◄ IMPORTANT UPDATE ►

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

DATE	TOPIC
May 27, 2022	The Technical Instructions have been updated with a note (on page 24) to NOT remove the instrument panel or HVAC assembly from the vehicle. Any LASD that cannot be removed without removing the instrument panel/HVAV assembly should NOT be removed from the vehicle.

The most recent update in the attached Technical Instructions 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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TECHNICAL INSTRUCTIONS

LIMITED SERVICE CAMPAIGN 22LD02

OPTIONAL BODY-COLORED REAR SPOILER DESIGNED FOR:

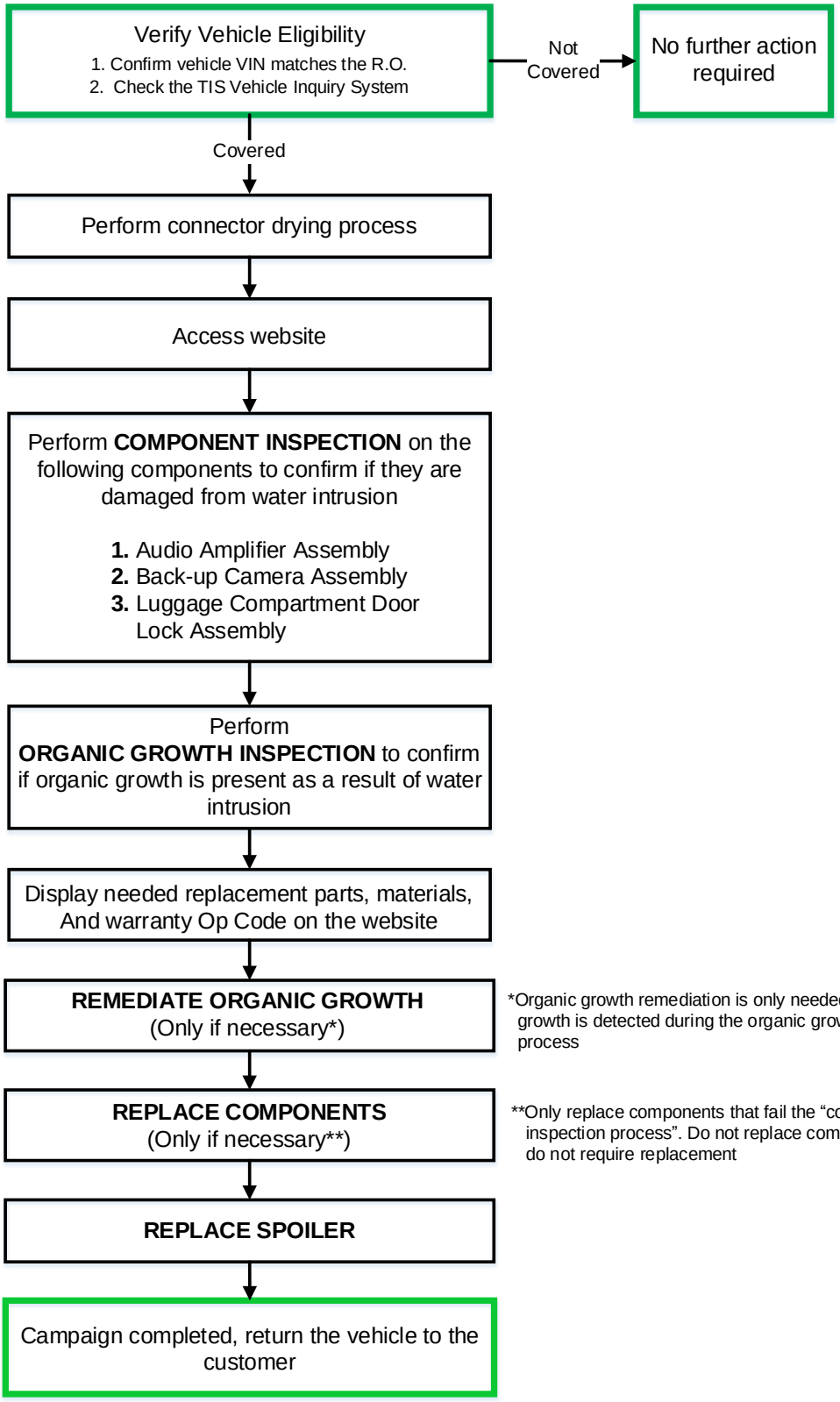
CERTAIN 2021 MODEL YEAR IS 300 VEHICLES

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 have completed all of the following courses:

- **L623 - Lexus Electrical Circuit Diagnosis**

Always check which technicians can perform the repair by logging on to https://www.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.

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

1. CHECK VEHICLE FOR CAMPAIGN ELIGIBILITY
   a. Compare the vehicle's VIN to the VIN listed on the Repair Order to ensure they match.
   b. Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Campaign, and that it has not already been completed.

NOTE: TMNA warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were previously completed, even by another dealer.

III. BACKGROUND

The involved vehicles were equipped with an optional body-colored rear spoiler. There is a possibility that water could leak into the trunk area of the vehicle through the holes used to fasten the spoiler onto the trunk lid. If this occurs, customers may notice water in the trunk area and some components in the vehicle could become damaged.

IV. PREPARATION

1. PARTS

Parts Look-Up and Warranty Op Code Look Up Website

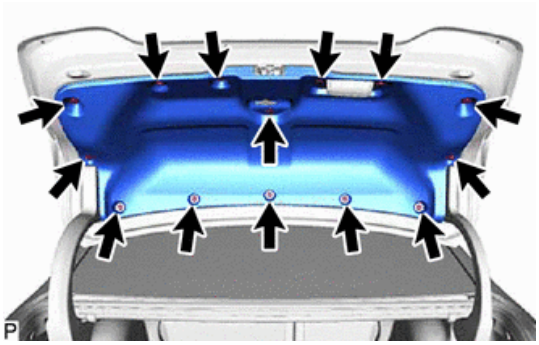


1. As you inspect components and inspect for organic growth, you will indicate your inspection results for each component in the parts website.
2. When finished with all inspections, the parts look up site will display the list of needed replacement parts, materials, and the warranty Op Code based on your inspection results.

2. TOOLS & EQUIPMENT

- Techstream
- Standard Hand Tools
- Flashlight
- OSHA-Approved Air Blower (air blow gun)
- Protective Eyewear
- Other tools and materials may be needed based on inspection findings

V. PERFORM CONNECTOR DRYING PROCESS



1. REMOVE LUGGAGE LINER

a) Remove the 14 clips and luggage compartment door cover.



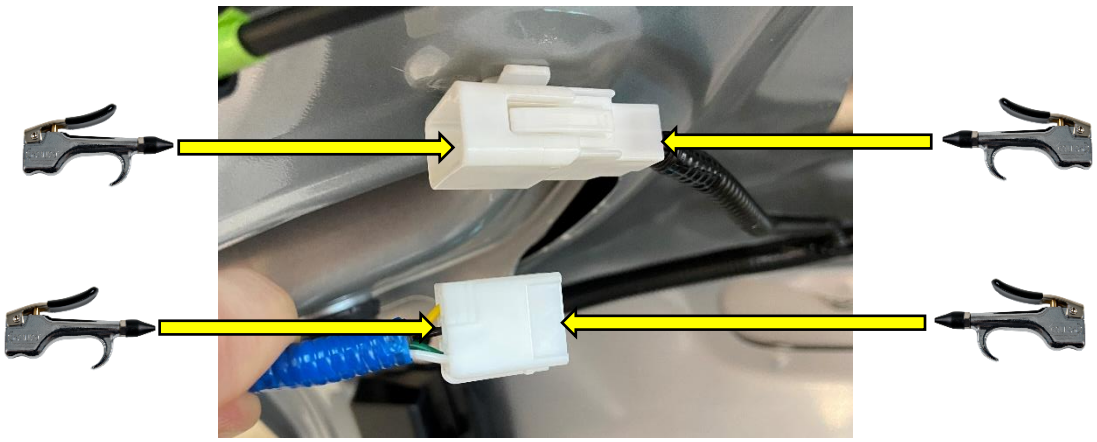
2. LOCATE THE CONNECTORS TO BE DRIED

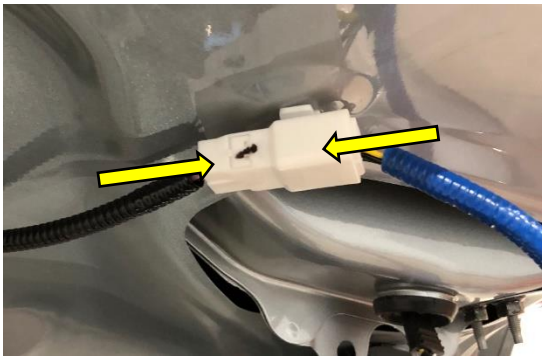
3. DISCONNECT THE CONNECTORS

4. Using an OSHA-approved air blow gun, blow on each connector to eliminate any residual moisture in the correctors.



5. Blow in the BACK and FRONT of the connector to remove any residual moisture





6. RECONNECT ALL THE CONNECTORS

a) Do not reinstall the luggage liner. It will need to stay off for spoiler replacement later.

VI. PERFORM COMPONENT INSPECTION



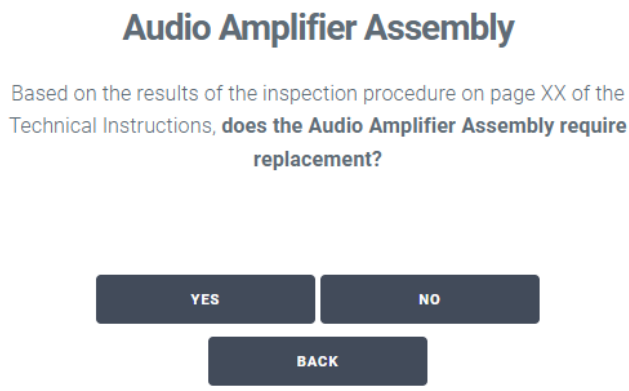
1. **PERFORM COMPONENT INSPECTION**
   Inspect each of the following components for damage caused by potential water intrusion by following the instructions beginning on this page.

