



SPECIAL SERVICE CAMPAIGN 25LC01 (Remedy Notice)

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

Model / Years	Production Period	Approximate Total Vehicles
2019 ES 300h	Late February 2019 – Early February 2019	490

Condition

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.

Remedy

Any authorized Lexus dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**.

Owner Notification

Head Unit Notification

Vehicle Head unit notifications will begin in mid-April 2025.

Mail

Lexus will notify owners by late June 2025.

Lexus App

Vehicles involved in this Special Service Campaign will be visible in the Lexus App at time of announcement.

Guest Contacts

Guests may contact your dealership with questions regarding Safety Recall. Please welcome them to your dealership and answer any questions that they may have. An FAQ is provided to ensure a consistent message is communicated.

Guest 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.

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 pressroom.lexus.com.

Tech Requirements

LIC206A – Electrical Repair 1

Inspection/Repair Time

Repair: 1.6

Parts Control at Launch

CPOR

Parts Replacement Rate

100%

Owner Notification Date

Mid-April 2025

Salvaged Title Eligible

YES

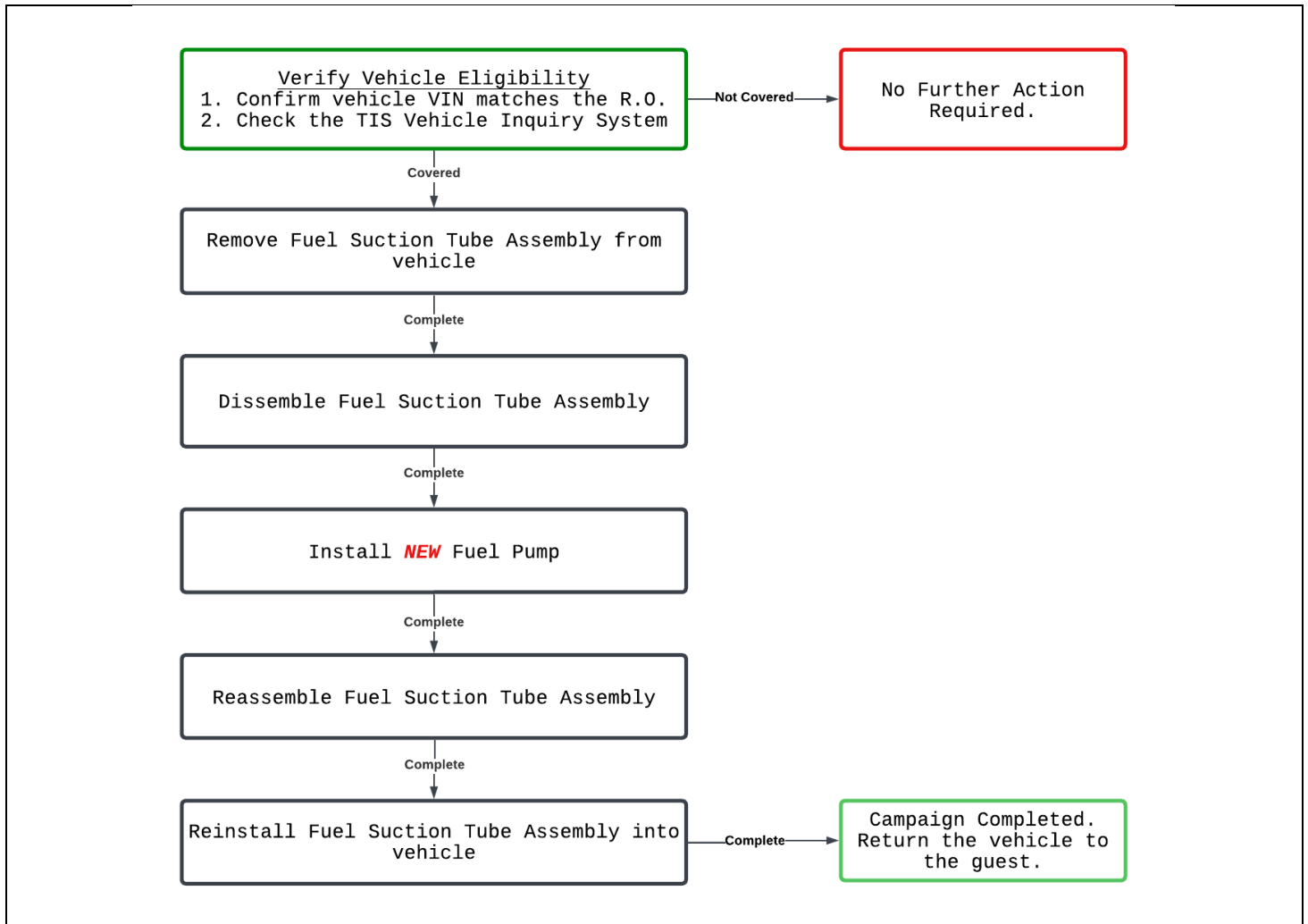


Special Service Campaign Contents

Service Department.....	3
Parts Department.....	6
Frequently Asked Questions	6
Policies And Procedures	7

Service Department

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
25LC01R1	Replace Low-Pressure Fuel Pump	1.6

- The flat rate time includes 0.1 hours for administrative cost per unit for the dealership.
- Towing can be claimed under 25LC01R1 Op Code listed above for a maximum of \$250 as sublet type "TW" in the event the guest's vehicle has experienced the condition and cannot be driven to the dealership.
 - **The towing invoice MUST be attached to all towing claims. These claims may be subject to debit if towing invoice is not attached.**
- Lexus usual guest care amenities of car wash and fuel fill-up apply to this Special Service Campaign. Additionally, a maximum of three days of rental vehicle expense (at a maximum rate of \$55.00 per day) while the vehicle is being remedied under the OpCode listed above, or the cost of pick-up and redelivery of the guest'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.
