◄ IMPORTANT UPDATE ►

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

DATE	TOPIC
07/07/2021	Technician Certification requirements has been revised
12/15/2020	Multiple sections updated for inclusion of Phase 2 vehicles.
06/26/2020	The Warranty Reimbursement Procedures section 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.

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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

SPECIAL SERVICE CAMPAIGN 20LC02 *(Remedy Notice)*

Certain 2016 - 2019 Model Year RX 350 and RX 450h
Front 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

Condition

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.

Remedy

Any authorized Lexus dealer will replace both front inside door handles ***FREE OF CHARGE.***

Covered Vehicles

There are approximately 372,300 vehicles covered by this Special Service Campaign. Approximately 600 vehicles involved in this Special Service Campaign 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.

Lexus makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Special Service Campaign announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please ***verify eligibility by confirming through TIS prior to performing repairs***. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

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Dealer Inventory Procedures

New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Lexus requests that dealers complete this Special Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Special Service Campaign prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Special Service Campaign.

Lexus expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Lexus and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state, "Disclosure Form 20LC02" and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily. The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

L/Certified Vehicles

L/Certified policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as L/Certified until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

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 Special Service Campaign. 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 at 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

Every attempt should be made to complete an open Special Service Campaign when circumstances permit, unless noted otherwise in the SSC dealer letter.

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

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.

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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.

Part Number	Description	Quantity
04009-68148	Handle Kit, Door Inside	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.**

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 have completed all of the following courses:

- L623 Electrical Circuit Diagnosis

Always check which technicians can perform the repair by logging on to o https://www.LCTPReports.com.It is the dealerships responsibility to select technicians that have completed the above courses 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.

Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Lexus. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Parts Recovery Procedures

All parts replaced as part of this Special Service Campaign 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.

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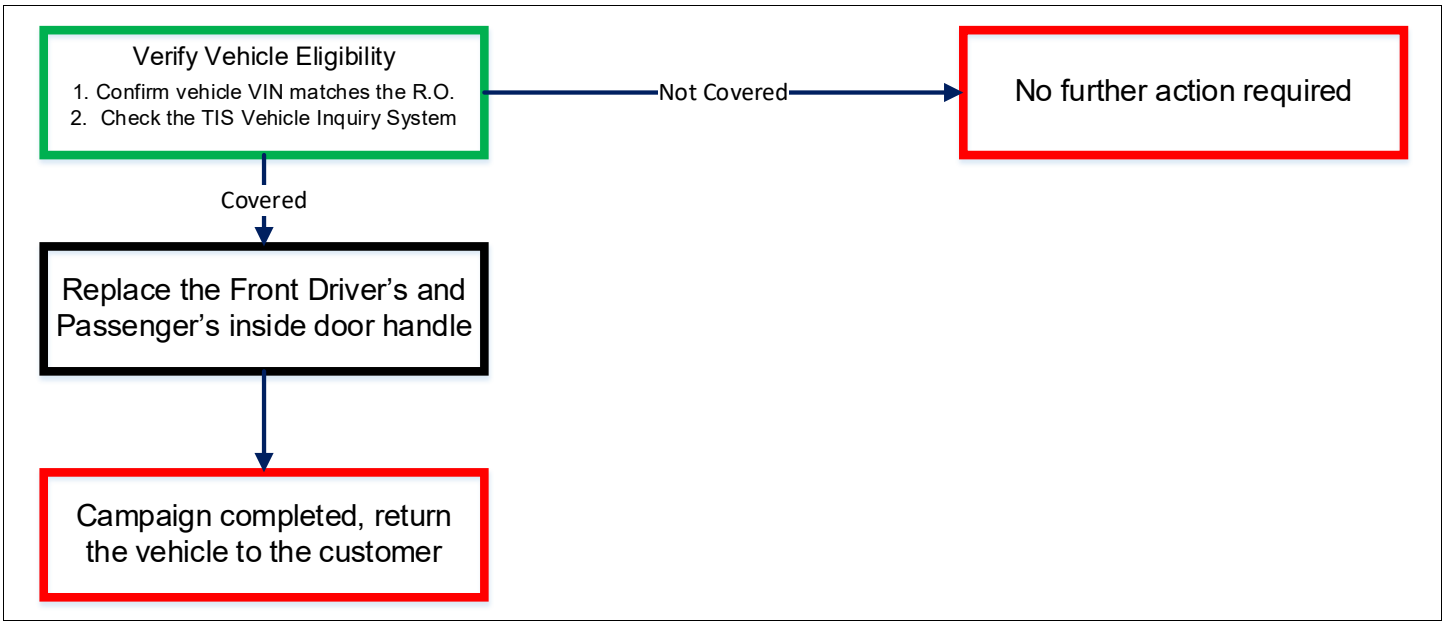
Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
20LC02	Replace the front door inside handle – both sides	0.9

