



◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
12/15/2020	Model year range has been updated.

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.

TECHNICAL INSTRUCTIONS

FOR

SPECIAL SERVICE CAMPAIGN 20LC02

FRONT INSIDE DOOR HANDLE MAY BECOME INOPERATIVE

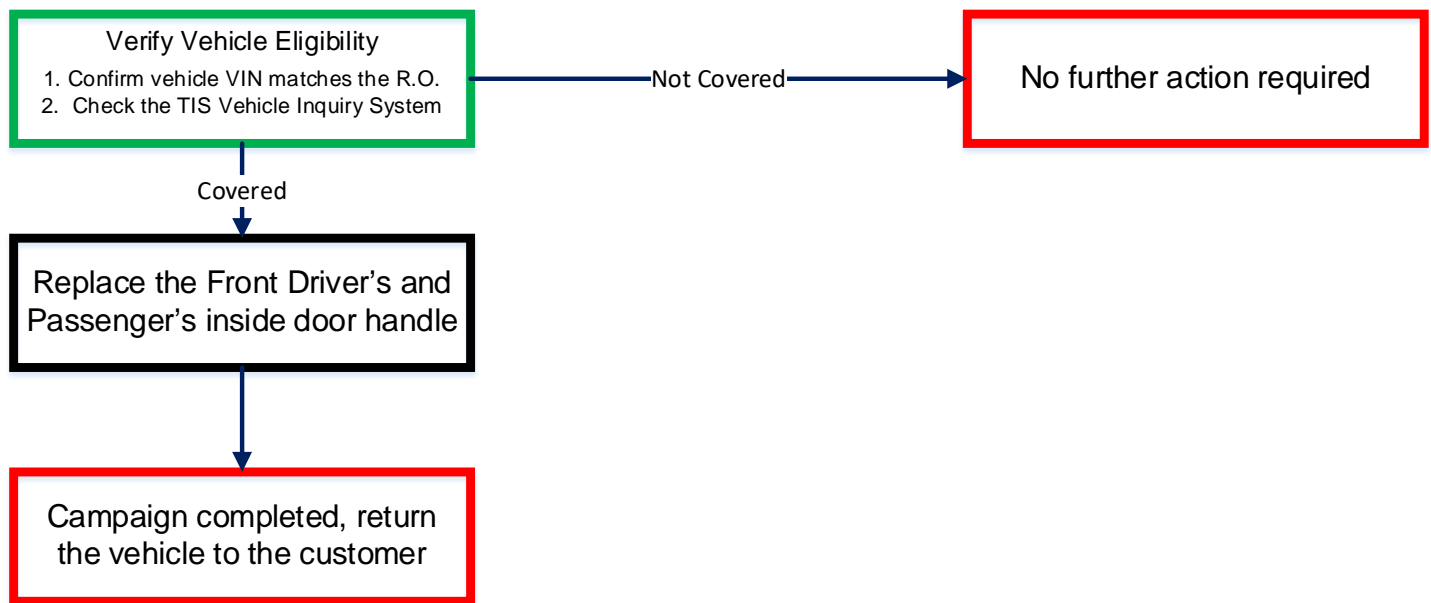
CERTAIN 2016-2019 MODEL YEAR RX350 and RX450h

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this recall 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 recall repair are required to currently hold at least one of the following certification levels:

- Certified
- Senior
- Master

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this recall 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.

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

NOTES:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this campaign, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMNA warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

Part Number	Description	Quantity
04009-68148*	Handle Kit, Door Inside	1
*The kit above includes the following parts.		
69271-48011	Handle Door inside RH	1
69272-48011	Handle Door inside LH	1
04000-0910E	Panel Kit,Fr Door Armrest Base, UPR RH	1
04009-91194	Grease (Plus guard SG)	1**

**** NOTE: 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.**

B. TOOLS & EQUIPMENT

- Techstream
- Protective Tape
- Standard Hand Tools
- Moulding Remover
- Torque Wrench
- Soldering Iron