   1. **Audio Amplifier Assembly**
   2. **Back-up Camera Assembly**
   3. **Luggage Compartment Door Lock Assembly**

2. **ACCESS PARTS LOOK UP AND WARRANTY OPCODE LOOK UP WEBSITE**

   URL: https://22LD02-parts-warrantyopcode.imagespm.info/login
   User Name: dealer code (5-digits)
   Password: input the default password if accessing for the first time → "XXXXX"

3. **NAVIGATE TO THE AUDIO AMPLIFIER ASSEMBLY PAGE SHOWN BELOW**



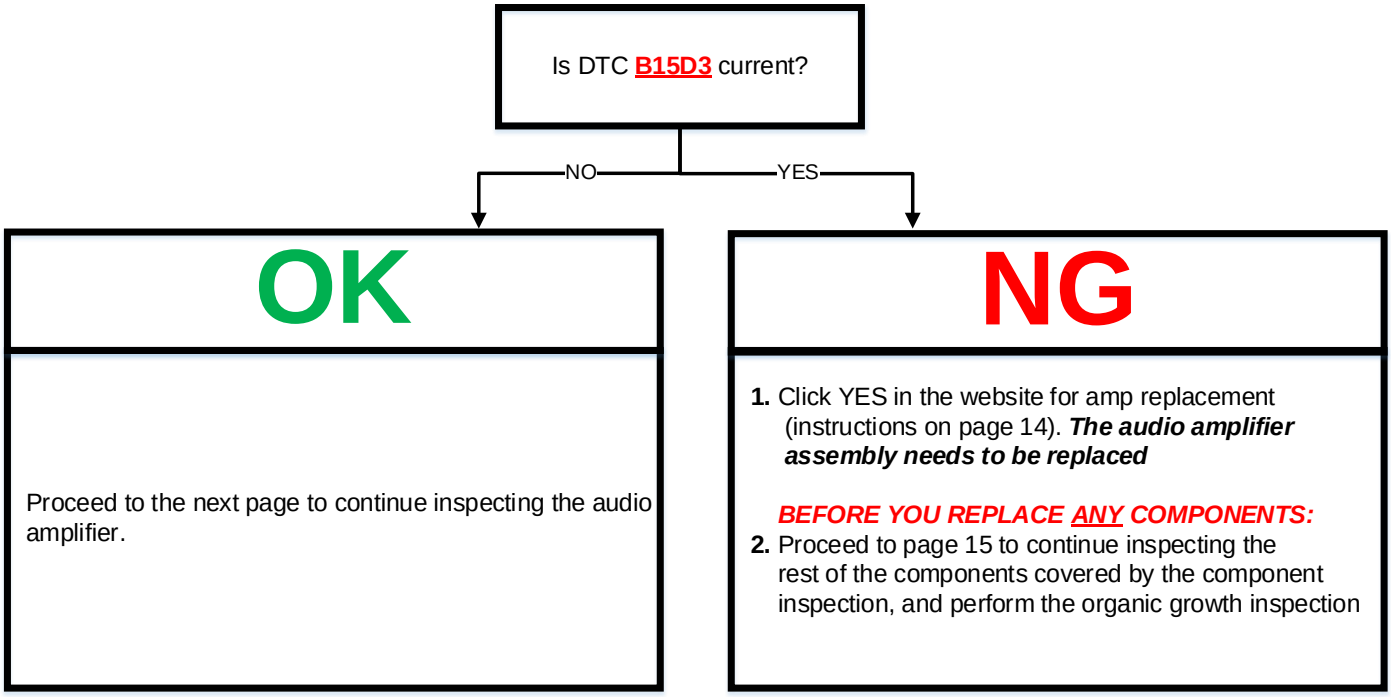
4. **FOLLOW THE INSTRUCTIONS ON NEXT PAGE TO BEGIN INSPECTING THE AUDIO AMPLIFIER**

1. COMPONENT INSPECTION #1 – AUDIO AMPLIFIER ASSEMBLY

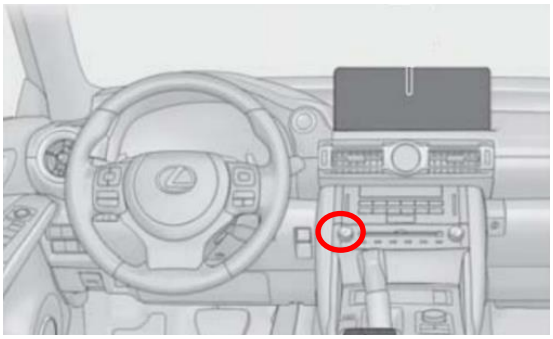
A. CHECK FOR DTC B15D3



1. **CONNECT A TECHSTREAM**
2. **CHECK FOR DTC B15D3**

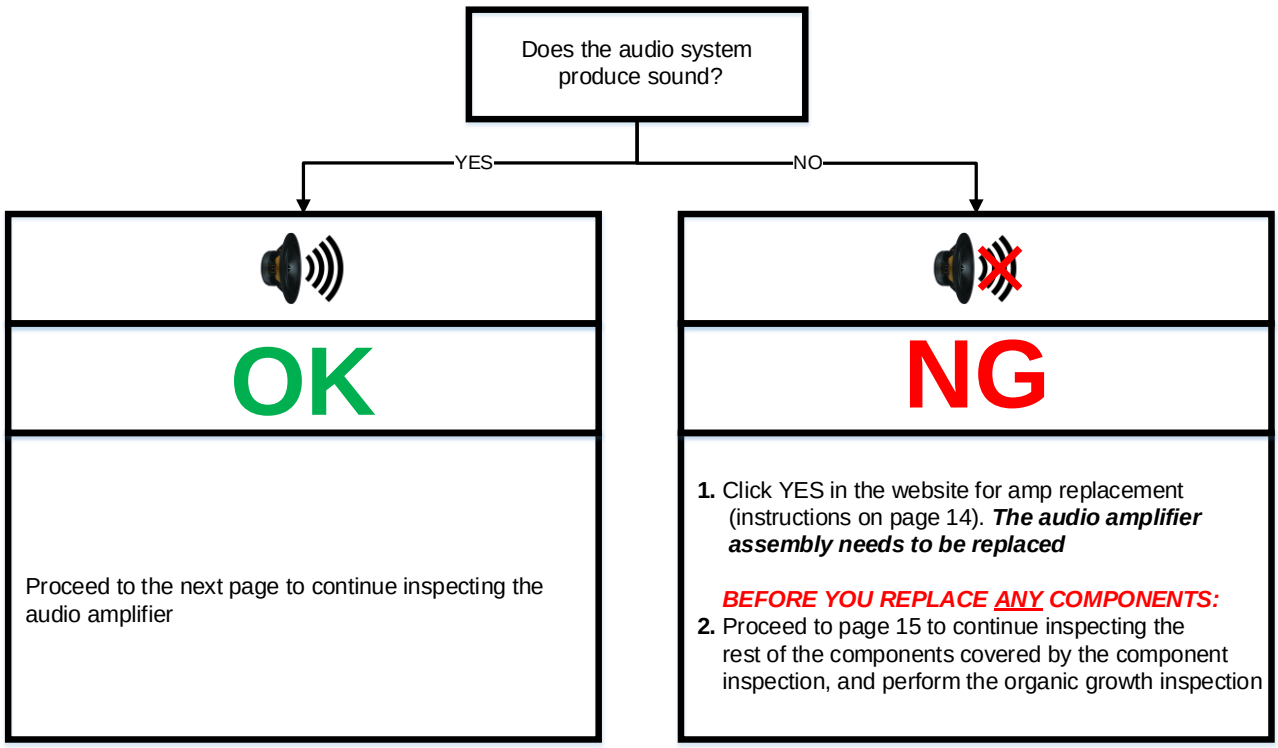


B. CONFIRM SOUND

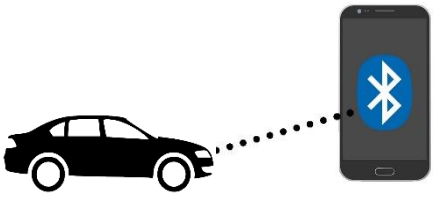


1. TURN ON THE FM (OR AM) RADIO TO ATTEMPT TO GENERATE SOUND/MUSIC.

If a good AM/FM signal cannot be achieved, attempt to generate sound/music using other means such as a Compact DISC, Bluetooth, or USB cable.



C. CONFIRM BLUETOOTH



1. <u>PAIR</u> A SMART PHONE TO THE VEHICLE'S BLUETOOTH SYSTEM.

Make at least two (2) subsequent attempts to pair if your initial attempt failed.

Was Bluetooth pairing successful?

YES



OK

Proceed to the next page to continue inspecting the audio amplifier

NO



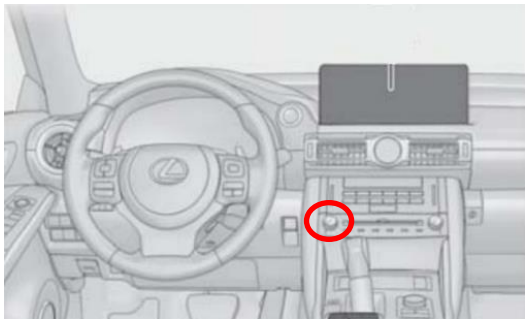
NG

1. Click YES in the website for amp replacement (instructions on page 14). ***The audio amplifier assembly needs to be replaced***

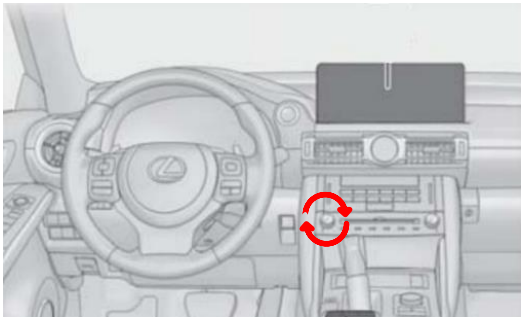
BEFORE YOU REPLACE <u>ANY</u> COMPONENTS:

2. Proceed to page 15 to continue inspecting the rest of the components covered by the component inspection, and perform the organic growth inspection

