



Original Publication Date: December 5, 2024

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

CUSTOMER SUPPORT PROGRAM 24LE02

Certain 2019-2021 Model Year ES300H
Certain 2021 Model Year ES250
Certain 2019-2020 Model Year UX200

Coverage for Flow Shut-off Valve Coolant Leak

Model / Years	Production Period	Approximate Total Vehicles
2019-2021 Model Year ES300H	Early April 2019 to Late March 2021	23,940
2021 Model Year ES250	Early April 2019 to Late March 2021	5,300
2019-2020 Model Year UX200	Mid-May 2018 to Late April 2020	12,400

In our continuing efforts to ensure the best in guest satisfaction, Lexus is announcing a Customer Support Program to provide coverage for Flow Shut-off Valve Coolant Leak on Certain 2019 - 2021 Model Year ES300H, Certain 2021 Model Year ES250, and Certain 2019 - 2020 Model Year UX200 vehicles.

Background

Although the flow shut-off valve is covered by Lexus' New Vehicle Limited Warranty for 48 months or 50,000 miles (whichever comes first), we at Lexus care about the guests' ownership experience. Lexus is providing coverage for repairs related to Flow Shut-off Valve Coolant Leak

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

Customer Support Program Details

The specific condition covered by this program is for a small engine coolant leak can occur from a specific valve that can allow coolant to drip on other parts of the vehicle. This can cause "Engine Maintenance Required" to be displayed on the instrument cluster or cause the A/C not to function normally. If the condition is verified, the vehicle will be repaired with a new flow shut-off valve under the terms of this Customer Support Program.

- The **Primary Coverage** will be offered until November 30, 2025, regardless of mileage.
- The **Secondary Coverage** is applicable for 10 years from the date of first use or 100,000 miles, whichever occurs first.

This coverage is for work performed at an authorized Lexus dealer only. It 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.

Covered Vehicles

There are approximately 41,650 vehicles covered by this Customer Support Program. Approximately 400 vehicles involved in this Customer Support Program were distributed to Puerto Rico.

Owner Letter Mailing Date

Lexus will begin to notify owners in early December 2024 and will be mailed over several months. A sample of the owner notification letter has been included for your reference.

Guest Handling, Parts Ordering, and Remedy Procedures

Guest Contacts

Guests who receive the owner letter may contact your dealership with questions regarding the letter and/or the Customer Support Program. 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.

Guests 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.

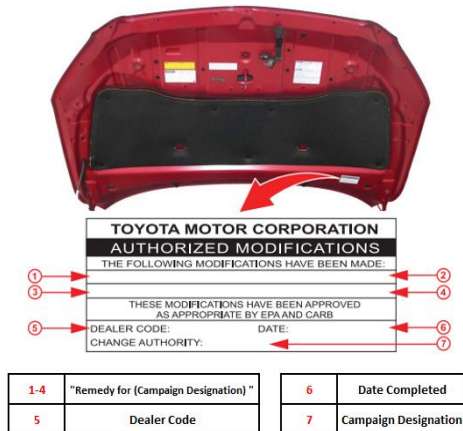
Salvage Title Vehicles

There is no New Vehicle Limited Warranty coverage or non-emission CSP coverage for vehicles that have been branded as salvage, total loss, true mileage unknown, or similar title under any state's law. Nonetheless, every attempt should be made to complete an open emission related CSP when circumstances permit, unless noted otherwise in the CSP dealer letter.

- This CSP *IS* emission related; therefore, vehicles branded as salvage, total loss, true mileage unknown, or similar title ***ARE ELIGIBLE*** for coverage under this CSP.

For complete details on this policy, refer to Lexus Warranty Policy [4.15](#), "What Is Not Covered by The Lexus New Vehicle Limited

Warranty". **Emissions Repair Procedures for California Dealers**



As this Customer Support Program includes emission related parts, California dealers are requested to affix an Authorized Modification Label to the vehicle after repairs have been completed.

Install the Authorized Modifications Label after the repairs have been completed. Using a permanent marker, fill out the label and affix it to the location under the hood as indicated.

