



INTEROFFICE MEMORANDUM

Original Publication Date: July 14, 2021

To: All Lexus Area General Managers / Assistant General Managers
From: Chuck Yaeger
Senior Manager - Lexus Fixed Operations

SPECIAL SERVICE CAMPAIGN 21LC01 *(Remedy)*

Certain 2013 - 2015 Model Year LS 600h
Certain 2014 - 2015 Model Year GS 450h
Certain 2017 - 2020 Model Year RX 450h
Certain 2018 - 2020 Model Year RX 450h L
Certain 2018 Model Year GS 450h
Certain 2019 Model Year ES 300h
Low-Pressure Fuel Pump

Specific information for Area support is provided below.

Condition

The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This will lead to the vehicle entering a failsafe driving mode in which the vehicle can still be driven for certain distances.

Dealer Notification

The attached dealer letter will be sent to all Lexus dealers on July 15, 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.