairs on the new LC500 Convertible. Additionally, it provides a brief description of the function and service strategy (loan or essential) for each tool.

LC500 Convertible SSTs

No.	SST Name:	Part Number:	Description:	Service Strategy: (Loan or Essential)
1	Bracket Setting Tool	09802-11030	This tool is required to properly position the brackets holding the convertible top assembly to the vehicle's body structure anytime the brackets have been removed. Such as during collision repair.	Loan
2	Active Roll Bar Protector	09802-11020	This tool is a cover placed over the Active Roll Bar (ARB) during service for safety when servicing to prevent the roll bar from extending in the event of an accidental deployment.	Essential
3	Fastener Closer	09802-11010	This tool is a zipper pull that allows the inner and outer fabric sections of the convertible top to be zipped together when a new component is being installed.	Essential

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SST Distribution Timing:

The Active Roll Bar Protector SST will be distributed to dealers in **August 2020**. Due to limited availability of this SST at vehicle launch, an interim process has been developed to make sure this SST is available to dealers for use until it is distributed later in August and is listed below in the "Recommendations" section.

Estimated timing for the new Lexus Loan Tool Program and the remaining essential tools to be made available to dealers is planned for early **4th Quarter 2020**. Additional communications will be sent to announce when these tools become available.

RECOMMENDATIONS

Interim SST Loan Process:

TMNA will have a limited quantity of the ARB SST and the Faster Closer SST available that can be provided on a temporary basis in the unlikely event that they are needed for service. The process for receiving these tools is outlined below.

Interim Active Roll Bar SST Request Process

1. Dealer submits LC500C SST loan request to their FTS via email
2. FTS submits the LC500C SST loan request to the TMNA Tools and Equipment Group
3. TMNA Tools and Equipment Group coordinates the LC500C SST loan shipment
4. The LC500C SSTs are used to assist with diagnosis and repair
5. Once Repairs are complete, the LC500C SSTs are sent back to the TMNA Tools & Equipment Group

The request for these tools must be submitted by an FTS and will help coordinate the loan SST shipment. Once the repairs have been completed, the tools will be sent back to TMNA.



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RECOMMENDATIONS

If you have questions about these SSTs or this process, please contact the Tools and Equipment Group using the contact information in the table below or reach out to your FTS.

TMNA Tools and Equipment Contact Info:

Email:	tools-equipment@toyota.com
Phone Number:	(469) 292-5000

LINK REFERENCES

This Tech Tip does not contain any link references