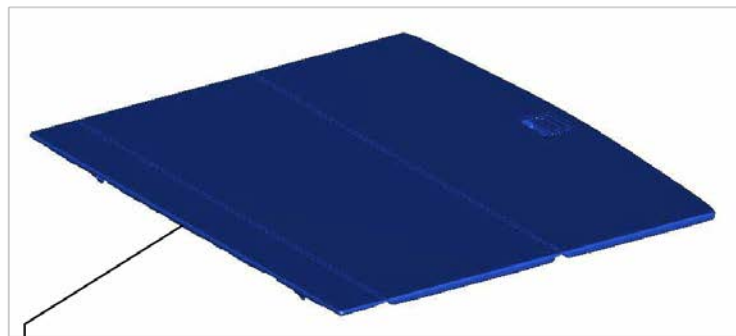
IV. BACKGROUND

There is a possibility that the front inside door handles may fracture at the door latch release cable attachment location due to fatigue under high stress usage. If this occurs, the door latch release cable may separate from the inside door handle causing the inside door handle to become inoperative.

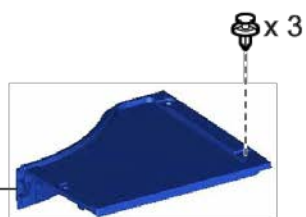
V. WORK PROCEDURE

A. COMPONENTS

w/o REAR No.2 SEAT



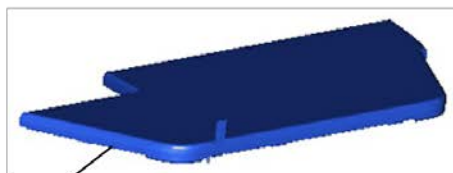
DECK BOARD ASSEMBLY



REAR DECK FLOOR BOX

R190729000

w/ REAR No.2 SEAT



BATTERY SERVICE HOLE COVER



REAR No.4 FLOOR BOARD

R190429000

DOOR TRIM BOARD SUB-ASSEMBLY



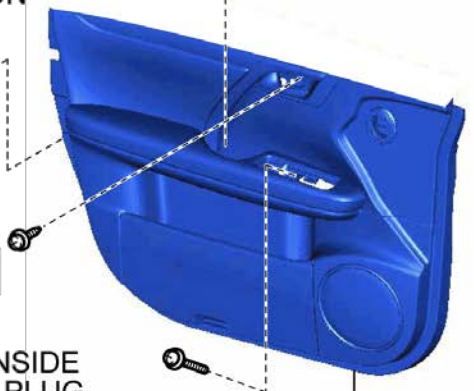
DOOR ARMREST COVER



FRONT DOOR No.1
STIFFENER CUSHION



FRONT DOOR INSIDE
HANDLE BEZEL PLUG



FRONT DOOR TRIM
BOARD SUB-ASSEMBLY



COURTESY LIGHT ASSEMBLY



PIN

SPRING



INSIDE DOOR HANDLE



x 4

FRONT DOOR AIR DUCT

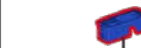
for DRIVER SIDE



MULTIPLEX NETWORK MASTER
SWITCH ASSEMBLY WITH FRONT
DOOR UPPER ARMREST BASE PANEL

for FRONT PASSENGER SIDE

POWER WINDOW REGULATOR
SWITCH ASSEMBLY



FRONT DOOR UPPER
ARMREST BASE PANEL

● : Replacement part

R190729000

VI. REPLACE THE INSIDE DOOR HANDLE

1. REMOVE FRONT DOOR TRIM BOARD SUB-ASSEMBLY

[Click here to access TIS for instructions on how to remove the Front Door Trim Board Sub Assembly](#)

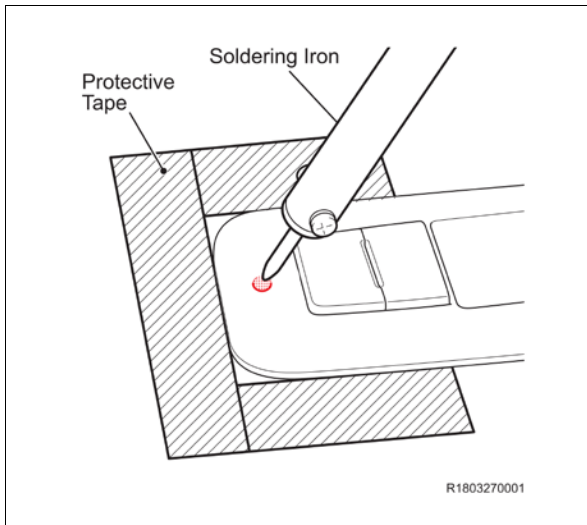
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NOTE:

- Reference and perform the procedure until the step of the front door trim board sub-assembly removal.
- Use the same procedure for LH side and RH side except for the removal of power window regulator switch assembly with front door upper armrest base panel.



