



◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
10/25/2023	Updated Warranty Reimbursement Procedures section to include reimbursement for Lexus Touch activities.

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 22LD02 *(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	1,100

Condition

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.

Remedy

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 approximately 1,100 vehicles covered by this Limited Service Campaign. 2 vehicles were distributed to Puerto Rico.

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. In the subject line of the email state "Disclosure Form 22LD02" 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

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 in the website to access the results for a given vehicle **provided the technician has already completed the forms in 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.

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Organic Growth Remediation Process


Some of the vehicles 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.

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.

SERVPO Invoicing Procedures

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

 <p>Fax: (615) 451-5391 Tax ID #</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Invoice Number:</td><td></td></tr> <tr><td>Date:</td><td></td></tr> <tr><td>Page:</td><td>1</td></tr> <tr><td>Customer PC#</td><td></td></tr> </table> <p>Payment Terms: NET 30 Payment Due Date:</p> <p style="color: red; font-weight: bold;">DO NOT ACCEPT ANY OTHER INVOICE MUST COME FROM SERVPRO COMMERCIAL ONLY</p> <p style="color: red; font-weight: bold;">**Please do not accept an email for any banking changes please call to confirm.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Bill To:</p> </div> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="text-align: left;">Quantity</th> <th style="text-align: left;">Description</th> <th style="text-align: right;">Unit Price</th> <th style="text-align: right;">Extended Price</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>SERVPRO® RESTORATION SERVICES</td> <td style="text-align: right;">1,445.00</td> <td style="text-align: right;">1,445.00</td> </tr> <tr> <td style="text-align: center;">1</td> <td>COMMERCIAL® MANAGEMENT FEE</td> <td style="text-align: right;">75.00</td> <td style="text-align: right;">75.00</td> </tr> </tbody> </table> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Service Details: Description of Service: See Detailed Estimate Attached Store #: WorkOrder #: Customer Name:</p> </div> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr><td>Subtotal:</td><td style="text-align: right;">\$1,520.00</td></tr> <tr><td>Tax:</td><td style="text-align: right;">\$0.00</td></tr> <tr><td>TOTAL DUE:</td><td style="text-align: right;">\$1,520.00</td></tr> </table>	Invoice Number:		Date:		Page:	1	Customer PC#		Quantity	Description	Unit Price	Extended Price	1	SERVPRO® RESTORATION SERVICES	1,445.00	1,445.00	1	COMMERCIAL® MANAGEMENT FEE	75.00	75.00	Subtotal:	\$1,520.00	Tax:	\$0.00	TOTAL DUE:	\$1,520.00	<ul style="list-style-type: none"> Invoice must be from SERVPRO Commercial, LLC DO NOT PAY THE SERVPRO FRANCHISE! SERVPRO FRANCHISES are <u>NOT AUTHORIZED</u> to invoice dealers! Invoice will include 2 cost related items: <ul style="list-style-type: none"> Servpro Restoration Services (If travel fee is included it will be included in this cost) Commercial Management Fee (This must be on invoice) 7-10 business days after remediation is completed invoice will be emailed to dealer and sent from xxxxx@servpro.com Invoices are NET 30 and should be paid IMMEDIATELY - DO NOT WAIT FOR THE WARRANTY CLAIM TO BE PAID BEFORE PAYING THE INVOICE! If you have invoice questions or have not received an invoice within the 7-10 days from completion, contact SERVPRO Commercial at: ManagedAccountUpdates@servpro.com
Invoice Number:																											
Date:																											
Page:	1																										
Customer PC#																											
Quantity	Description	Unit Price	Extended Price																								
1	SERVPRO® RESTORATION SERVICES	1,445.00	1,445.00																								
1	COMMERCIAL® MANAGEMENT FEE	75.00	75.00																								
Subtotal:	\$1,520.00																										
Tax:	\$0.00																										
TOTAL DUE:	\$1,520.00																										

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.

