



◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
12/15/2020	Multiple sections updated for inclusion of Phase 2 vehicles.
09/23/2020	The Op Codes in the 'Warranty Reimbursement Procedures' section have been updated.
06/26/2020	The Parts Ordering section has been updated for the 'Handle Kit, Door Inside LH' part number.

The most recent update in the attached Dealer Letter will be highlighted with a red box.

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

Thank you for your cooperation.



Lexus, A Division of Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

Original Publication Date: June 25, 2020

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

CUSTOMER SUPPORT PROGRAM 20LE02

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

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

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing a Customer Support Program to provide coverage for rear inside door handles on certain 2016 - 2019 model year RX 350 and RX 450h vehicles.

Background

Lexus has received reports regarding rear inside door handles in certain 2016 - 2019 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.

Covered Vehicles

There are approximately 372,300 vehicles covered by this Customer Support Program. Approximately 600 vehicles involved in this Customer Support Program were distributed to Puerto Rico.

Owner Letter Mailing Date

Lexus began notifying Phase 1 owners in late June 2020 and will begin notifying Phase 2 owners in late December 2020. A sample of the Phase 2 owner notification letter has been included for your reference.

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 Customer Support Program. 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 Brand Engagement Center (1-888-255-3987)** - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Salvage Title Vehicles

There is no New Vehicle Limited Warranty coverage or non-emission CSP coverage for vehicles that have been branded as salvage, total loss, true mileage unknown, or similar title under any state's law. Nonetheless, every attempt should be made to complete an open emission related CSP when circumstances permit, unless noted otherwise in the CSP dealer letter.

- This CSP **IS NOT** emission related; therefore, vehicles branded as salvage, total loss, true mileage unknown, or similar title are **NOT ELIGIBLE** for coverage under this CSP.

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

Customer Marketing

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Lexus Warranty Policy [5.22](#), "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

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.

Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

As this is a Customer Support Program, the condition **MUST** be verified by inspecting the vehicle. Therefore, dealers **SHOULD NOT** increase their stock of related repair parts. **Dealers are requested to only order parts for vehicles experiencing this condition only. DO NOT ORDER FOR STOCK.** As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Part Number	Description	Quantity
04009-68248	Handle Kit, Door Inside RH	1 *(a)
04009-68348	Handle Kit, Door Inside LH	1 *(b)
74271-0E070	Panel, Rear Door Armrest Base, Upper LH/RH	1 or 2 *(c)
04009-91194	Grease (Plus guard SG)	1 *(d)

***NOTE:** (a) This part is only necessary if the condition is confirmed on the right rear inside door handle.

(b) This part is only necessary if the condition is confirmed on the left rear inside door handle.

(c) This part quantity will be determined by the total number of rear inside door handles being replaced.

(d) The grease part number used for this repair contains an amount which is usable for completion of up to 30 vehicle repairs. DO NOT order one piece for every vehicle.

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
- Master

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.

NOTE: Claims for repairs that were performed by non-qualified technicians are subject to debit.

Remedy Procedures

Technical instructions for this Customer Support Program can be found in [L-SB-0024-20](#).

Parts Recovery Procedures

All parts replaced as part of this Customer Support Program must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Lexus recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Lexus.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

Warranty Reimbursement Procedures

Reimbursement Procedure

NOTE: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

Op Code	Description	Flat Rate Hours
20LE11	Replace the rear door inside handle both sides	0.6
20LE12	Replace the rear door inside handle only right side	0.4
20LE13	Replace the rear door inside handle only left side	0.4