Remove the power window regulator switch assembly with front door upper armrest base panel on the passenger side following the instructions below.



The following procedure is designed to reduce the risk of door panel damage during window switch removal. Do not deviate from the procedure below.

2. REMOVE WINDOW SWITCH FROM DOOR PANEL (PASSENGER SIDE ONLY)

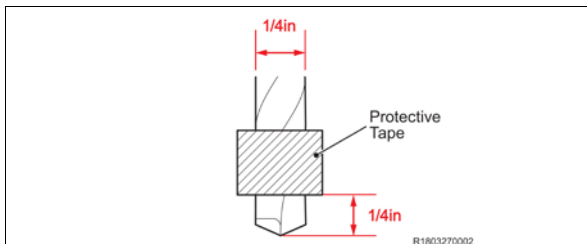
- Apply masking tape around the window switch cover
- Using a soldering iron, make an indent into the window switch cover between the front edge and the lock button.
- Make the same indent between the rear edge of the window switch and the window button.



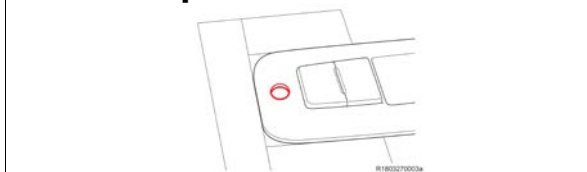
Be careful to not touch the door panel, window switch buttons, or other interior trim with the soldering iron.



To prevent the drill to go through the hole and damage the part, wrap protective tape around the drill bit at 1/4in from its point.



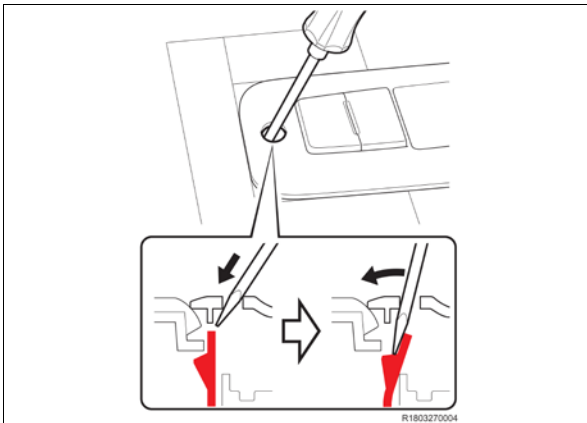
Be careful not to damage the door panel



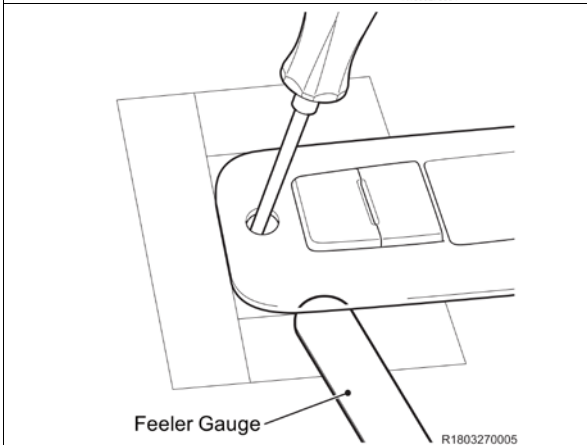
- Using a 1/4in drill bit, drill a hole into the window switch cover using the indents as a guide.



Use a slow speed on the drill to reduce the chances of the drill slipping off the window switch.



- e) Using a small screwdriver, release the locking tab by inserting the screwdriver into the hole and prying the tab back.