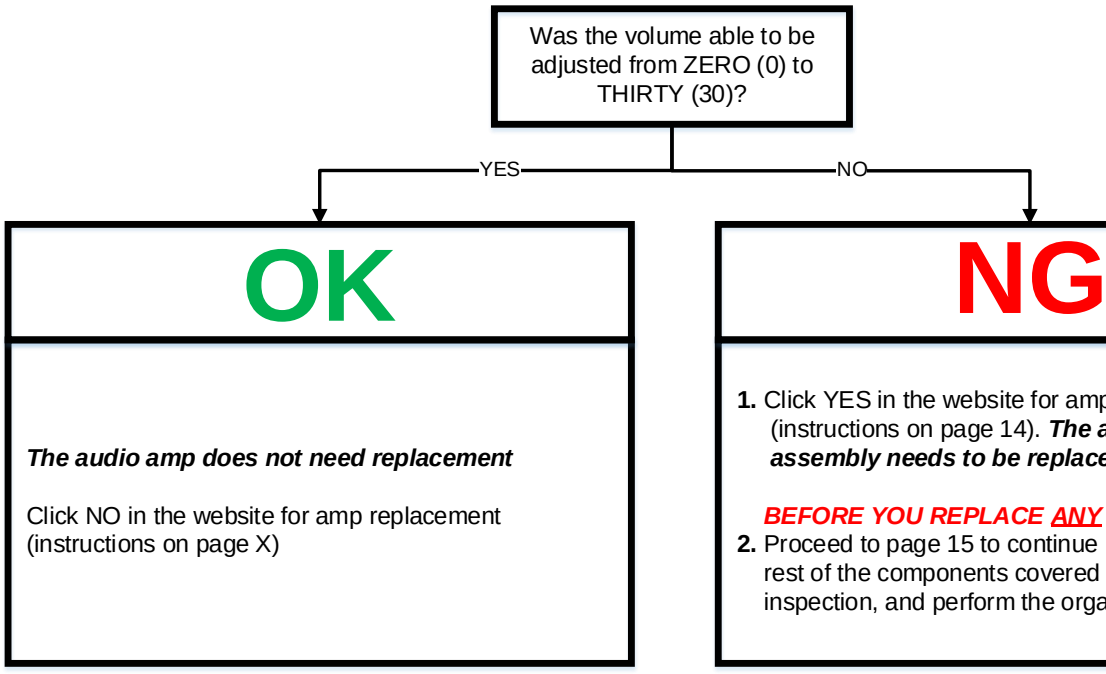
D. CONFIRM VOLUME ADJUSTMENT RANGE



1. TURN THE RADIO ON (OR USE A COMPACT DISC) TO PLAY MUSIC/SOUND.

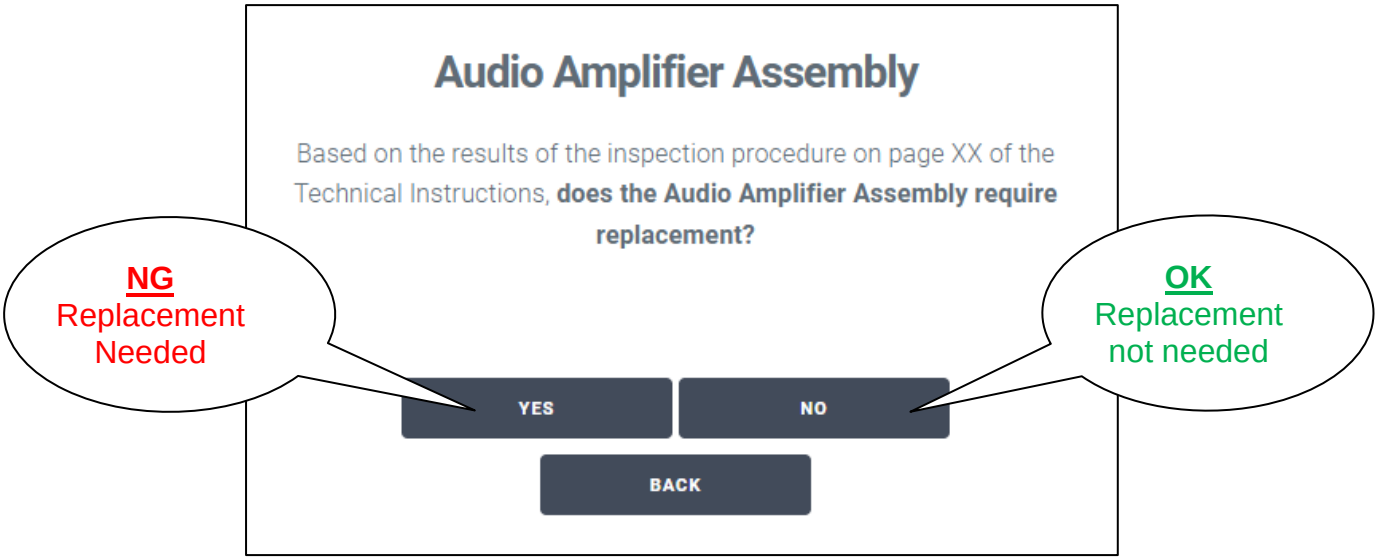


2. ADJUST THE VOLUME FROM ZERO (0) TO THIRTY (30).

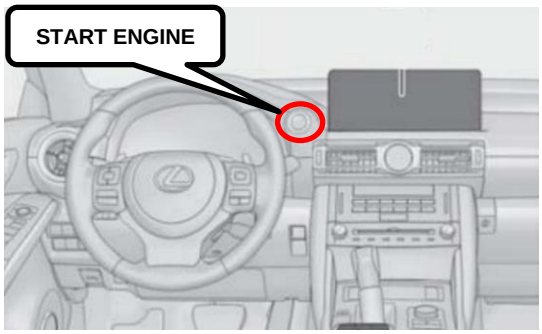
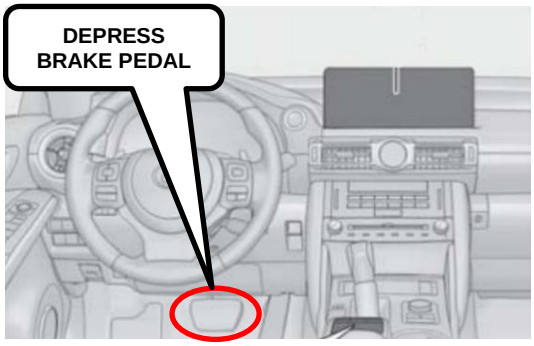
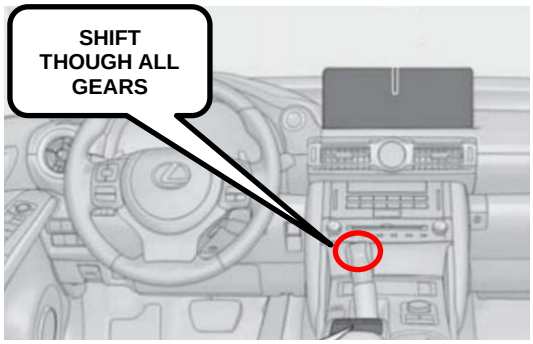


E. WEBSITE PROMT – AUDIO AMPLIFIER ASSEMBLY

Indicate on the website if the audio amp needs replacement



2. COMPONENT INSPECTION #2 – BACK-UP CAMERA ASSEMBLY

	**1. START ENGINE**
	**2. DEPRESS THE BRAKE PEDAL**
	**3. WHILE HOLDING THE BRAKE, SHIFT INTO ALL GEARS: PARK, REVERSE, AND NEUTRAL**
	**4. OBSERVE BACKUP CAMERA DISPLAY IN EACH GEAR**

Does the backup camera display only in REVERSE as designed?

YES

NO
The back up camera displays in non-reverse gears such as "**DRIVE**"

OK

The back up camera assembly does not need replacement

Click NO in the website for back up camera replacement (instructions below)

NG

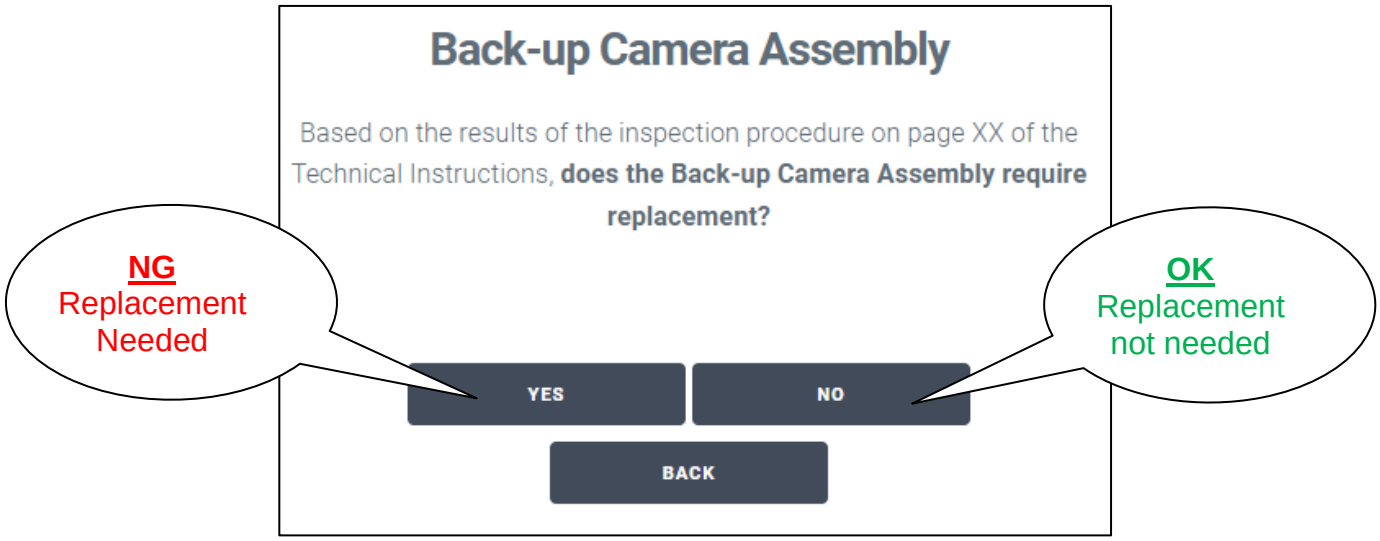
1. Click YES in the website for amp replacement (instructions below). ***The back up camera assembly needs to be replaced***

BEFORE YOU REPLACE <u>ANY</u> COMPONENTS:

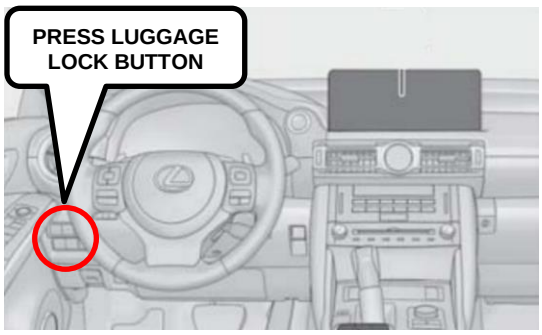
2. Proceed to the next page to continue inspecting the rest of the components covered by the component inspection, and perform the organic growth inspection

WEBSITE PROMT – BACK UP CAMERA ASSEMBLY

Indicate on the website if the backup camera assembly needs replacement

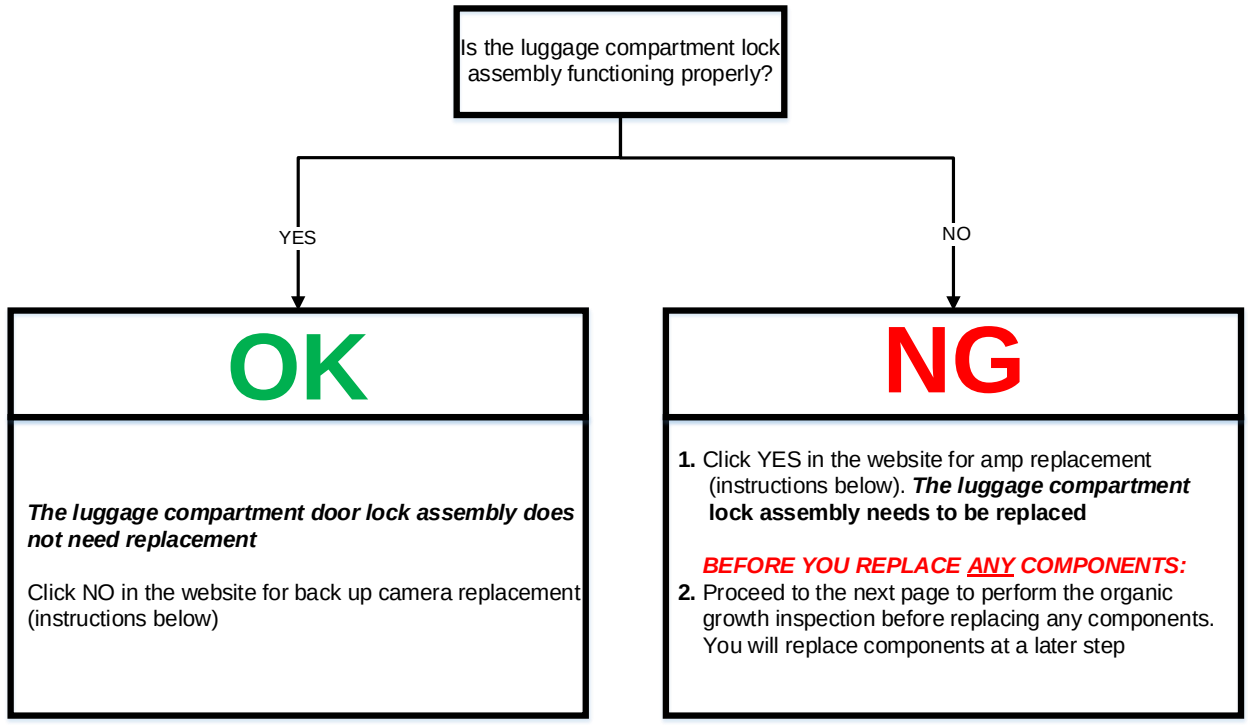


3. COMPONENT INSPECTION #3 – LUGGAGE COMPARTMENT DOOR LOCK ASSEMBLY



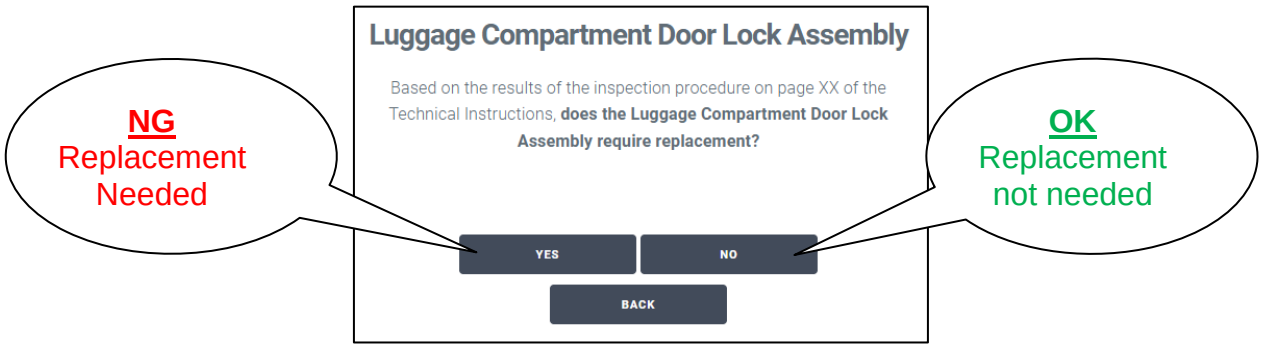
CONFIRM PROPER FUNCTION

1. Press the luggage lock button to actuate the luggage compartment door lock assembly
2. Close the trunk and actuate the luggage compartment door lock assembly two (2) more times to confirm proper operation



