



SPECIAL SERVICE CAMPAIGN 25LC01 *(Remedy)*

Certain 2019 Model Year ES 300h Vehicles
Low-Pressure Fuel Pump

Frequently Asked Questions

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Q1: *What is the condition?*

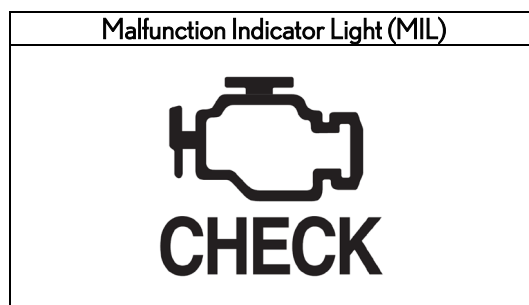
A1: The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This will lead to the vehicle entering a failsafe driving mode in which the vehicle can still be driven for certain distances.

Q1a: *Are there any symptoms of the condition?*

A1a: If the condition occurs, the vehicle will enter failsafe driving mode, resulting in illumination of warning lights and reduced motive power in which the vehicle can still be driven for certain distances.

Q1b: *Which warning lights and messages may be displayed if the condition is present?*

A1b: If the condition were to occur, the malfunction indicator lamp (MIL) shown below, may illuminate in the instrument panel cluster. In addition to the malfunction indicator lamp, other warning lights and messages may also be displayed.



Note: The malfunction indicator lamp (MIL) and other lamps and messages can be displayed for other issues unrelated to this Special Service Campaign.



Q2: *What is Lexus going to do?*

A2: Starting in late April, 2025, Lexus will send an owner notification by head unit notification in their vehicle advising owners to make an appointment with their authorized Lexus dealer to have the low-pressure fuel pump replaced with an improved one **FREE OF CHARGE**.

NOTE (Guests who live in the state of California)

The state of California requires the completion of Safety Recalls / Service Campaigns on emission related parts prior to vehicle registration renewal. In addition, the State requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the completion of this **FREE** Special Service Campaign, the California Air Resources Board (CARB) will not allow your vehicle to be registered. State of California Regulations require Lexus to provide the Department of Motor Vehicles with a record of all vehicles that have not had the Special Service Campaign completed.

Your Lexus dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the campaign has been completed. Please ensure you retain this form, because the DMV may require that you supply proof that the campaign has been completed during your vehicle registration renewal process.

Q3: *Which and how many vehicles are covered by this Special Service Campaign?*

A3: There are approximately 490 vehicles covered by this Special Service Campaign.

Model Name	Model Year	Production Period	Approximate Total Vehicles
ES 300h	2019	Late February 2019 – Early February 2019	490

Q4: *How long will the repair take?*

A4: The repair will range from approximately one- and one-half hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: *Do I need bring my car to the dealership with a specific fuel level?*

A5: No. You may benefit from decreased repair time if you arrive at the dealership with less than 1/3 of a tank of fuel in your vehicle. This will eliminate the need to drain fuel during the repair process, however it is not required.

Q6: *What if I previously paid for repairs related to this Special Service Campaign?*

A6: Reimbursement consideration instructions will be provided in the owner letter.

Q7: *How does Lexus obtain my mailing information?*

A7: 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.

Q8: *What if I have additional questions or concerns?*

A8: 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.