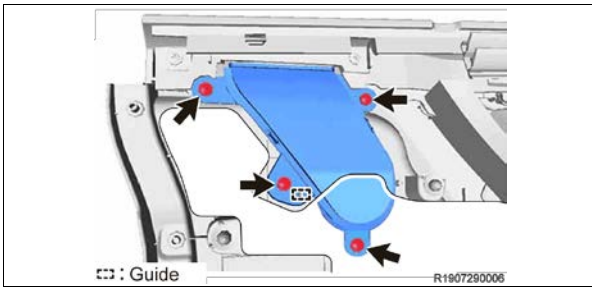
- f) Once the locking tab is released, using a feeler gauge to lift up on the window switch.



- Make sure that the locking tab is release before trying to insert a feeler gauge between the window switch and door panel.
- If the locking tab is not released, you could cut the leather on the door panel while trying to insert the feeler gauge.

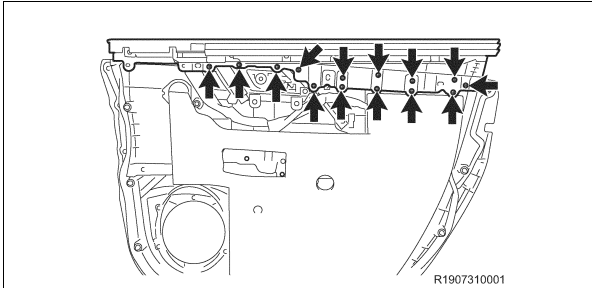
Click the image below to watch the video on how to replace the inside door handle (Steps 3 – 6)





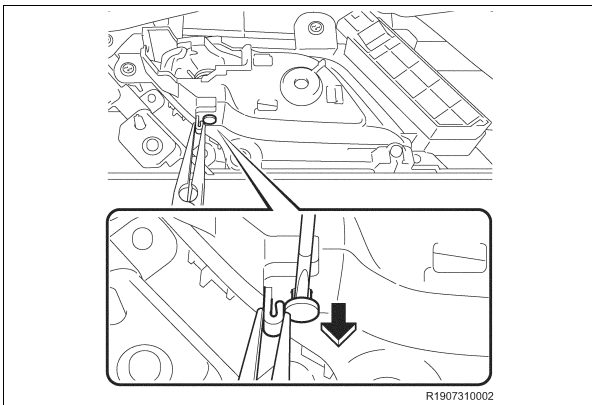
3. REMOVE FRONT DOOR AIR DUCT

- Remove the 4 screws.
- Disengage the guide to remove the front door air duct.



4. REMOVE DOOR TRIM BOARD SUB-ASSEMBLY

- Remove the 14 screws and door trim board sub-assembly.



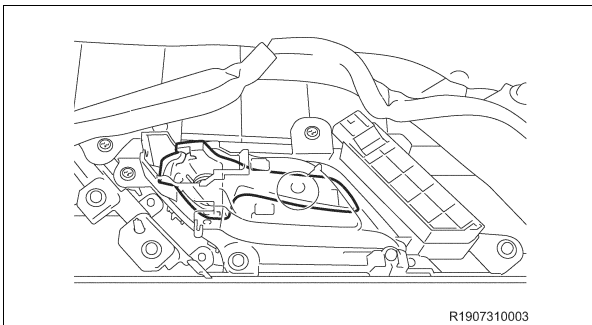
5. REMOVE INSIDE DOOR HANDLE

- Using a screwdriver and needle nose plier, remove the pin.



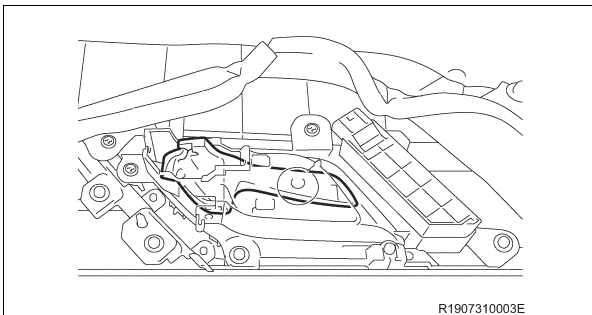
Cover the spring with a shop towel before removing the pin to prevent it from flying off the door trim board

- Remove the inside door handle and spring.
- Put a mark on the removed inside door handle and store it in a separate container.

