



# ◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
October 31, 2022	SERVPRO invoicing procedures have been added

*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.



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

Original Publication Date: April 6, 2022

To: All Lexus Dealer Principals, General Managers, Service Managers, Parts Managers, and Warranty Administrators

## LIMITED SERVICE CAMPAIGN 22LD01 (Remedy Notice)

Optional Body-Colored Rear Spoiler Designed for:  
Certain 2021 Model Year IS 300 Vehicles

Model / Years	Production Period	Approximate Total Vehicles
2021 IS 300	Late September 2020 - Early April 2021	4,300

### Condition

The involved vehicles could be equipped with one of the 53 optional body-colored rear spoilers covered by this campaign which may allow water to 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.

### Remedy

All known owners of certain 2021 model year IS 300 vehicles, on which an optional body colored rear spoiler covered by this campaign could have been installed, will be notified by first class mail starting in April 2022. If a covered optional body colored rear spoiler has been installed, any authorized Lexus dealer will inspect the vehicle for evidence of a water leak resulting from this issue, clean or replace any components damaged by such leak, and install a new body colored rear spoiler ***FREE OF CHARGE***.

***This Limited Service Campaign will be available until November 30, 2024 and is only available at an authorized Lexus dealer.***

### Covered Vehicles

There are 53 optional body-colored spoilers that are covered by this campaign. These spoilers were sold to dealers and could have been installed on a vehicle involved in this campaign. To ensure all potential owners of these optional body-colored rear spoilers are notified, approximately 4,300 vehicle owners will be notified of this Limited Service Campaign.

### Owner Letter Mailing Date

Lexus will begin to notify owners in April 2022. A sample of the 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 Limited 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.

## Dealer Inventory Procedures

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

To ensure customer satisfaction, Lexus requests that dealers complete this Limited Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Limited 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 Limited 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](mailto:quality_compliance@toyota.com). In the subject line of the email state, "Disclosure Form 22LD01" 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 (<https://dealerdaily.lexus.com/>). 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 Limited 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 (1-800-255-3987) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

### Salvage Title Vehicles

Every attempt should be made to complete an open Limited Service Campaign when circumstances permit, unless noted otherwise in the LSC 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 Ed Hellwig (469) 292-1165 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### 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. Dealers can identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

### Parts Look Up Website

If the customer vehicle at your dealership is equipped with one of the 53 optional body-colored rear spoilers covered by this campaign, the technician must access the [Parts Look Up & Warranty Op Code Look Up](#) website to determine the needed replacement parts based on the technician's inspection findings.

Lexus recommends for the dealership technician who is performing this campaign to complete the forms in this simple website, and then communicate the resulting replacement part numbers to the dealership's parts staff.

Alternatively, parts staff may enter the VIN on the website to access the results for a given vehicle **provided the technician has completed the forms on the website.**

### 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 hold at least one of the following certification levels:

- L623 - Lexus Electrical Circuit Diagnosis

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

### 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.


***This Limited Service Campaign will be available until November 30, 2024 and is only available at an authorized Lexus dealer.***

### Organic Growth Remediation Process

Some of the vehicles that received one of the 53 optional body-colored spoilers covered by this campaign may exhibit organic growth caused by the aforementioned water leak. If organic growth is identified by the Technician during the organic growth inspection process, the organic growth must be remediated by SERVPRO™. The organic growth remediation process requires significant vehicle down-time. Lexus roughly estimates vehicle down-time to be at least 3-10 days. However, SERVPRO's™ work schedule could greatly influence the necessary time. Lexus recommends reviewing the [L-SB 0004-22](#) and [Technical Instructions](#) for additional details on the organic growth remediation process.

