



## INTEROFFICE MEMORANDUM

Original Publication Date: January 12, 2021

To: All Lexus Area General Managers / Assistant General Managers

From: Chuck Yaeger  
Senior Manager, Fixed Operations

### CUSTOMER SUPPORT PROGRAM 20LE01

#### Multiple Models and Model Years Coverage for Repairs for Air Conditioner (A/C) Servo Motor Malfunction

Model / Years	Production Period	Approximate Total Vehicles
2013 - 2017 GS 350	Mid-July 2011 - Late June 2017	103,160
2013 - 2017 GS 450H	Early October 2011 - Early June 2017	1,460
2016 - 2017 GS 200T	Early July 2015 - Late June 2017	1,870
2016 - 2017 GS F	Mid-July 2015 - Late June 2017	1,790
2014 - 2015 IS 250	Mid-October 2012 - Early August 2015	86,420
2014 - 2017 IS 350	Mid-October 2012 - Late June 2017	27,690
2016 - 2017 IS 200T	Early April 2015 - Late June 2017	41,760
2016 - 2017 IS 300	Early April 2015 - Late June 2017	19,110
2015 - 2017 RC 350	Mid-April 2014 - Late June 2017	20,980
2015 - 2017 RC F	Early June 2015 - Late June 2017	4,660
2016 - 2017 RC 200T	Early June 2015 - Late June 2017	5,170
2016 - 2017 RC 300	Early June 2015 - Late June 2017	3,130
2016 - 2017 LX 570	Mid-June 2015 - Late June 2017	11,480

Specific information for Area support is provided below.

#### Background

There is a possibility that the A/C servo motor(s) have an internal electrical malfunction which could lead to inconsistent air temperature coming from the air conditioner (A/C) vents, air not coming out at the selected temperature, and/or air not coming out of the selected A/C vent of the vehicle.

Although the A/C servo motors 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 A/C servo motor(s) that have an internal electrical malfunction which could lead to the symptoms described above.

#### Dealer Notification

The attached dealer letter will be sent to all Lexus dealers on January 12, 2021.

*Please reference the attached Dealer Letter for additional details.*

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

Thank you for your cooperation.