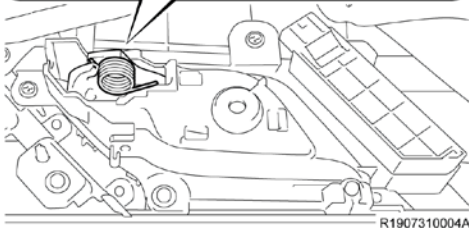
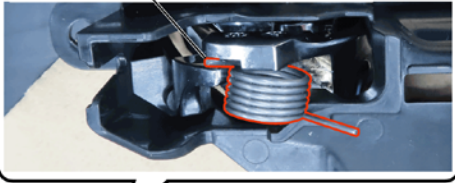


6. INSTALL INSIDE DOOR HANDLE

- Install the **NEW** inside door handle.



Place the shorter side of the spring end to the groove of the lever



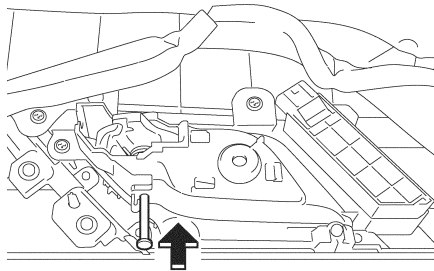
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b) Place the spring as shown in the illustration.



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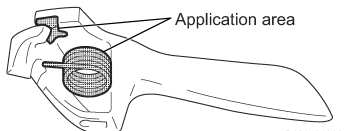
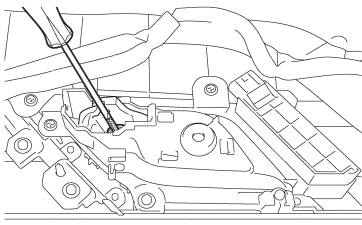
c) While supporting the inside door handle from the bottom, push the spring straight in from the top.



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d) Insert the pin.

e) Apply the grease (Plus guard SG) to the positions shown in the illustration.

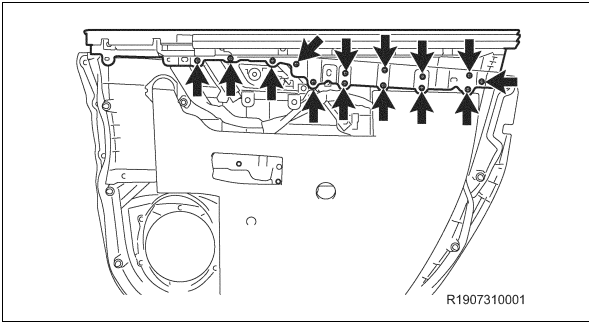


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The amount of grease needed for one side is extremely small (0.5g) Below an example of the amount of grease needed per side (2 per vehicle)

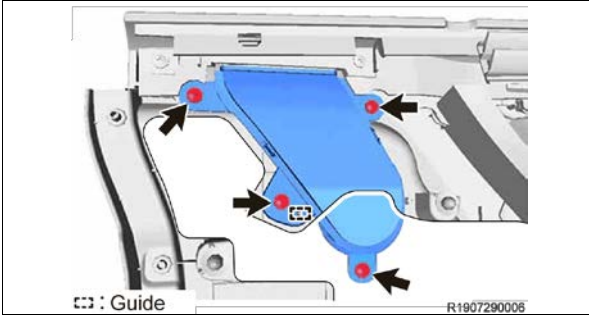


f) Move the lever several times to make sure it functions normally.



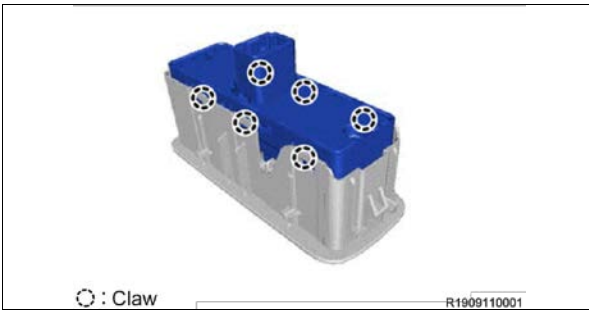
7. INSTALL DOOR TRIM BOARD SUB-ASSEMBLY

- Install the door trim board sub-assembly with 14 screws.