### SERVPRO Invoicing Procedures

#### Sample SERVPRO Commercial, LLC Invoice **IMPORTANT SERVPRO INVOICING INFORMATION**

 <p>Fax: (615) 451-5391 Tax ID # [REDACTED]</p>		<table border="1"> <tr><td>Invoice Number:</td><td>[REDACTED]</td></tr> <tr><td>Date:</td><td>[REDACTED]</td></tr> <tr><td>Page:</td><td>1</td></tr> <tr><td>Customer PO#</td><td>[REDACTED]</td></tr> </table> <p>Payment Terms: <b>NET 30</b> Payment Due Date: [REDACTED]</p> <p><b>DO NOT ACCEPT ANY OTHER INVOICE MUST COME FROM SERVPRO COMMERCIAL ONLY</b></p> <p><b>**Please do not accept an email for any banking changes please call to confirm.</b></p>	Invoice Number:	[REDACTED]	Date:	[REDACTED]	Page:	1	Customer PO#	[REDACTED]	<ul style="list-style-type: none"> <li>• <u>Invoice must be from SERVPRO Commercial, LLC</u></li> <li>• <b>DO NOT PAY THE SERVPRO FRANCHISE!</b> SERVPRO FRANCHISES are <u>NOT AUTHORIZED</u> to invoice dealers!</li> <li>• Invoice will include 2 cost related items:             <ul style="list-style-type: none"> <li>• Servpro Restoration Services (If travel fee is included it will be included in this cost)</li> <li>• Commercial Management Fee (This must be on invoice)</li> </ul> </li> <li>• 7-10 business days after remediation is completed invoice will be emailed to dealer and sent from <a href="mailto:xxxxx@servpro.com">xxxxx@servpro.com</a></li> <li>• Invoices are <b>NET 30</b> and should be paid <b>IMMEDIATELY - DO NOT WAIT FOR THE WARRANTY CLAIM TO BE PAID BEFORE PAYING THE INVOICE!</b></li> <li>• If you have invoice questions or have not received an invoice within the 7-10 days from completion, contact SERVPRO Commercial at: <a href="mailto:ManagedAccountUpdates@servpro.com">ManagedAccountUpdates@servpro.com</a></li> </ul>		
Invoice Number:	[REDACTED]												
Date:	[REDACTED]												
Page:	1												
Customer PO#	[REDACTED]												
<p><b>Bill To:</b></p> <p>[REDACTED]</p>													
<table border="1"> <thead> <tr> <th>Quantity</th> <th>Description</th> <th>Unit Price</th> <th>Extended Price</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>SERVPRO® RESTORATION SERVICES</td> <td>1,445.00</td> <td>1,445.00</td> </tr> <tr> <td>1</td> <td>COMMERCIAL® MANAGEMENT FEE</td> <td>75.00</td> <td>75.00</td> </tr> </tbody> </table>		Quantity	Description	Unit Price	Extended Price	1	SERVPRO® RESTORATION SERVICES	1,445.00	1,445.00	1	COMMERCIAL® MANAGEMENT FEE	75.00	75.00
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1	SERVPRO® RESTORATION SERVICES	1,445.00	1,445.00										
1	COMMERCIAL® MANAGEMENT FEE	75.00	75.00										
<p><b>Service Details:</b> Description of Service: See Detailed Estimate Attached Store #: [REDACTED] WorkOrder #: [REDACTED] Customer Name: [REDACTED]</p> <table border="1"> <tr><td>Subtotal:</td><td>\$1,520.00</td></tr> <tr><td>Tax:</td><td>\$0.00</td></tr> <tr><td><b>TOTAL DUE:</b></td><td><b>\$1,520.00</b></td></tr> </table>		Subtotal:	\$1,520.00	Tax:	\$0.00	<b>TOTAL DUE:</b>	<b>\$1,520.00</b>						
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### 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 Limited 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.