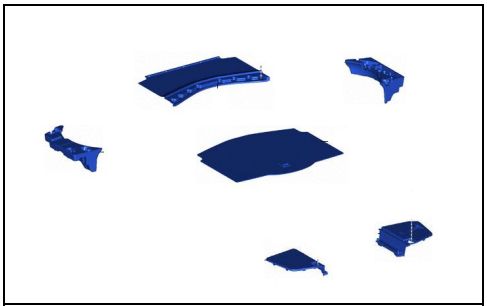
WEBSITE PROMT – BACK UP CAMERA ASSEMBLY

Indicate on the website if the luggage compartment lock needs replacement

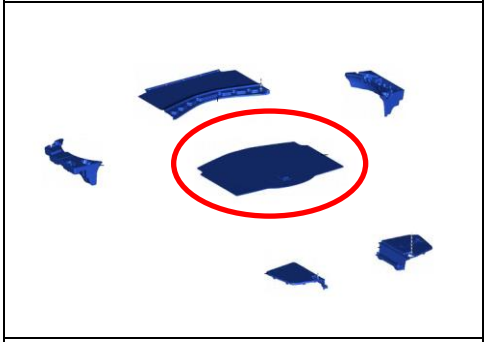


VII. PERFORM ORGANIC GROWTH INSPECTION

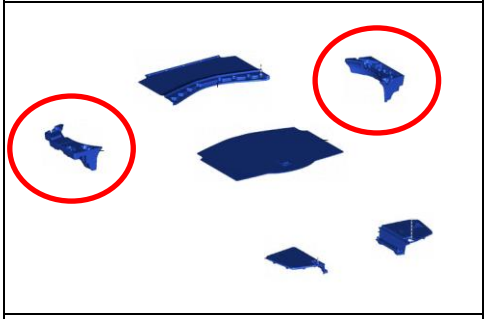
1. **INSPECT THE TRUNK AREA FOR SIGNS OF ORGANIC GROWTH CAUSED BY WATER INTRUSION**



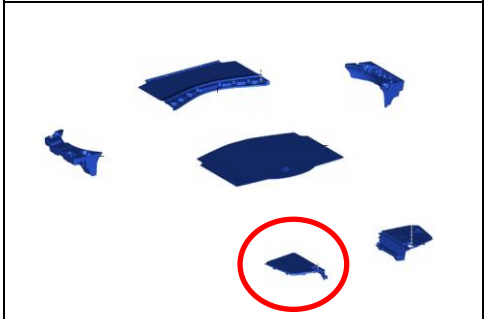
2. **YOU WILL NEED TO REMOVE ALL OF THE INTERIOR TRUNK COMPONENTS, SHOWN TO THE LEFT, BY FOLLOWING THE REMOVAL INSTRUCTIONS BELOW**



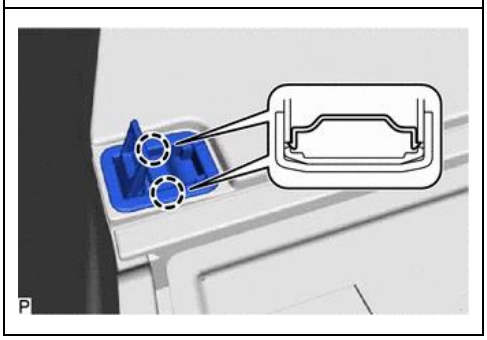
3. **REMOVE LUGGAGE COMPARTMENT FLOOR MAT**



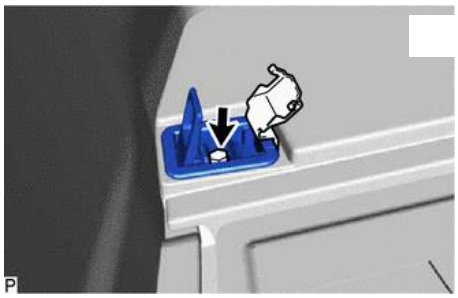
4. **REMOVE SPARE WHEEL COVER TRAY LH**
5. **REMOVE SPARE WHEEL COVER TRAY RH**



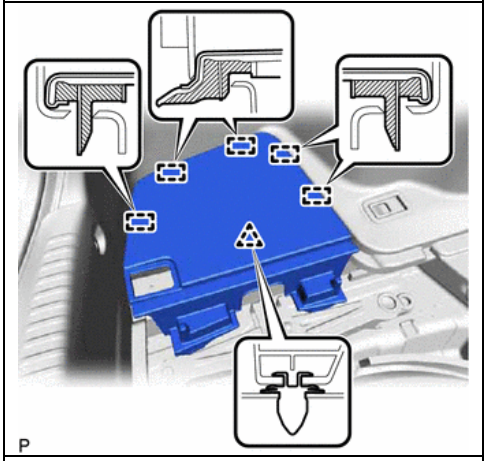
6. **REMOVE DECK SIDE TRIM BOX LH**



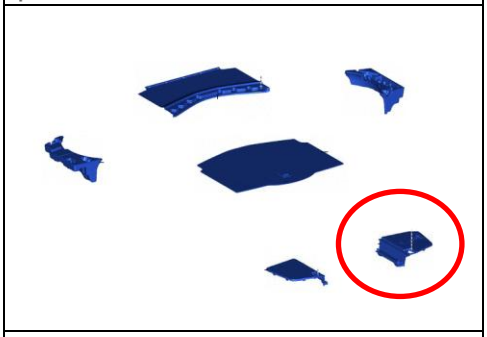
a) Disengage the 2 claws and open the cover



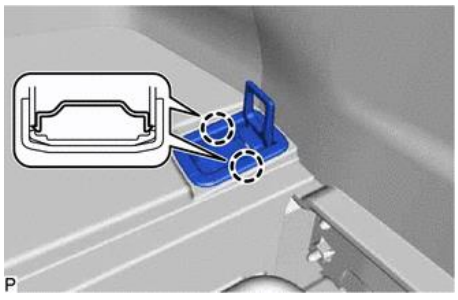
b) Remove the bolt and rope hook assembly



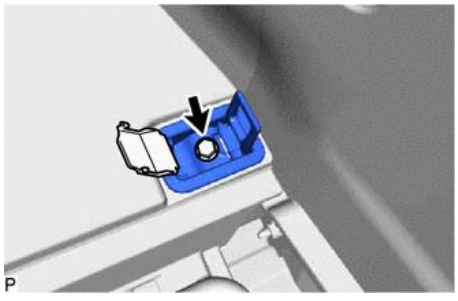
c) Disengage the clip
d) Disengage the 5 guides and remove the deck side trim box LH



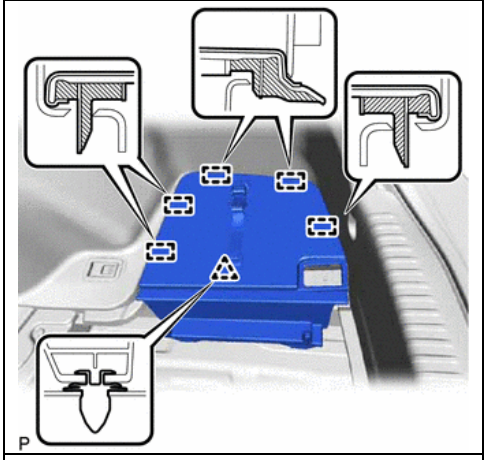
7. REMOVE DECK SIDE TRIM BOX RH



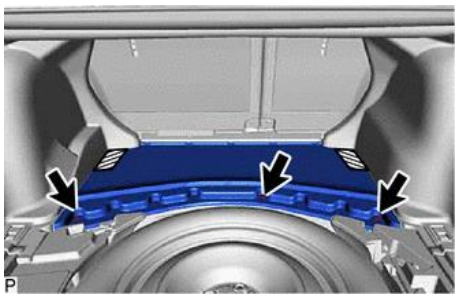
e) Disengage the 2 claws and open the cover



f) Remove the bolt and rope hook assembly



g) Disengage the clip
h) Disengage the 5 guides and remove the deck side trim box RH



8. REMOVE FRONT LUGGAGE COMPARTMENT TRIM COVER

i) Remove the 3 clips
j) Disengage the 2 fasteners to remove the front luggage compartment trim cover

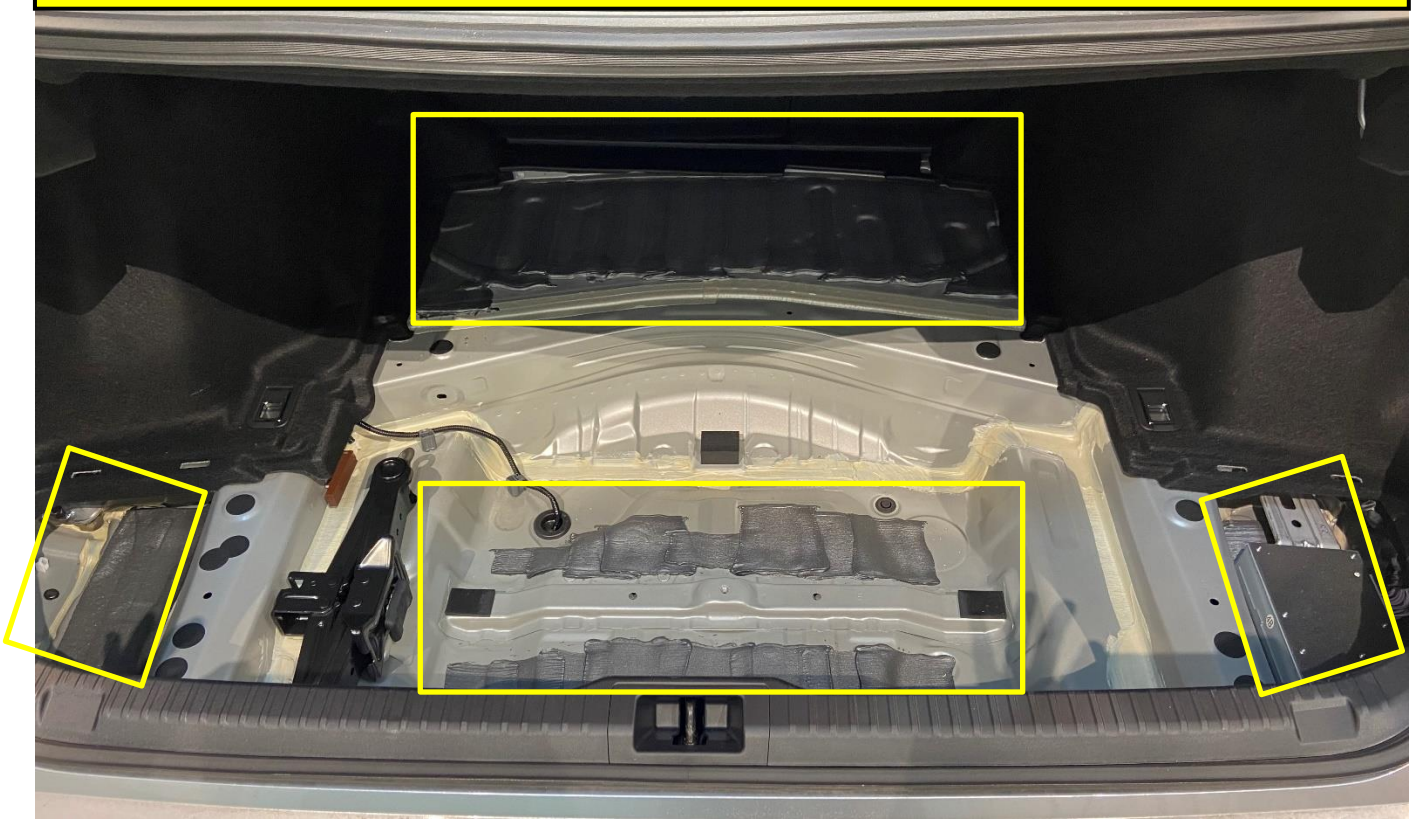
9. REMOVE THE SPARE TIRE FROM THE VEHICLE