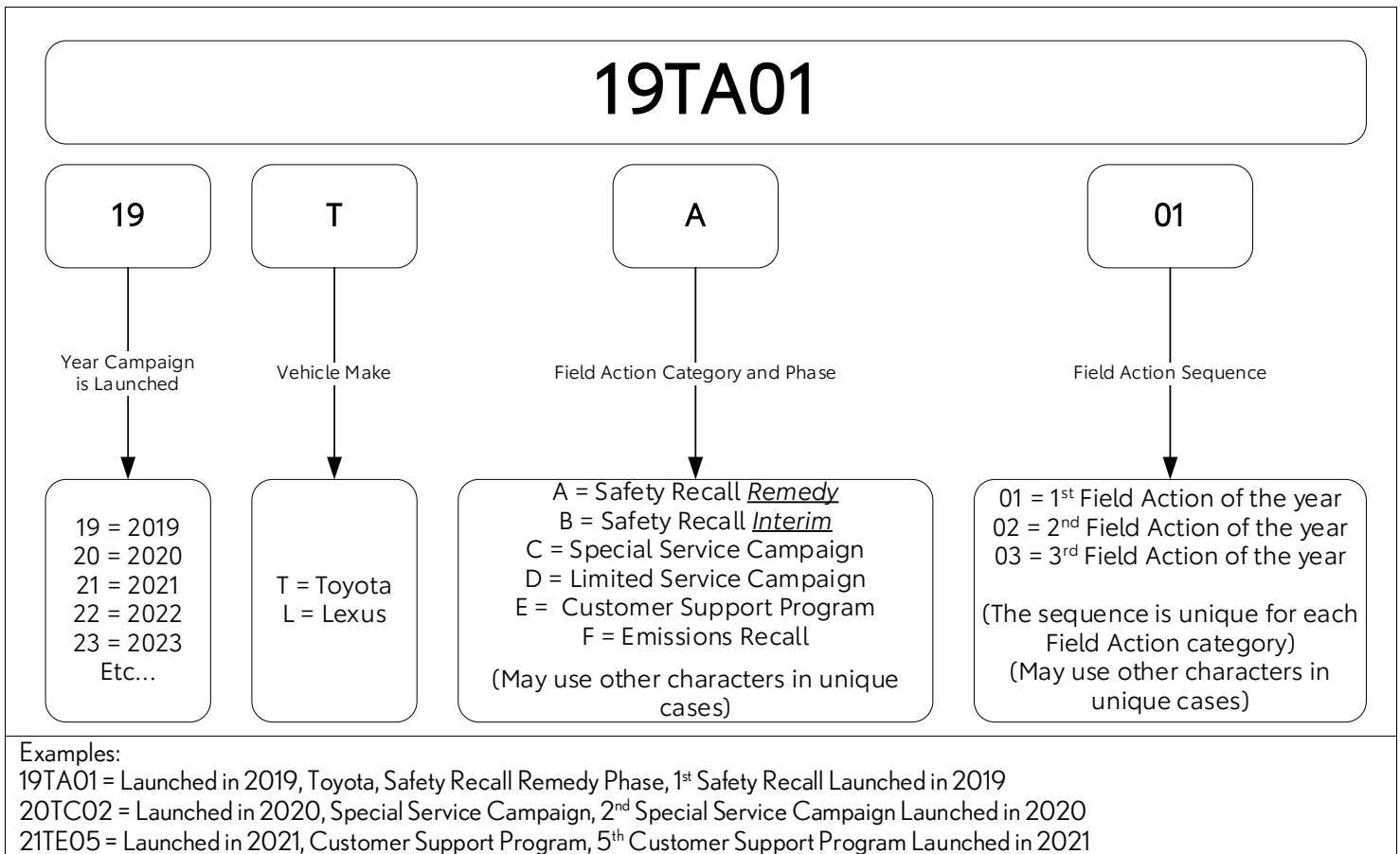
Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Customer Support Program. 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.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

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 Customer Support Program.

Thank you for your cooperation.

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



CUSTOMER SUPPORT PROGRAM 20LE02

Certain 2016 - 2019 Model Year RX 350 and RX 450h
Rear 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 rear 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.

NOTE: The rear doors also have a child-protector lock which, when on, will prevent the rear doors from being opened using the inside door handle.

Q1b: *If an inside door handle becomes inoperative due to this condition, 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 for Phase 1 vehicles, advising owners of this Customer Support Program. Lexus will begin sending an owner notification by first class mail starting in late December 2020 for Phase 2 vehicles. This notification will also contain information related to front inside door handles covered by Special Service Campaign 20LC02.

If the owner experiences the condition described above, they should contact their local authorized Lexus dealership for diagnosis. If the condition is verified, the dealer will replace the affected rear inside door handle(s) **FREE OF CHARGE**.

Q3: Which and how many vehicles are covered by this Customer Support Program?

A3: There are approximately 372,300 vehicles covered by this Customer Support Program.

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
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2019 RX 450h	Early September 2018 - Late August 2019	13,200

Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Customer Support Program in the U.S.?

A3a: At this time, there are no other Lexus/Toyota/Scion vehicles covered by this Customer Support Program.

Q4: What are the details of this program?

A4: This Customer Support Program provides coverage as it applies to rear inside door handles. If the condition is verified, the vehicle will be repaired with 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.

Q5: What should an owner do if experiencing this condition on the rear door handles?

A5: If an owner thinks that he/she has experienced the condition on the rear door handles that is described in this Customer Support Program, a local Lexus dealer should be contacted for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the program, the repair will be performed *FREE OF CHARGE* to the owner.

Q5a: What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?

A5a: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Lexus Dealership can determine if a condition is covered by this Customer Support Program.

Q6: What if an owner HAS NOT experienced this condition but would like to have the repair completed?

A6: For the front door handles, Special Service Campaign 20LC02 applies and the owner is requested to make an appointment with a local dealer to have the condition remedied under that campaign.

For the rear door handles, this Customer Support Program applies. It provides coverage for vehicles that have exhibited the condition described above. If an owner has not experienced the condition, he/she is asked to tear off the sheet included in the owner letter and insert it into the Owner's Warranty Information Booklet for future reference.

Q7: How long will the repair take?

A7: The repair for this Customer Support Program 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.

Q8: What if I previously paid for repairs related to this Customer Support Program?

A8: Reimbursement consideration instructions will be provided in the owner letter.

Q9: How does Lexus obtain my mailing information?

A9: 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.

Q10: *What if I have additional questions or concerns?*

A10: 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.



