



SPECIAL SERVICE CAMPAIGN 20LC02 (Remedy Notice)

Certain 2016 - 2019 Model Year RX 350 and RX 450h
Front Inside Door Handle May Become Inoperative

Frequently Asked Questions
Original Publication Date: June 25, 2020

◀ IMPORTANT UPDATE ▶

DATE	TOPIC
12/15/2020	Included vehicles, Q2, and Q3 have been updated for Phase 2 inclusion.

The most recent update will be highlighted with a red box.

Q1: What is the condition?

A1: There is a possibility that the front inside door handles may 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.

Q1a: Are there any warnings that this condition exists?

A1a: If the condition has occurred on a door handle, occupant(s) may notice that operating the affected inside door handle will not open the door. Occupants may also notice loss of tension to the affected handle, obvious misalignment of the handle, and/or a sudden pop noise when the door latch release cable separates from the handle.

Q1b: If the front inside door handle(s) become inoperative, how can occupant(s) exit the vehicle?

A1b: If this condition occurs, the window of the affected door can be rolled down and the door can be opened using the exterior door handle allowing the occupant(s) to exit the vehicle. Occupants can also exit from an alternative door.

Q2: What is Lexus going to do?

A2: Lexus began sending an owner notification by first class mail starting in late June 2020 to Phase 1 owners, advising owners to make an appointment with their authorized Lexus dealer to have both front inside door handles replaced **FREE OF CHARGE**. Lexus will begin sending an owner notification by first class mail starting in late December 2020 to Phase 2 owners, advising owners to make an appointment with their authorized Lexus dealer to have both front inside door handles replaced **FREE OF CHARGE**. This notification will also contain information related to rear inside door handles covered by Customer Support Program 20LE02.

Q3: Which and how many vehicles are covered by this Special Service Campaign?

A3: There are approximately 372,300 vehicles covered by this Special Service Campaign.

Phase 1:		
Model / Years	Production Period	Approximate Total Vehicles
2016 - 2018 RX 350	Late April 2015 - Early September 2018	258,900
2016 - 2018 RX 450h	Late April 2015 - Early September 2018	27,800

Phase 2:		
Model / Years	Production Period	Approximate Total Vehicles
2019 RX 350	Late August 2018 - Mid-September 2019	72,400
2019 RX 450h	Early September 2018 - Late August 2019	13,200

Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign in the U.S.?

A3a: At this time, there are no other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign.

Q4: How long will the repair take?

A4: The repair for the front door handles under this Special Service Campaign takes approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: What if I previously paid for repairs related to this Special Service Campaign?

A5: Reimbursement consideration instructions will be provided in the owner letter.

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 Brand Engagement Center at 1-800-255-3987 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.