10. VISUALLY INSPECT THE TRUNK FOR ORGANIC GROWTH

a) Visually inspect the areas, shown below, for signs of organic growth caused by water intrusion.

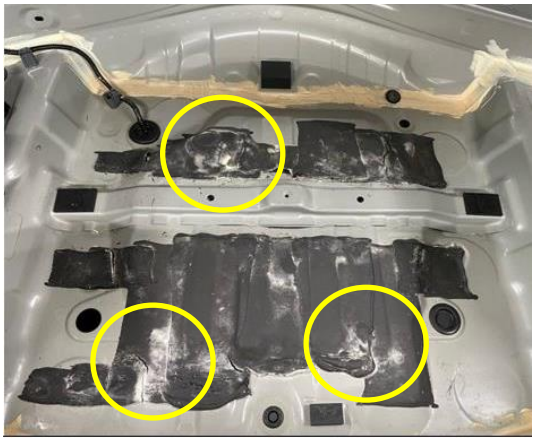
NOTE: The areas shown immediately below are the most prone to organic growth because they are coated in factory applied LASD (liquid applied sound deadening).

Organic Growth Inspection Areas



Examples of Organic Growth

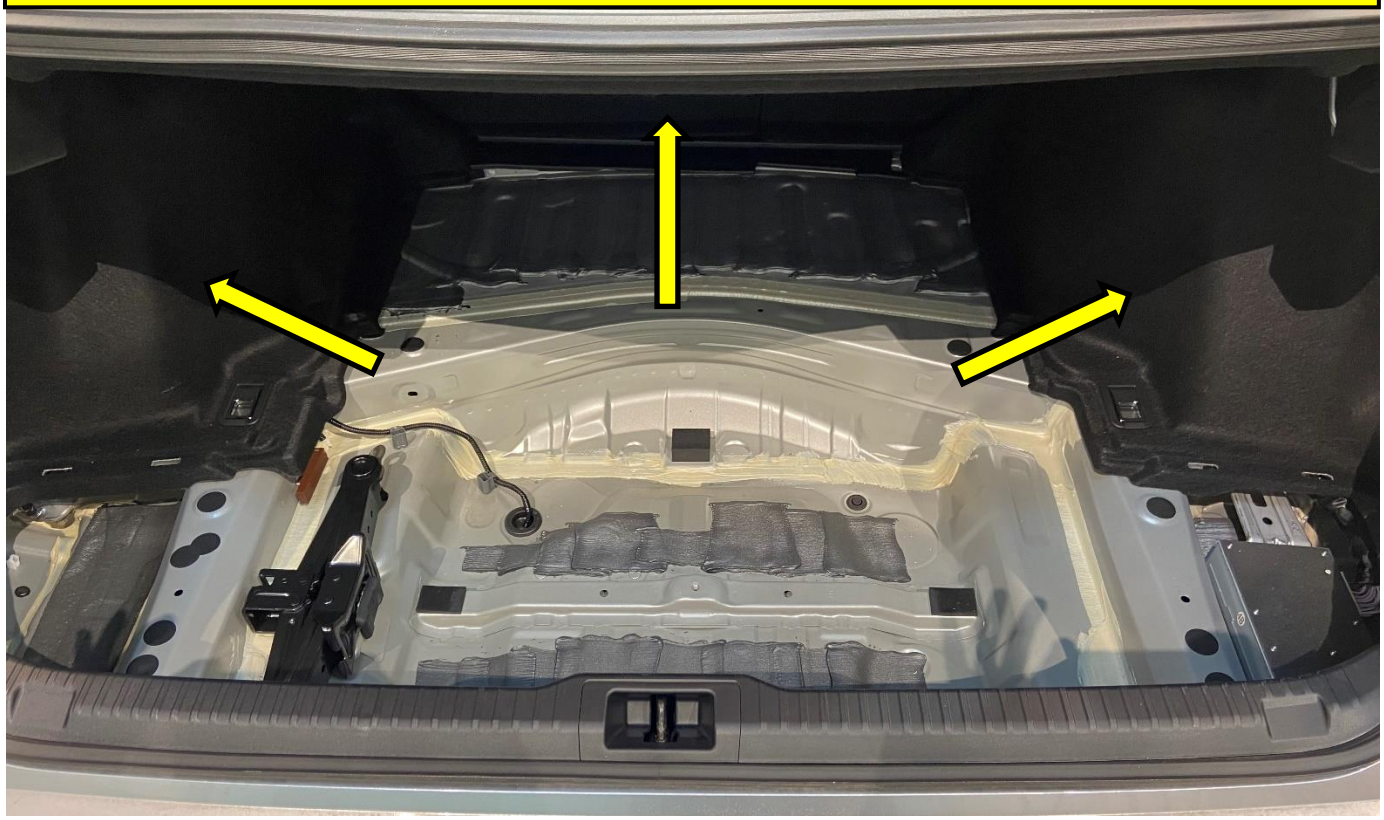




11. VISUALLY INSPECT TRUNK FABRIC LINER COMPONENTS FOR ORGANIC GROWTH

a) Visually inspect the fabric liners, shown below, for signs of organic growth caused by water intrusion.

Organic Growth Inspection Areas

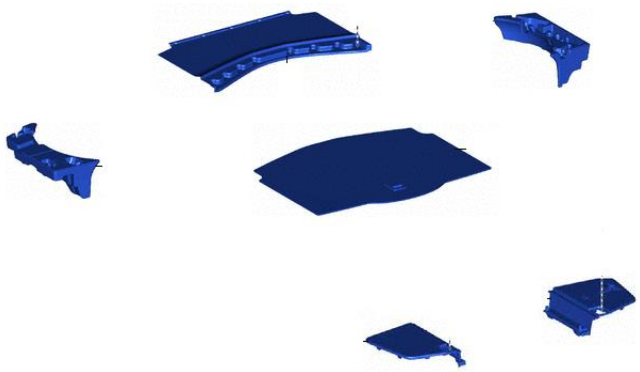


Example of Organic growth



12. VISUALLY INSPECT REMOVED TRIM COMPONENTS FOR SIGNS FOR ORGANIC GROWTH.

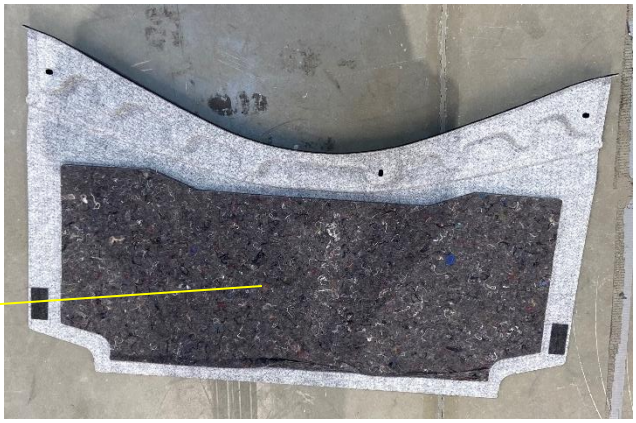
a) Visually inspect the trim components, removed in earlier steps, for signs of organic growth caused by water intrusion.



b) Organic growth is <u>most commonly</u> found on the jute padding. But you should inspect both sides of the panel



Organic growth is most commonly found on the jute padding



Examples of organic growth


Did you identify organic growth

NO

YES

OK

Organic growth remediation is not required.

Click NO in the website for organic growth inspection (instructions below)

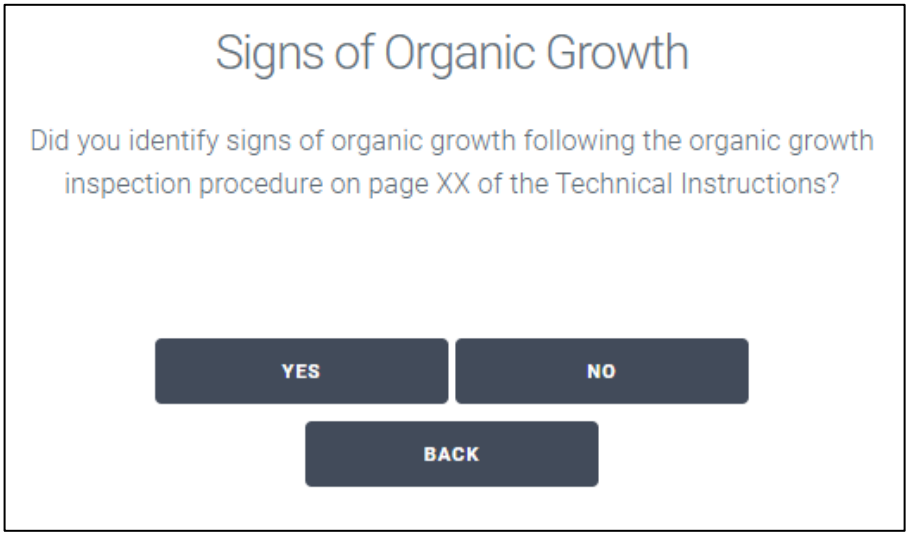
NG

1. Click YES in the website for organic growth remediation (instructions below). ***The vehicle requires organic growth remediation.***

   BEFORE YOU PROCEED WITH ORGANIC GROWTH REMEDIATION:
2. Review the instructions below this box
3. Proceed to the next page to get the website results for the needed replacement parts, materials, and warranty Op Code