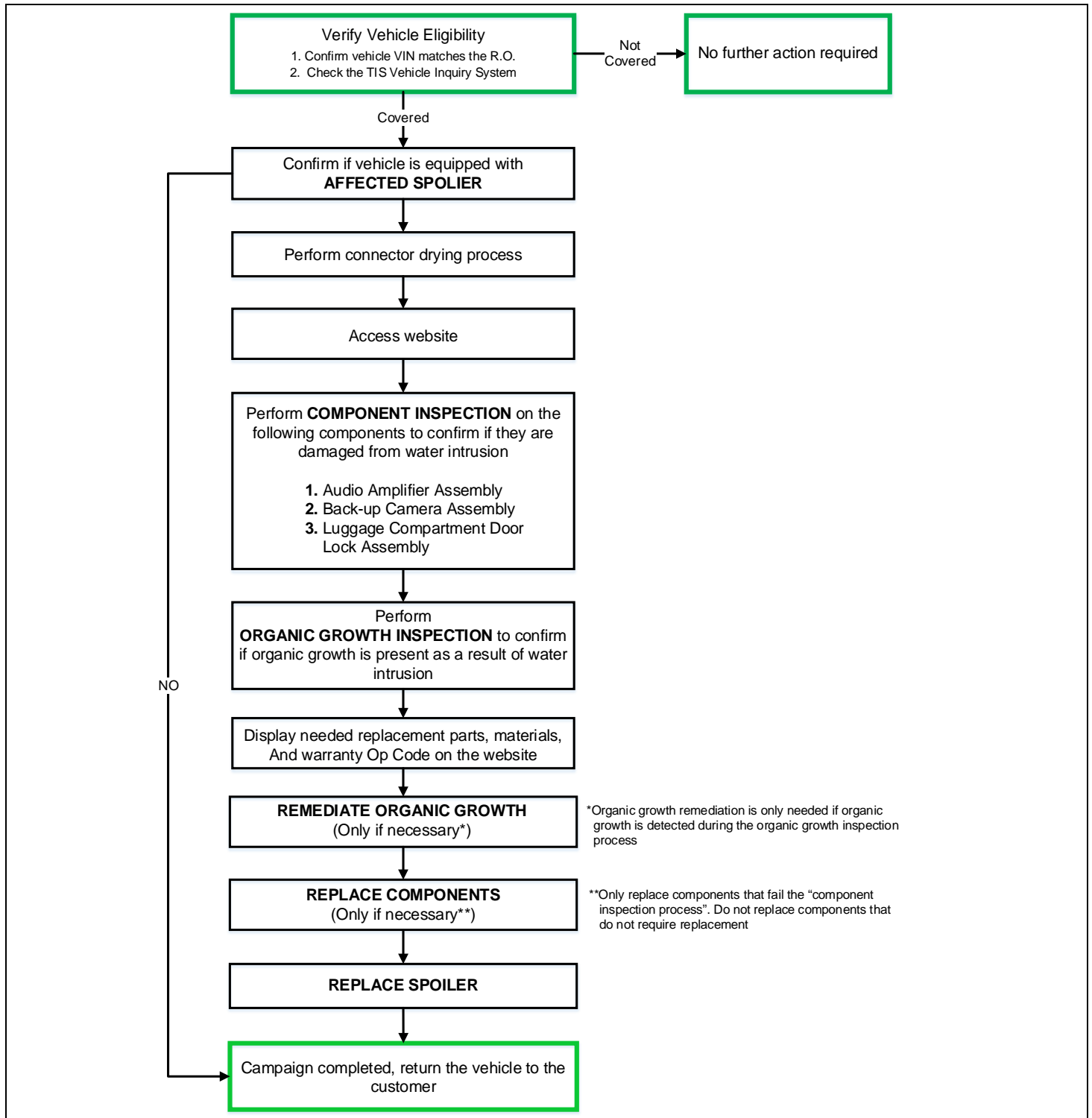
To help minimize dealer storage challenges, Lexus recommends that dealers:

- 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.

## Warranty Reimbursement Procedures

### Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
LD0101	Vehicle is not equipped with affected body colored spoiler	0.2

**Warranty Reimbursement Procedure Continued...**

- If the customer vehicle at your dealership is **equipped with one of the 53 optional body-colored rear spoilers** covered by this campaign, the technician must access the [Parts Look Up & Warranty Op Code Look Up](#) website to determine the applicable Op Code and sublets.