Authorization Labels can be ordered from the MDC (Label material number 00451-00001-LBL).

Guest Marketing

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Lexus Warranty Policy [5.22](#), "Warranty Solicitation." Non-compliance with this policy may result in a claim debit.

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 the Lexus Newsroom <https://pressroom.lexus.com/>

Parts Ordering Process

As this is a Customer Support Program, the condition ***MUST*** be verified by inspecting the vehicle. Therefore, dealers ***SHOULD NOT*** increase their stock of related repair parts. ***Dealers are requested to only order parts for vehicles experiencing this condition only. DO NOT ORDER FOR STOCK.*** As always, if a guest experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Model	Model Year	Part Number	Description	Quantity
ES250	2021	16260-F0300	HOSE ASSY, WATER BY-PASS	1
ES300H	2019-2021	16260-F0310	HOSE ASSY, WATER BY-PASS	1
UX200	2019-2020	16671-F2030	VALVE, WATER	1

All Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

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 recall repair are required to currently have completed the following course:

- LIC206A - Electrical Repair 1

It is the dealership's 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 always perform this repair.

NOTE: Claims for repairs that were performed by non-qualified technicians are subject to debit.

Remedy Procedures

Technical instructions for this Customer Support Program can be found in [24-TMS-0019-L](#).

Parts Recovery Procedures

All parts replaced as part of this Customer Support Program 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

Reimbursement Procedure

NOTE: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

Op Code	Model	Description	Flat Rate Hours
24LE02R1	ES250	Replace water by-pass hose	1.8
24LE02R2	ES300h	Replace water by-pass hose	1.7
24LE02R3	UX200	Replace water valve	1.6

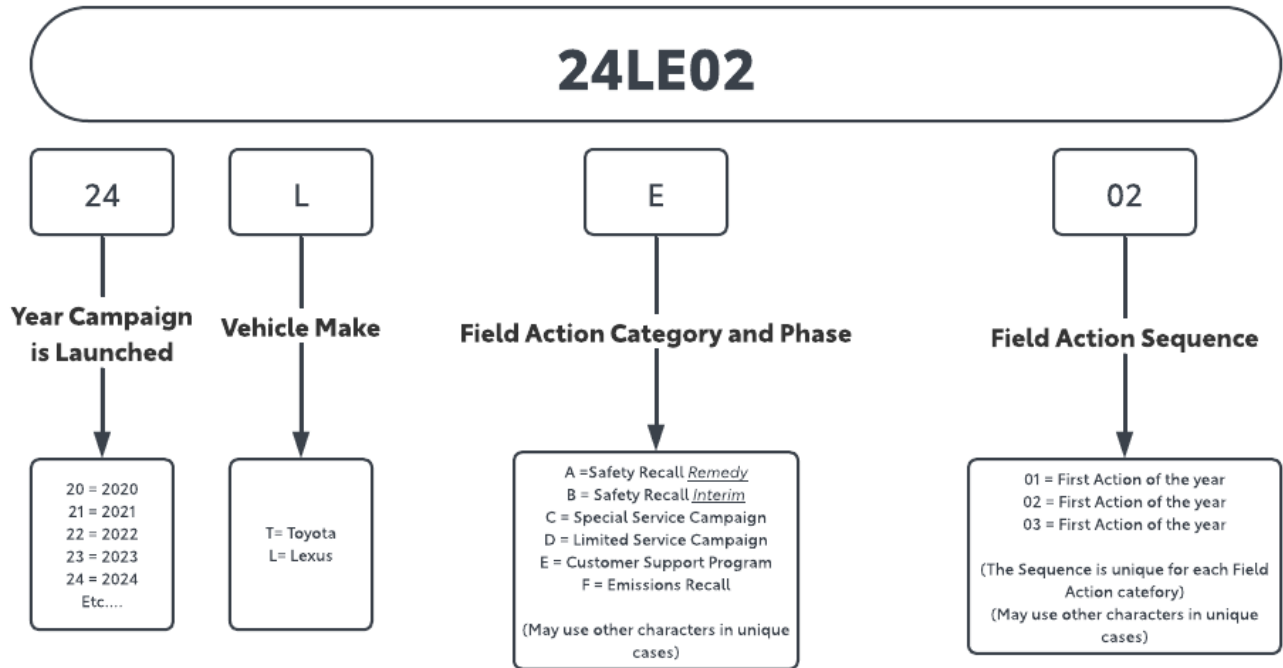
Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Customer Support Program. 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.