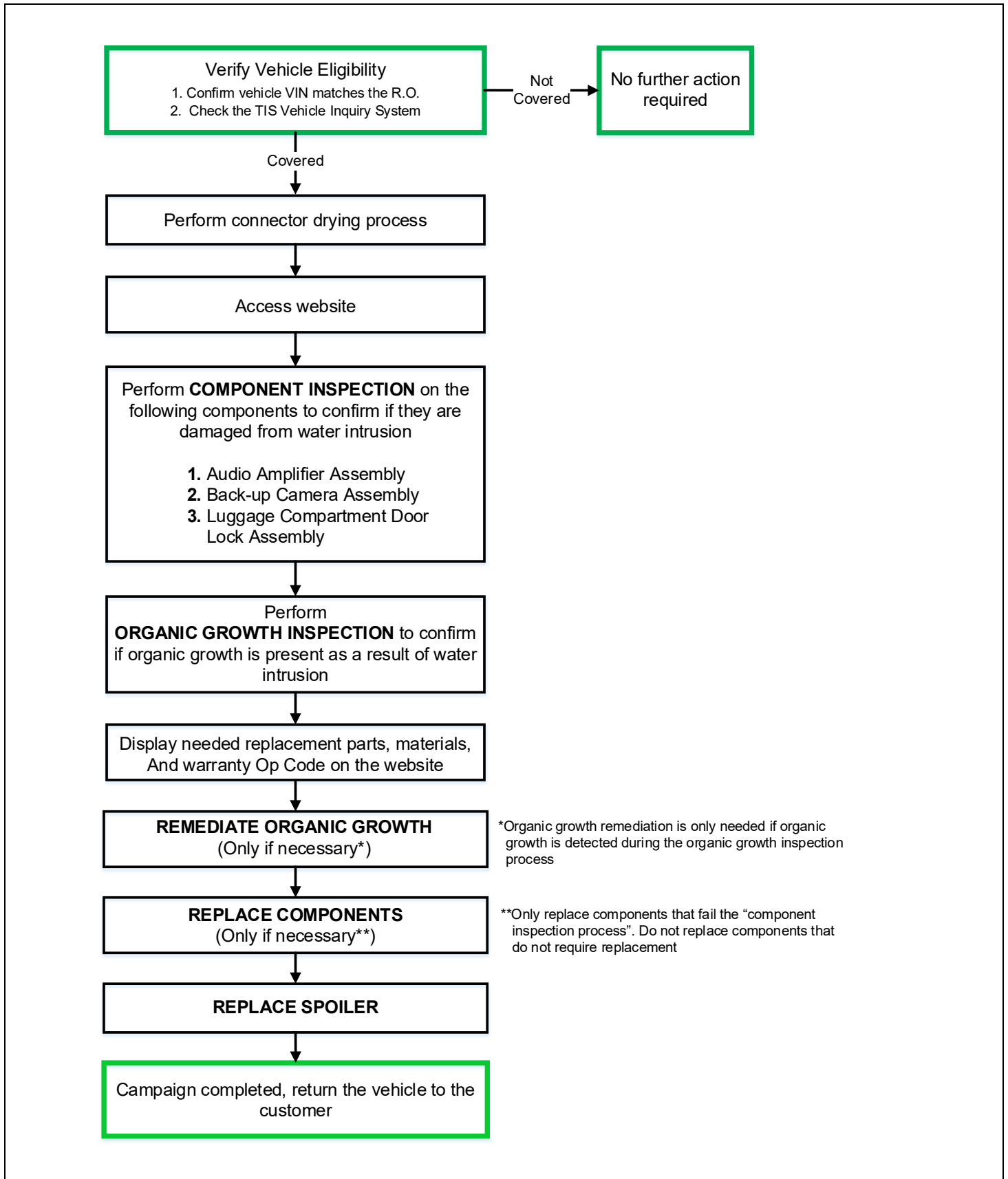
To help minimize dealer storage challenges, Lexus recommends that dealers:

- 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

The technician must access the [Parts Look Up & Warranty Op Code Look Up](#) website to determine the applicable Op Code and sublets based on 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 Op Code and sublets to the dealership's warranty staff.