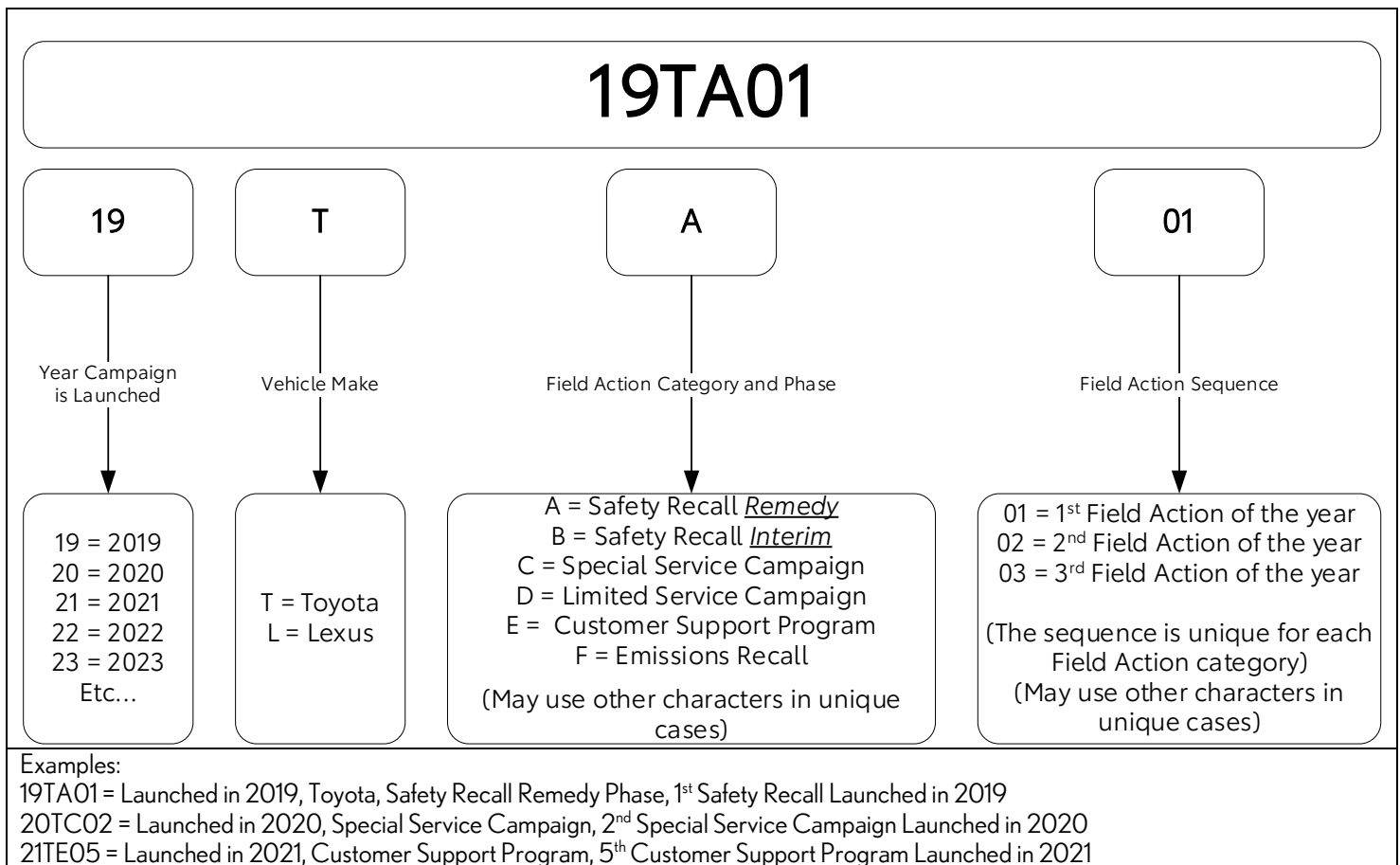
Lexus recommends for the dealership technician who is performing this campaign to complete the forms in this simple website, and then communicate the resulting Op Code and sublets to the dealership's warranty staff.

Alternatively, warranty staff may input the VIN into the website to access the results for a given vehicle **provided the technician has already completed the forms on the website.**

- The flat rate times listed in this document, and in the website, include 0.1 hours for administrative cost per unit for the dealership.
- This Limited Service Campaign expires on November 30, 2024.***

**Claim Filing Accuracy and Correction Requests**

It is the dealer's responsibility to file claims correctly for this Limited 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.

**Campaign Designation / Phase Decoder**

***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 Limited Service Campaign.***

Thank you for your cooperation.

LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.



Optional Body-Colored Rear Spoiler Designed for:  
Certain 2021 Model Year IS 300 Vehicles  
Limited Service Campaign (Remedy Notice)

[VIN]

Dear Lexus Customer:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Lexus is announcing a Limited Service Campaign, which includes 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?**

The involved vehicles could be equipped with one of the 53 optional body-colored rear spoilers covered by this campaign which may allow water to 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.

**What will Lexus do?**

If a covered optional body colored rear spoiler has been installed, any authorized Lexus dealer will inspect the vehicle for evidence of a water leak resulting from this issue, clean or replace any components damaged by such leak, and install a new body colored rear spoiler **FREE OF CHARGE**.

*This Limited Service Campaign will be available until November 30, 2024 and is only available at an authorized Lexus dealer.*

## How can I determine if my vehicle is equipped with the optional body colored rear spoiler?

You can inspect the trunk on your vehicle to determine if your vehicle is equipped with an optional body-colored rear spoiler. Refer to the diagram below for information on the inspection.

If you are not comfortable doing this inspection, any authorized Lexus dealer will perform the inspection **FREE OF CHARGE** to you.

Look at the trunk of the vehicle. If your vehicle has the optional body colored rear spoiler, it will look like the image on the right (shown below). Please note that the color of your vehicle (and spoiler) may differ from color of the vehicles used in the examples shown below. Please also note that the optional carbon fiber spoiler is not affected by this issue and is not covered under this campaign.

Vehicle **IS NOT EQUIPPED** with optional body-colored rear spoiler



No spoiler installed



Vehicle **IS EQUIPPED** with optional body-colored rear spoiler



**Body-Colored Rear Spoiler**

Hint: the body-colored rear spoiler is designed to match the color of the vehicle exterior



*Do I have the optional body-colored rear spoiler?*

**NO:** If you have completed the inspection yourself and determined your vehicle was not equipped with the optional body colored rear spoiler, please scan the attached QR code and check "NO" for not equipped. Doing so will remove your vehicle's information from any future mailings regarding this Limited Service Campaign.



**YES:** If your vehicle has the optional body-colored rear spoiler shown on the left above, please contact your authorized Lexus dealer to make an appointment to confirm that you have a covered optional body-colored rear spoiler and, if necessary, have the remedy described above performed **FREE OF CHARGE** to you.

**If my vehicle is equipped with the optional body colored rear spoiler, how long will the repair take?**

If your vehicle is equipped with one of the 53 optional body-colored rear spoilers covered by this campaign, the repairs could take between one and a half (1.5) and five (5.0) hours depending on whether there are additional components that may have been damaged by a water leak resulting from this issue.

**Note:** Depending on the dealer's work schedule and the extent of the water damage, you may need to make your vehicle available for a longer period than the estimated periods described above.

**Are non-Lexus Genuine aftermarket rear spoilers covered by this Limited Service Campaign?**

No. Only the Lexus optional body-colored rear spoiler, pictured above, is covered by this Limited Service Campaign.

**What if you have other questions?**

- ***Your local Lexus dealer will be more than happy to answer any of your questions.***
- For more information on this and other campaigns, please visit [www.lexus.com/recall](http://www.lexus.com/recall).
- If you require further assistance, please visit <http://Lexus.com/contact> for options to contact the Lexus Brand Engagement Center.

If you would like to update your vehicle ownership or contact information, please visit or <https://www.toyota.com/recall/update-info-lexus>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and 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.



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 a Limited 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 Owners Community at <http://www.lexus.com/drivers/> and regularly check recall applicability using [www.lexus.com/recall](http://www.lexus.com/recall) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN 

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Campaign Code 

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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/ownersupdate](http://www.lexus.com/ownersupdate) or contact us at 1-800-255-3987.*

### Dealer Information

Dealer Name/Address \_\_\_\_\_ Dealer Code \_\_\_\_\_

\_\_\_\_\_ Dealer Phone Number \_\_\_\_\_

\_\_\_\_\_ Dealer Staff Name \_\_\_\_\_

\_\_\_\_\_ Dealer Staff Signature \_\_\_\_\_