WEBSITE PROMT – ORGANIC GROWTH INSPECTION

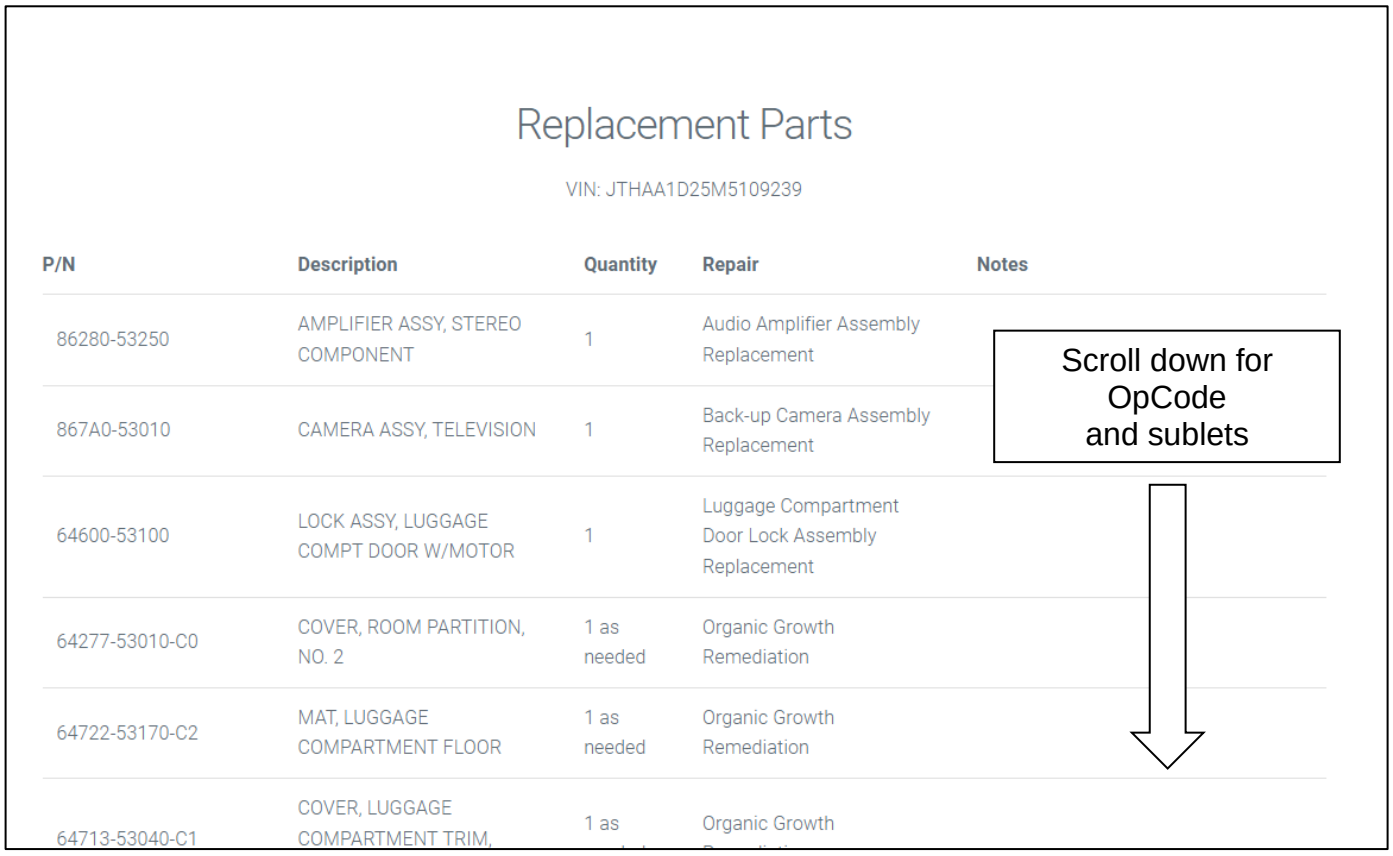
Indicate on the website if you identified organic growth



VIII. WEBSITE RESULTS

1. DISPLAY WEBSITE RESULTS FOR NEEDED REPLACEMENT PARTS, MATERIALS, AND WARRANTY OP CODE

a. The website will display all needed parts, materials, and warranty op code
b. Share this information to the relevant parts are warranty staff members.
Note: the website saves the results once you finish the process so that the warranty and/or parts admin may look-up the results later if they wish.



IX. REMEDIATE ORGANIC GROWTH (If Necessary)

Organic Growth Remediation is only needed for vehicles that have organic growth identified during the organic growth inspection process which starts on page 16.

If the vehicle does not have organic growth, then skip this section and move to page 25 to begin replacing components that that failed the component inspection. If component replacement is not necessary, move to page 26 to begin spoiler replacement.

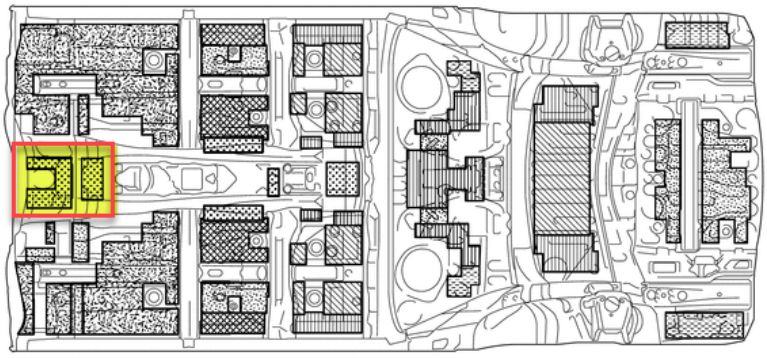
Note that Organic growth must be remediated before doing any other repairs such as spoiler replacement or component replacement.

1. INITIATE ORGANIC GROWTH REMEDATION PROCEDURES

Prepare the vehicle for organic growth remediation by following the instructions in L-SB 0004-22. Start with the disassembly procedure on Page 8. Key steps are shown below

1. Disassembly procedure – guidelines for interior component removal
2. Liquid Applied Sound Deadener (LASD) Removal Procedure

DO NOT remove the instrument panel or HVAC assembly from the vehicle. Any LASD that cannot be removed without removing the instrument panel/HVAV assembly (such as the LASD shown in the diagram below) should NOT be removed from the vehicle.



3. Preparation for SERVPRO Remediation
4. SERVPRO Remediation Service Request (create TAS case)

2. POST REMEDIATION STEPS

1. Application of Urethane Seam Sealer (If removed during LASD removal)
2. Installation of Floor Silencer Sheeting in place of LASD. Replacement Silencer Sheeting part number details below.

Part Number	Description	Maximum Quantity
58651-22H91	Silencer Sheeting (3.0 mm thickness)	2
58651-22H92	Silencer Sheeting (1.5 mm thickness)	1

3. Interior Reassembly Procedure A. Re-install vehicle interior, replacing organic growth damaged components as necessary.

X. REPLACE COMPONENTS (If Necessary)



- **If organic growth was detected during the organic growth inspection process starting on page 16, the organic growth remediation process (which is performed by SERVPRO™) must be completed before you replace any components.**
- **Do not replace components that don't need to be replaced. Only replace components that failed the component inspection procedures (starting on page 7).**
- **If no component replacement is required, skip this section and proceed to page 26 to begin spoiler replacement.**

1. ACCESS THE TIS REPAIR MANUAL FOR REPLACEMENT INSTUCTIONS

ONLY REPLACE COMPONENTS THAT FAILED THE COMPONENT INSPECTION

Audio Amplifier Assembly	
REMOVAL*	AUDIO / VIDEO: STEREO COMPONENT AMPLIFIER: REMOVAL; 2021 - 2022 MY IS300 IS350 IS500 [09/2020 -]
	Doc ID: RM100000001TF5X
INSTALLATION	AUDIO / VIDEO: STEREO COMPONENT AMPLIFIER: INSTALLATION; 2021 - 2022 MY IS300 IS350 IS500 [09/2020 -]
	Doc ID: RM100000001TF5M

* There is no need to remove the rear seat to replace the audio amplifier assembly

Back-up Camera Assembly	
REMOVAL	PARK ASSIST / MONITORING: TELEVISION CAMERA (for Rear): REMOVAL; 2021 - 2022 MY IS300 IS350 IS500 [09/2020 -]
	Doc ID: RM100000001S88Y
INSTALLATION	PARK ASSIST / MONITORING: TELEVISION CAMERA (for Rear): INSTALLATION; 2021 - 2022 MY IS300 IS350 IS500 [09/2020 -]
	Doc ID: RM100000001S88Z

Luggage Compartment Door Lock Assembly	
REMOVAL	DOOR LOCK: LUGGAGE COMPARTMENT DOOR LOCK: REMOVAL; 2014 - 2022 MY IS200T IS250 IS300 IS350 IS500 [04/2013 -]
	Doc ID: RM1000000006IPD
INSTALLATION	DOOR LOCK: LUGGAGE COMPARTMENT DOOR LOCK: INSTALLATION; 2014 - 2022 MY IS200T IS250 IS300 IS350 IS500 [04/2013 -]
	Doc ID: RM1000000006IPA

Trunk Trim Components
If any trim components in the trunk require replacement because organic growth was present on them, refer to the applicable repair manual procedure on TIS.

XI. REPLACE SPOLIER (If Necessary)

1. CONFIRM YOU HAVE THE NEEDED MATERIALS

3M Autobody Sealant	Surface Cleaner	Protective Tape
		

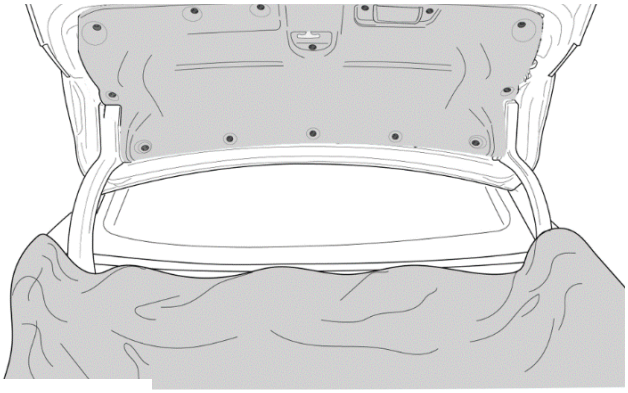


Fig. 1-1

2. PREPARE THE VEHICLE

a) Remove new spoiler from packaging and inspect for damage.

b) Installation of the rear spoiler should not take place until the deck lid and rear spoiler are be between 60˚F and 90 ˚F for proper adhesion of adhesive tape. Use a hot air blower to heat the surface if the temperature is below 60˚F.

c) Open the trunk and place blankets to protect the vehicle (Fig. 1-1).