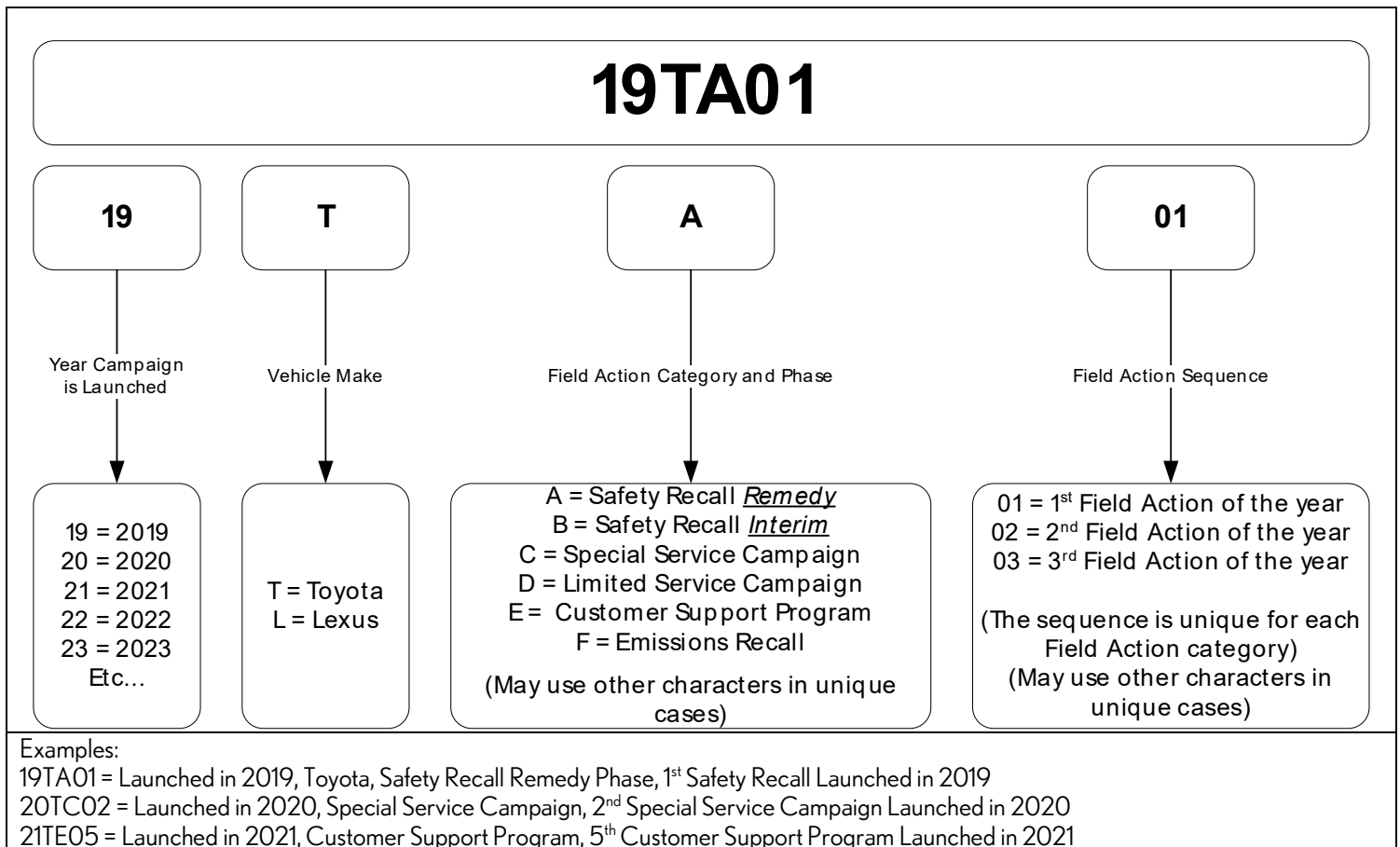
Alternatively, warranty staff may input the VIN into the website to access the results for a given vehicle **provided the technician has already completed the forms in the website.**

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Lexus' usual customer care amenities of car wash and fuel fill-up apply to this Special Service Campaign. Additionally, a maximum of one day of rental vehicle expense (at a maximum rate of \$55.00 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
- ***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.



LIMITED SERVICE CAMPAIGN 22LD02 (Remedy Notice)

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

Frequently Asked Questions

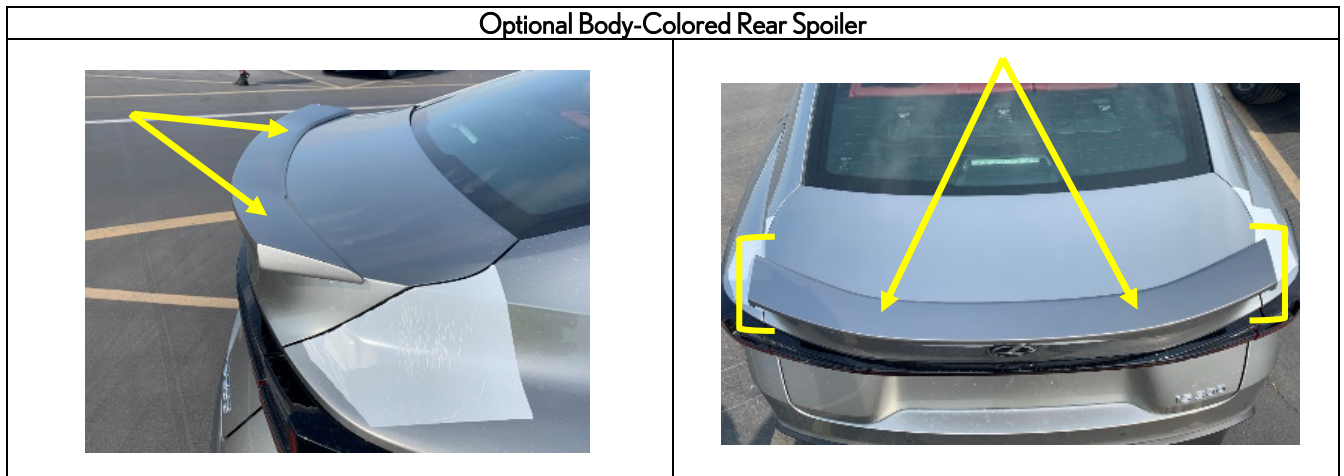
Original Publication Date: April 6, 2022

Q1: *What is the condition?*

A1: 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.