Lexus, A Division of
Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024

Certain 2016 - 2019 Model Year RX 350 and RX 450h
Special Service Campaign (20LC02) - Front Inside Door Handle May Become Inoperative
Customer Support Program (20LE02) - Rear Inside Door Handle May Become Inoperative

[VIN]

Dear Lexus Owner:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Lexus would like to advise you of a voluntary Special Service Campaign and a voluntary Customer Support Program that have been initiated for 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?

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.

What will Lexus do?

Lexus has initiated two different programs to reduce inconvenience to you resulting from this condition.

- (1) For the front inside door handles, Lexus has launched Special Service Campaign 20LC02. Under this program, we request you contact any authorized Lexus dealer who will replace both front inside door handles **FREE OF CHARGE** to you.
- (2) For the rear inside door handles, Lexus has launched Customer Support Program 20LE02. Under this program, Lexus is providing coverage should you experience this condition on the rear inside door handles on your vehicle.

Coverage for the Rear Inside Door Handles

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

What should you do?

For the front inside door handles, we request that you contact any authorized Lexus dealer, who will replace both front inside door handles **FREE OF CHARGE** to you.

Please contact your authorized Lexus dealer to make an appointment to have the front inside door handles replaced. **The remedy will require parts replacement. Please contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience.** The remedy will take approximately 1 hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

For the rear inside door handles, please tear off and insert the sheet at the bottom of the page into the back of your Owner's Manual for future reference should you experience this condition on the rear inside door handles.

If you have experienced this condition on the rear inside door handles, please contact any authorized Lexus dealer and make arrangements for diagnosis and, if applicable, repair. **The repair will take 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.**

What if you have other questions?

- *Your local Lexus dealer will also be more than happy to answer any of your questions.*
- For more information on Special Service Campaign 20LC02 and other campaigns, please visit www.lexus.com/recall.
- Refer to the Frequently Asked Questions sheet for Customer Support Program 20LE02 included with this letter.
- If you require further assistance, please visit <http://Lexus.com/contact> for options to contact the Lexus Brand Engagement 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.

What if you have previously paid for repairs to your vehicle for these specific conditions?

If you have previously paid for repairs related to this condition, please mail a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to the following address for reimbursement consideration:

Lexus
A Division of Toyota Motor Sales, Inc.
PO Box 259001 - SSC/CSP
Mail Drop E3-2D
Plano, TX 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products. 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

▼ Remove at perforation and place in the back of your owner's manual ▼

Customer Support Program 20LE02 Details

Customer Support Program 20LE02 provides coverage as it applies to rear inside door handles. The specific condition covered by this program is rear inside door handle breakage where the door latch release cable is attached. 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*.

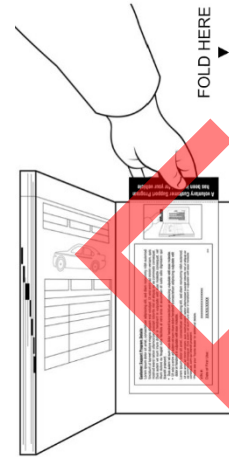
- ***This coverage will be offered for 10 years from the vehicle's date of first use, regardless of mileage.***

Please note that this coverage is for work performed at an authorized Lexus dealer only.

This coverage 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.

*Please see your Lexus dealer for additional details

VIN# _____



A voluntary Customer Support Program has been initiated for your vehicle



**SPECIAL SERVICE CAMPAIGN - 20LC02
CUSTOMER SUPPORT PROGRAM - 20LE02
FREQUENTLY ASKED QUESTIONS**

Q1: *Is this a recall?*

A1: No. These programs Lexus is launching are not a recall. At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Lexus is advising you of these programs.

Q2: *If my vehicle does not have this condition, do I need to make an appointment with my dealership?*

A2: For the front inside door handles, we request that you contact any authorized Lexus dealer, who will replace both front inside door handles **FREE OF CHARGE** to you.

For the rear inside door handles, a repair is not necessary unless your vehicle is exhibiting the rear inside door handle condition described in this letter. **If you have not experienced this condition on the rear inside door handles, please tear off and insert the sheet from the bottom of the owner letter into the back of your owner's manual for future reference.**

Q3: *Is the Customer Support Program coverage for the rear handles transferable if I sell my vehicle?*

A3: Yes, Customer Support Program 20LE02 coverage for the rear door handles is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q4: *What should I do if my vehicle has the condition described?*

A4: If you experience this condition, please contact any authorized Lexus dealer and make arrangements for diagnosis and, if applicable, repair.

Q4a: *Are there any warnings that this condition exists?*

A4a: 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.

NOTE: The rear doors also have a child-protector lock which, when on, will prevent the rear doors from being opened using the inside door handle.

Q4b: *If an inside door handle becomes inoperative due to this condition, how can occupant(s) exit the vehicle?*

A4b: 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.

Q5: *Which part(s) are covered by Customer Support Program 20LE02?*

A5: Refer to the owner letter to find the specific component(s) covered by that program.

Q6: *What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?*

A6: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Lexus Dealership can determine if a condition is covered by this Customer Support Program.