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- **The cost for Grease (Plus guard SG) can be claimed under Op Code 20LC02 for a maximum of $0.35 as sublet type "OF".**
- Lexus usual customer care amenities of car wash and fuel fill-up apply to this Special Service Campaign. Additionally, one day of rental vehicle expense (at a maximum rate of $45.00 per day) while the vehicle is being remedied or the cost of pick-up and redelivery of the customer's car may be claimed if required and subject to the guidelines published in the Safety Recall and Special Service Campaign General Procedures document on TIS.
    - Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Special Service Campaign. 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.

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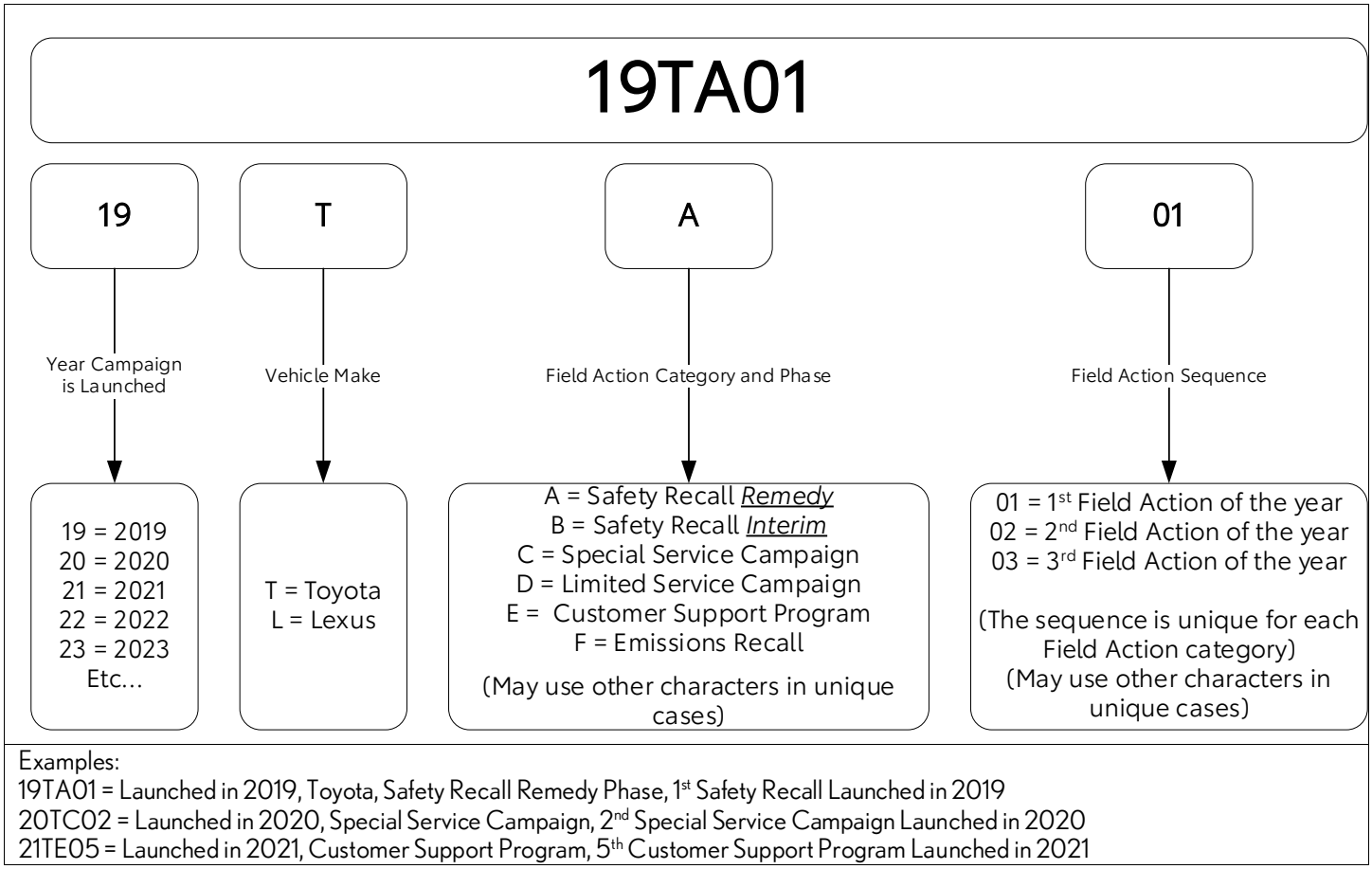
Campaign Designation / Phase Decoder