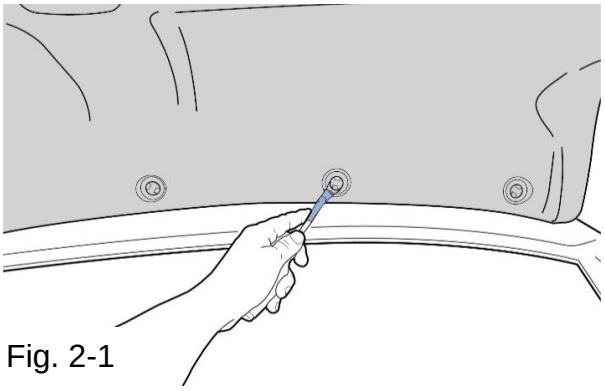


Fig. 2-1

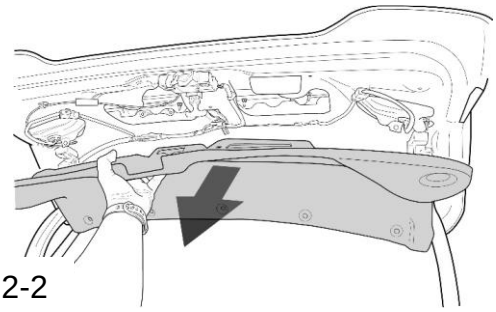


Fig. 2-2

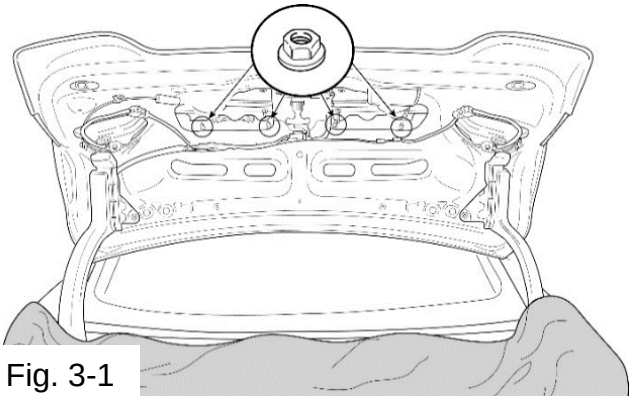


Fig. 3-1

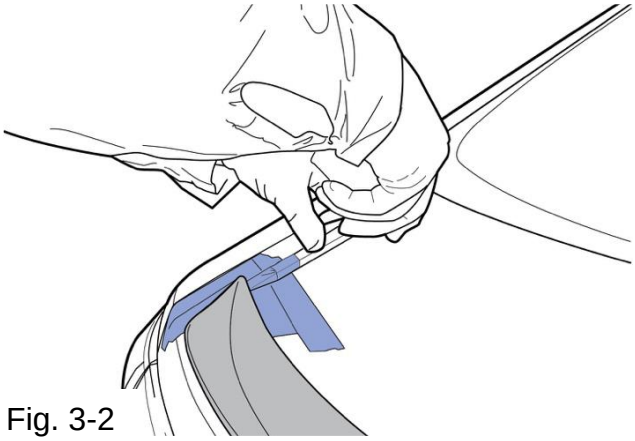


Fig. 3-2

3. REMOVE TRIM PANEL

a) The deck lid liner panel should already be removed from the connector drying process. However, if the panel is still installed, use a trim removal tool to disengage and remove the 11 clips from the interior decklid panel. (Fig. 2-1).

b) Remove the interior decklid panel to expose the inside area of the decklid (Fig. 2-2).

4. REMOVE EXISITING SPOILER

a) Remove four (4) M6 nuts from the existing spoiler inside deck lid.

⚠ **NOTE: Carefully close trunk after nuts are removed**

b) Add protective tape / wrap guard to the Spoiler mating surface on the deck lid.

c) Starting on outside corner, use a plastic pry tool to remove the exiting spoiler and any tape adhering to the surface (Fig. 3-2).

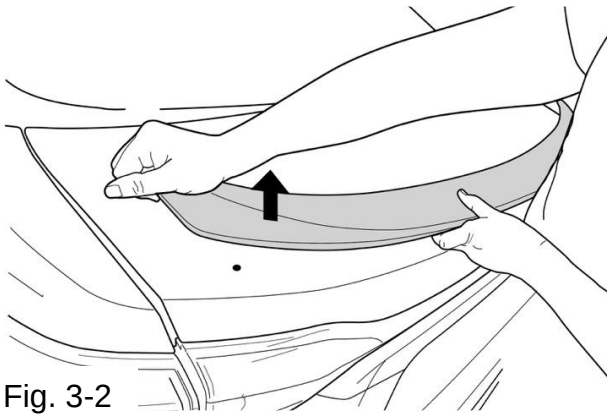


Fig. 3-2

a) Disengage the clips, and use the pry tool on opposite corner to remove existing spoiler (Fig. 3-3).

⚠ **NOTE: The center clip on the spoiler should break during removal and make an audible noise. It is OK for this clip to break.**

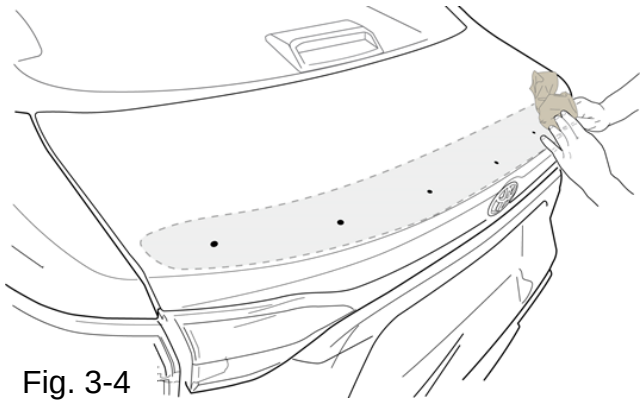


Fig. 3-4

b) Using surface cleaner, remove any adhesive residue and thoroughly clean the entire surface of any dirt and debris to maximum adhesion for the new spoiler. Wipe dry. (Fig. 3-4).

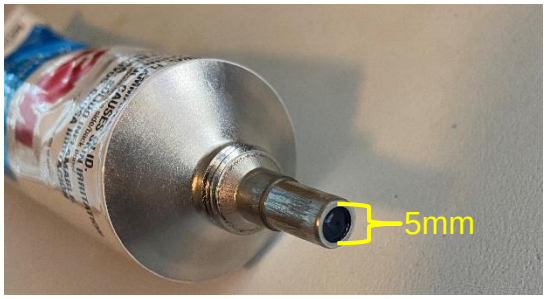
5. NEW REAR SPOILER PREPERATION

STOP	• **NOTE: Proper application of the 3M Autobody sealant is CRITICAL for preventing future water leaks.** • **The sealant will cure within 10 minutes, so you need to apply the sealant and install the spoiler on the vehicle within 10 min. You should only need approximately 5 minutes or less to apply the sealant. Read the installation instructions below and make sure you understand them before beginning to apply the auto body sealant.**

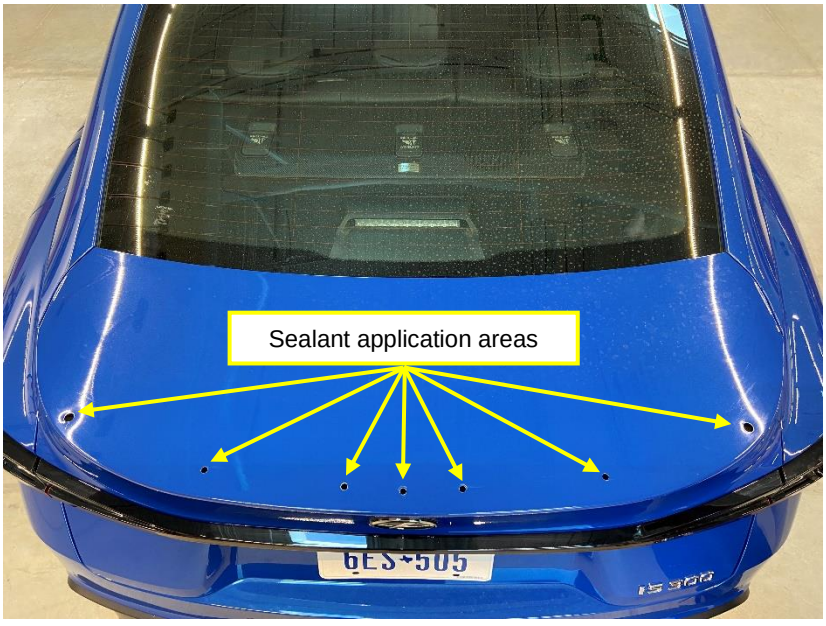
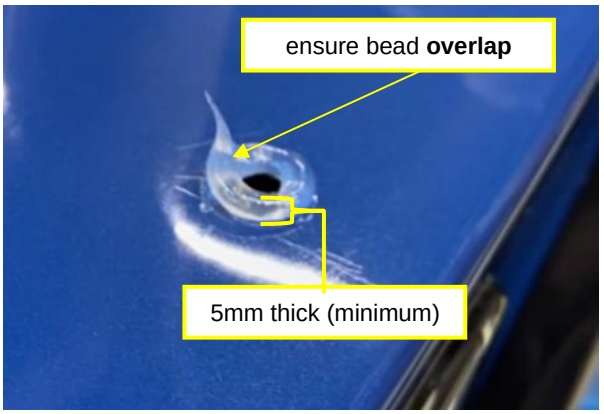
STOP **Do not remove tape liner on new spoiler yet.**

a) **Dry-Fit spoiler to decklid to confirm hole alignment.** The deck lid and rear spoiler should be between 60˚F and 90 ˚F for proper set-up of adhesive tape. Use a hot air blower to heat the surface if the temperature is below 60˚F

b) **Apply auto body sealant to <u>DECK LID</u>:** Apply a 5mm thick (minimum) continuous bead of auto body sealant to the perimeter of the holes in the deck lid indicated in the picture below.

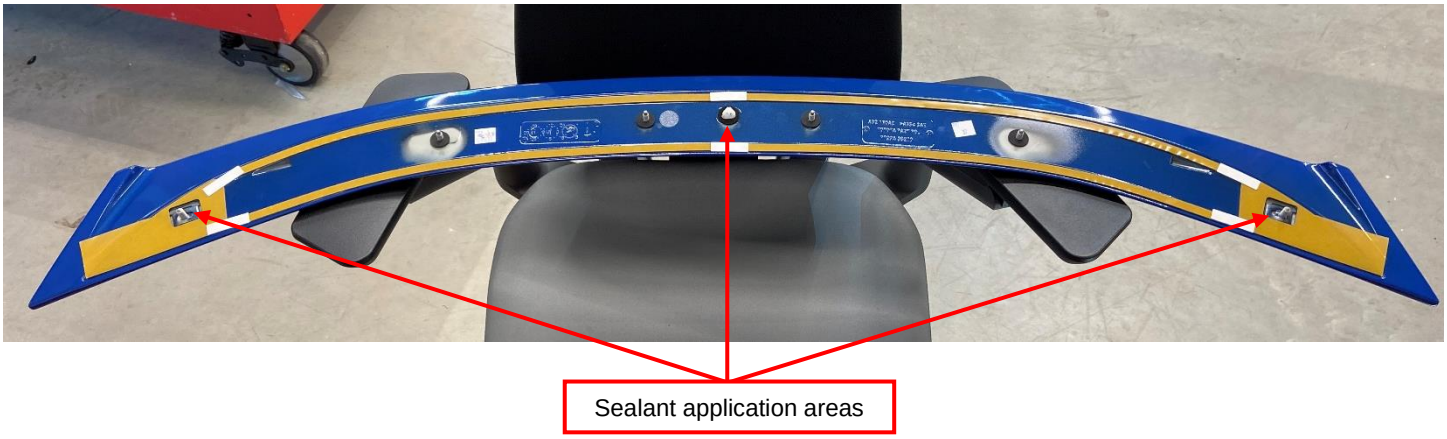


NOTE: The diameter of the sealant nozzle = 5mm. Thus, the tube should automatically produce a 5mm bead

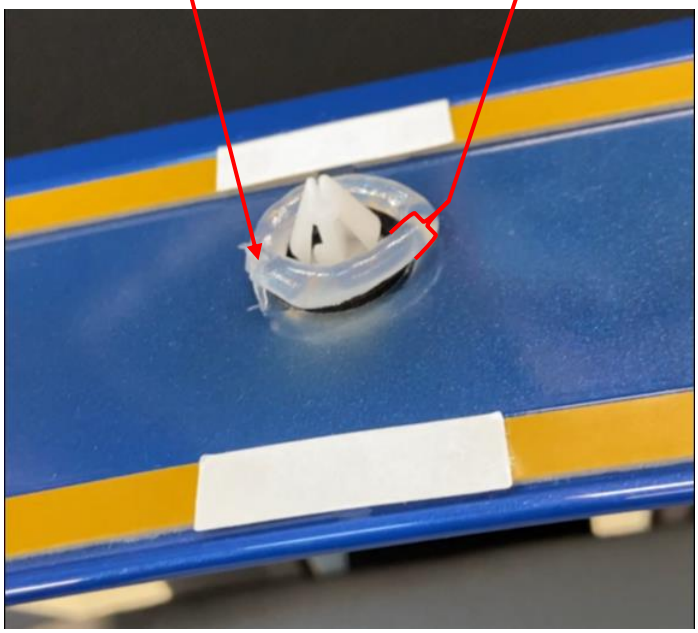
Sealant Application Areas	Proper Sealant Application
	

c) **Apply auto body sealant to <u>SPOILER</u>:** Apply a 5mm thick (minimum) continuous bead of auto body sealant to the three (3) areas on the spoiler shown below.