8. INSTALL FRONT DOOR AIR DUCT

- Engage the guide.
- Install the front door air duct with 4 screws.



9. REPLACE FRONT DOOR UPPER ARMREST BASE PANEL

- Disengage the 6 claws to remove the front door upper armrest base panel.
- The removed front door upper armrest base panel and store it in a separate container.
- Engage the 6 claws to install the **NEW** front door upper armrest base panel.

10. INSTALL FRONT DOOR TRIMBOARD SUB-ASSEMBLY

[Click here to access TIS for instructions on how to install the Front Door Trim Board Sub Assembly](#)

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NOTE:

- Reference and perform the procedure starting at the step of the front door trim board sub-assembly installation.

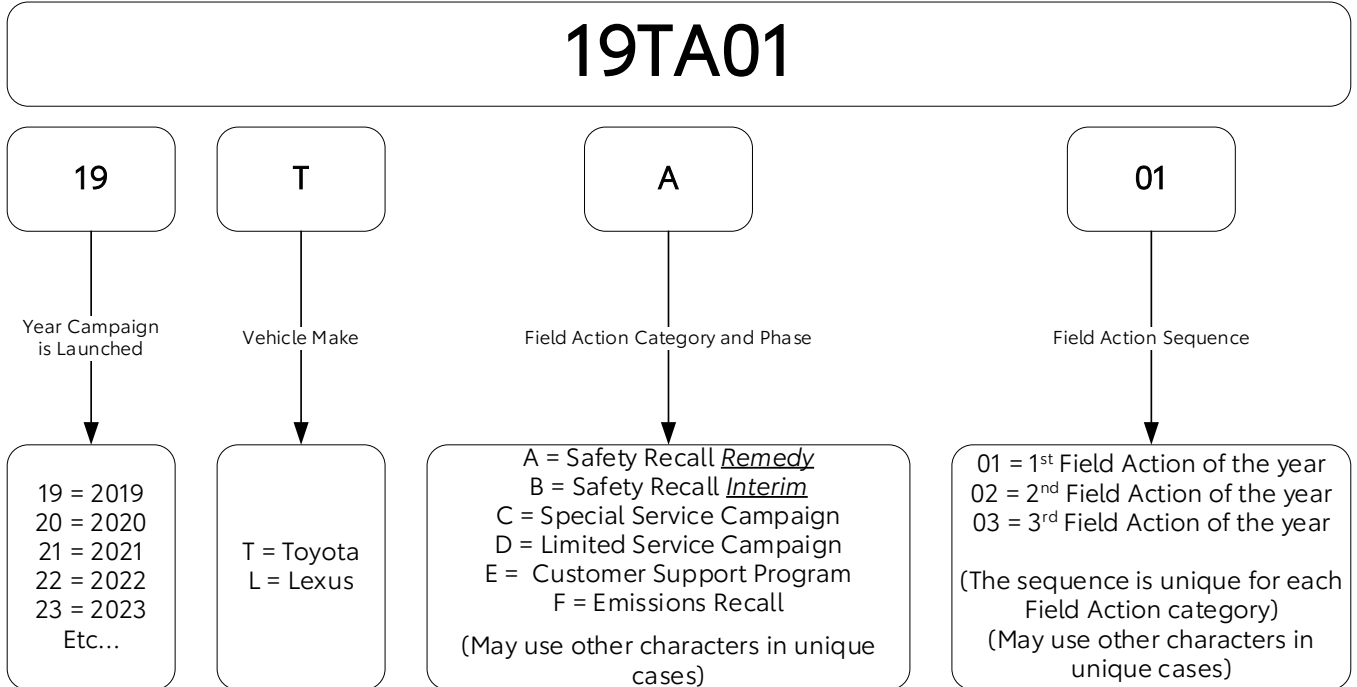
◀ VERIFY REPAIR QUALITY ▶

- Check the inside door handles are properly attached and secure
- Check operation of all window, mirrors, and door locks
- Confirm all trim panels that were removed are properly secured and not damaged

If you have any questions regarding this campaign, please contact your regional representative.

VII. APPENDIX

A. CAMPAIGN DESIGNATION DECODER



B. CAMPAIGN PARTS DISPOSAL

As required by Federal Regulations, please make sure all campaign parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***