Examples:
19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1st Safety Recall Launched in 2019
20TC02 = Launched in 2020, Special Service Campaign, 2nd Special Service Campaign Launched in 2020
21TE05 = Launched in 2021, Customer Support Program, 5th Customer Support Program Launched in 2021

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 Special Service Campaign.

Thank you for your cooperation.
LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.

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SPECIAL SERVICE CAMPAIGN 20LC02 *(Remedy Notice)*

Certain 2016 - 2018 Model Year RX 350 and RX 450h
Front Inside Door Handle May Become Inoperative

Frequently Asked Questions
Original Publication Date: June 25, 2020

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 will send an owner notification by first class mail starting in late June 2020, 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 286,700 vehicles covered by this Special Service Campaign.

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

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.

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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 Guest Experience Center at 1-800-255-3987 Monday through Friday, 7:00 am to 7:00 pm, Saturday 8:00 am to 5:00 pm Central Time.

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6565 Headquarters Drive
Plano, TX 75024

Certain 2016 – 2018 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.**

SAMPLE

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 Guest Experience 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*.

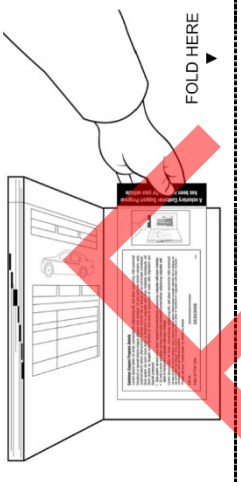
- ***This coverage will be offered for 10 years from the vehicle's date of first use, regardless of mileage.***

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

SAMPLE

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.

SAMPLE

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

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for L/Certified units.

This vehicle is involved in Special Service Campaign. At this time, remedy parts are not available, and the remedy has ***NOT*** been performed. I understand that the vehicle will need to be returned to an authorized Lexus dealer to have the remedy performed at ***NO CHARGE*** when the remedy is available.

Customer Signature _____

Lexus recommends that you register with the Lexus Drivers Community at http://www.lexus.com/drivers/ and regularly check recall applicability using www.lexus.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN | | | | | | | | | | | | | | | | | **Campaign Code** | | | |

Model _____ **Model Year** _____

Customer Information

Customer Name _____ **Customer Email** _____

Customer Address _____ **Home Phone #** _____

_____ **Mobile Phone #** _____

_____ **Date** _____

Please provide this information so that Lexus or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit www.lexus.com/drivers or contact us at 1-800-255-3987.

Dealer Information

Dealer Name/Address _____ **Dealer Code** _____

_____ **Dealer Phone Number** _____

_____ **Dealer Staff Name** _____

_____ **Dealer Staff Signature** _____

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