Q1a: *What is the body-colored rear spoiler?*

A1a: The body-colored rear spoiler, shown below, is a Lexus genuine accessory that has been installed on the trunk lid of the involved vehicles. Please note that the color of your vehicle (and spoiler) may differ from the color of the vehicle used in the example below. Please also note that the optional carbon fiber spoiler is not affected by this issue and is not covered under this campaign.



Q2: *Are there any warnings that this condition exists?*

A2: If the condition has occurred, you may notice moisture and/or standing water present in the trunk area of the vehicle. Additionally, you may notice that your audio system and/or luggage compartment lock are not functionally properly. In addition, the back up camera system display may remain active.

Q3: *What is Lexus going to do?*

A3: In April 2022, Lexus will send an owner notification letter by first class mail advising owners to make an appointment with their authorized Lexus dealer to 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***.

Q4: *How long will this Limited Service Campaign be available?*

A4: This Limited Service Campaign will be offered ***FREE OF CHARGE*** until November 30, 2024.

Q5: Which and how many vehicles are covered by this Limited Service Campaign?

A5: There are approximately 1,100 vehicles covered by this Limited Service Campaign.

Model Name	Model Year	Production Period
IS 300	2021	Late September 2020 - Early April 2021

Q6: How long will the repair take?

A6: 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.

Q7: Are non-Lexus Genuine aftermarket rear spoilers covered by this Limited Service Campaign?

A7: No. Only the Lexus optional body-colored rear spoiler, pictured above, is covered by this Limited Service Campaign.

Q8: How does Lexus obtain my mailing information?

A8: 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.

Q9: What if I have additional questions or concerns?

A9: If you have additional questions or concerns, please contact the Lexus Brand Engagement Center at 1-800-255-3987 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.



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 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.

What will Lexus do?

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.

What should you do?

Before you are inconvenienced by this condition, any authorized Lexus dealer will perform the remedy ***FREE OF CHARGE*** to you.

Please contact your authorized Lexus dealer to make an appointment to have remedy performed. **The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience.**

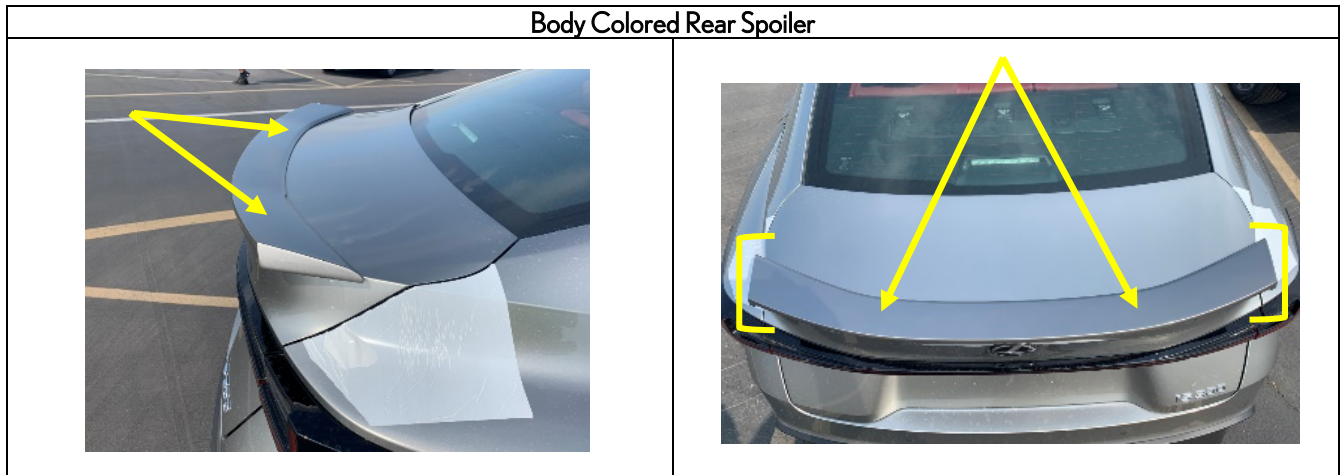
How long will the repair take?

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.

What is the body-colored rear spoiler?

The optional body-colored rear spoiler, shown below, is a Lexus genuine accessory that has been installed on the trunk lid of the involved vehicles. Please note that the color of your vehicle (and spoiler) may differ from the color of the vehicle used in the example below. Please also note that the optional carbon fiber spoiler is not affected by this issue and is not covered under this campaign.



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.
- 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.