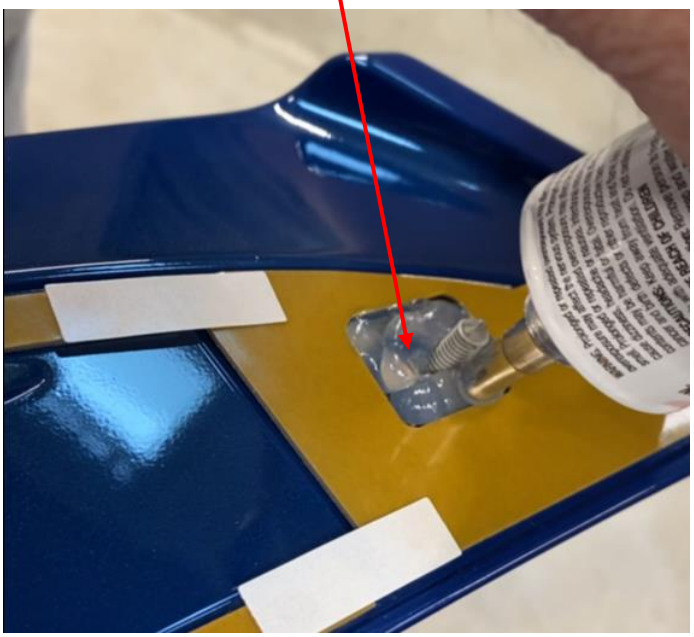
Sealant Application Areas



Proper Sealant Application



Proper Sealant Application



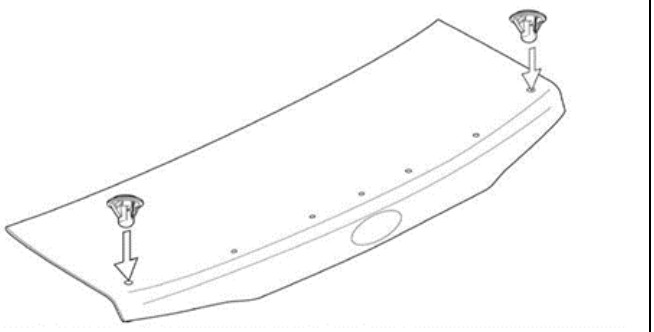


Fig. 5-2

d) Remove two grommets from hardware pack and press into the two outermost holes in the decklid. Ensure the tabs are fully engaged under the sheet metal (Fig. 5-1)

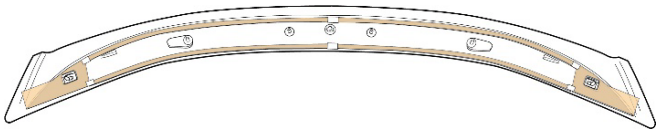


Fig. 5-2

e) Remove the tape liner from the backside of the spoiler in all locations.

NOTE: Once the release liner is removed from the molding, the surface of the foam tape must not be touched

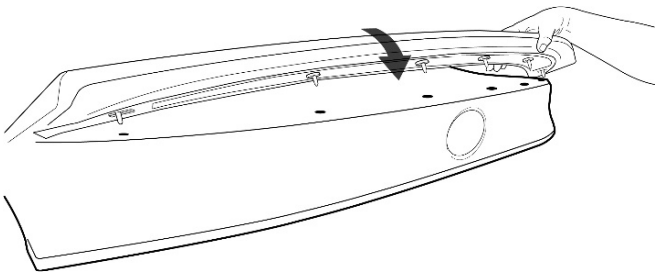


Fig. 6-1

6. SPOILER INSTALLATION

a) Align the five (5) studs and one (1) clip in the spoiler to the holes in the decklid and install the spoiler to the vehicle.

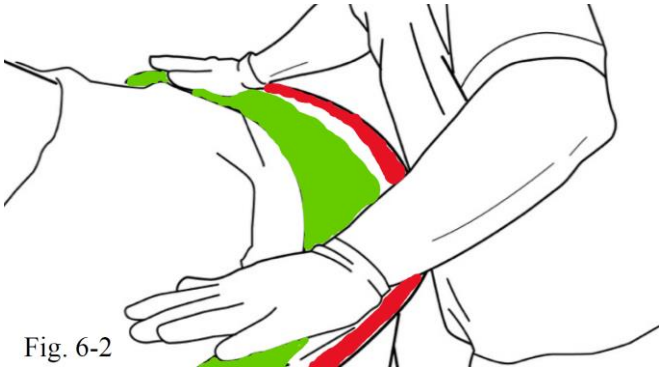


Fig. 6-2

b) Apply pressure to the spoiler to ensure tape adhesion and clip engagement (Fig. 6-2)

⚠ **NOTE: Do not put direct pressure on the far rear edge of the spoiler as this can rotate the spoiler and reduce wetout (Fig 6-2, the red area)**

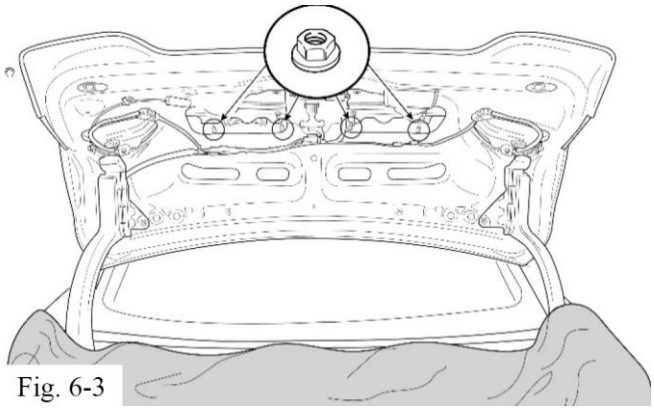


Fig. 6-3

c) Install the four (4) M6 nuts onto the studs inside the decklid and torque to 3.8 Nm (33.6 in.lb) using a torque wrench (Fig. 6-3)

Torque: 3.8 Nm (33.6 in.lb)

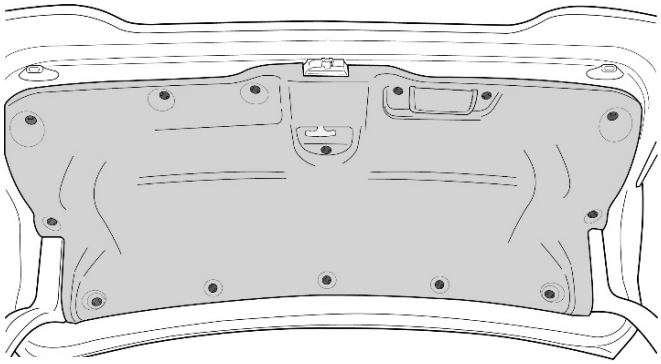


Fig. 7-1

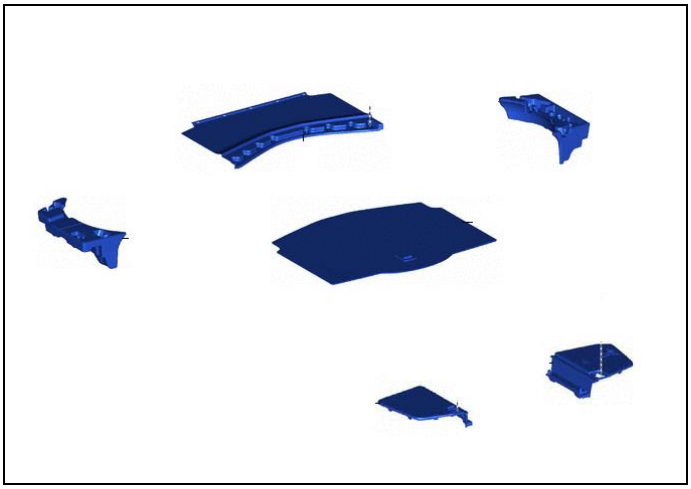
7. REINSTALL THE INNER PANEL

a) Align the decklid interior panel and reinstall by firmly pressing the 11 clips back into place (Fig. 7-1).

8. INSPECT THE REAR SPOLIER

⚠ Ensure the rear spoiler is centered left to right

⚠ Ensure all adhesive spray is proper adhered



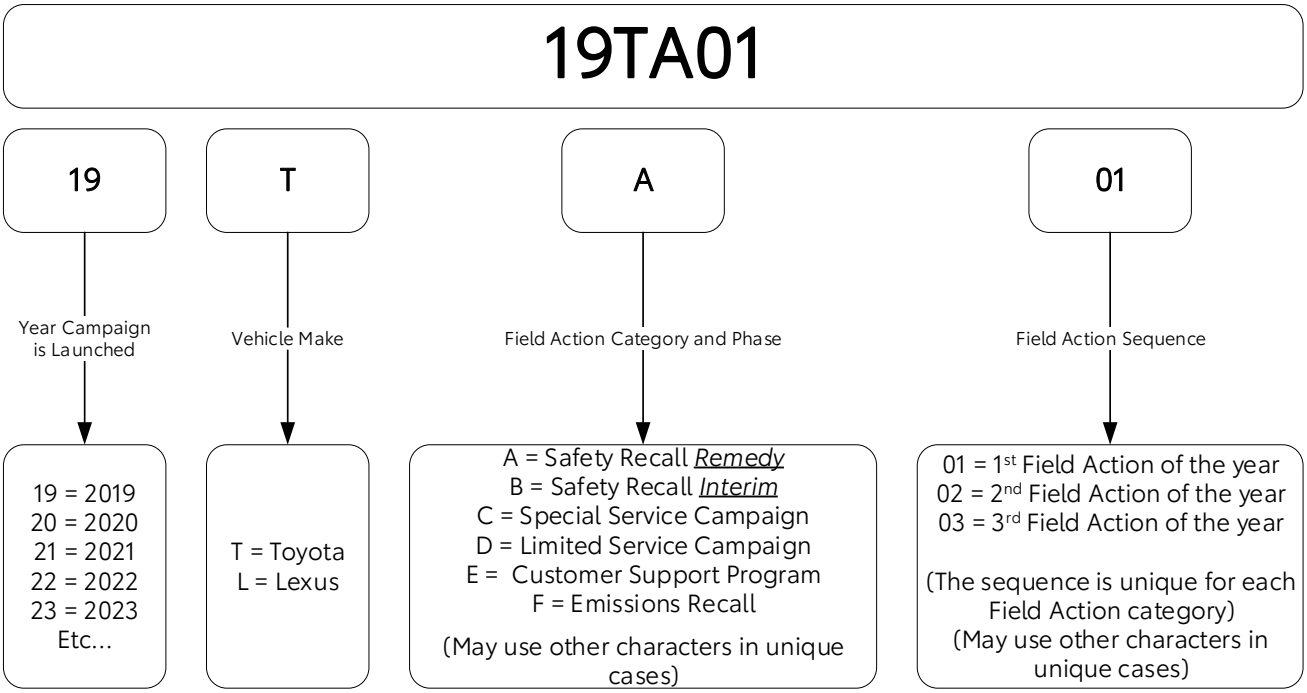
9. REINSTALL ALL TRUNK TRIM PANELS

a) Reinstall all truck trim panels

◄ VERIFY REPAIR QUALITY ►

- **Confirm no DTCs**
- **Confirm all fasteners toqured to specification**

XII. 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