Guest Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

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 Customer Support Program.

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



CUSTOMER SUPPORT PROGRAM 24LE01

Certain 2019 -2021 Model Year ES300H
Certain 2021 Model Year ES250
Certain 2019 -2020 Model Year UX200

Coverage for Flow Shut-off Valve Coolant Leak

Frequently Asked Questions

Original Publication Date: December 5, 2024

Q1: *What is the condition?*

A1: The specific condition covered by this program is for a small engine coolant leak can occur from a specific valve that can allow coolant to drip on other parts of the vehicle. This can cause "Engine Maintenance Required" to be displayed on the instrument cluster or cause the A/C not to function normally. If the condition is verified, the vehicle will be repaired with new flow shut-off valve under the terms of this Customer Support Program.

Q2: *What is Lexus going to do?*

A2: Lexus will send an owner notification by first class mail starting in late December 2024, advising owners of this Customer Support Program

If the owner experiences the condition described above, they should contact their local authorized Lexus dealership for diagnosis. If the condition is verified, the dealer will replace the flow shut off valve with a new one at no charge to you.

Q3: *Which and how many vehicles are covered by this Customer Support Program?*

A3: There are approximately 41,650 vehicles covered by this Customer Support Program. Approximately 400 vehicles involved in this Customer Support Program were distributed to Puerto Rico.

Model Name	Model Year	Production Period
ES300H	2019-2021	Early April 2019 to Late March 2021
ES250	2021	Early April 2019 to Late March 2021
UX200	2019-2020	Mid-May 2018 to Late April 2020

Q3a: *Are there any other Toyota/Lexus/Scion vehicles covered by this Customer Support Program in the U.S.?*

A3a: Yes, there are Certain Toyota Avalon, Avalon HV, Camry, Camry HV, Corolla, Corolla HB, Highlander HV, RAV4, RAV4 HV, RAV4 PHV, Sienna HV, Venza vehicles covered by this Customer Support Program.

Q4: *What are the details of this program?*

A4: This Customer Support Program provides coverage as it applies to the flow shut off valve. If the condition is verified, the vehicle will be repaired with a new flow shut off valve under the terms of this Customer Support Program.

- The **Primary Coverage** will be offered until November 30, 2025, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years from the date of first use or 100,000 miles, whichever occurs first.

This coverage is for work performed at an authorized Lexus dealer only. It 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.

This coverage is for work performed at an authorized Lexus dealer only. It 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.

Q5: Which part(s) are covered by this Customer Support Program?

A5: The specific components covered by this program are as follows:

- Valve, Water
or
- Hose Assy, Water By-Pass

Q6: What should an owner do if experiencing this condition?

A6: If an owner thinks they have experienced the condition described in this Customer Support Program, a local Lexus dealer should be contacted for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the program, the repair will be performed *FREE OF CHARGE* to the owner.

Q6a: What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?

A6a: Please be aware that, if the condition is not covered by this Customer Support Program, the guest may be responsible for the initial diagnostic fees and any other repairs he/she may decide to have performed. Any authorized Lexus Dealership can determine if a condition is covered by this Customer Support Program.

Q7: What if an owner HAS NOT experienced this condition but would like to have the repair completed?

A7: This Customer Support Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced the condition, he/she is asked to tear off the sheet included in the owner letter and insert it into the Owner's Warranty Information Booklet for future reference.

Q8: How long will the repair take?

A8: The repair will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

Q9: What if I had previously paid for repairs related to this Customer Support Program?

A9: Reimbursement consideration instructions will be provided in the owner letter.

Q10: How does Lexus obtain my mailing information?

A10: 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.

Q11: What if I have additional questions or concerns?

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.