 - **For rentals that exceed the maximum number of allowable days and/or dollars per day, refer to the Lexus Transportation Assistance Policy (LTAP) for DSPM authorization requirements.**

Optimal Fuel Level

Your dealership and your guests may both benefit from decreased repair time if the guest arrives at the dealership with the optimal level of less than 1/3 of a tank of fuel in their vehicle. This will eliminate the need to drain fuel during the repair process. While it is not a requirement, Lexus recommends that you share this information with guests when scheduling appointments. Lexus has also included this recommendation in the owner letter.

Salvage Title Vehicles

Every attempt should be made to complete an open Special Service Campaign when circumstances permit, unless noted otherwise in the SSC dealer letter.

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.

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 guest delivery.

Emissions Repair Procedures for California Dealers

As this Special Service Campaign includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form and affix an Authorized Modification Label to the vehicle after repairs have been completed.

The vehicle owner may require the Proof of Correction form for vehicle registration renewal. ***It is important to note that the forms are an official state document and blank forms must be secured to prevent misuse.***

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by early November 2025. If the vehicle owner's warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California owner.

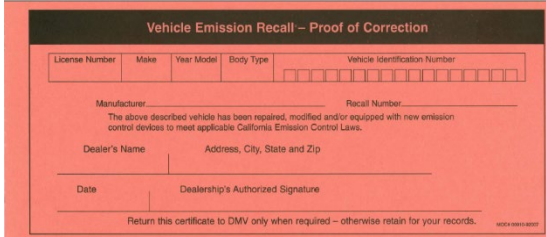
Install the Authorized Modifications Label after the repairs have been completed. Using a permanent marker, fill out the label and affix it to the location under the hood as indicated.

Form booklets and Authorization Labels can be ordered from the MDC (Booklet material number 00410-92007, Label material number 00451-00001-LBL).

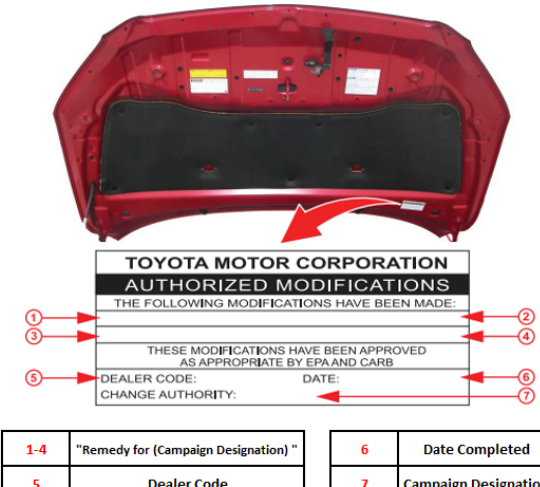
Technician Training Requirements

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 have completed the following course.

- LIC206A - Electrical Repair 1



The form is titled "Vehicle Emission Recall – Proof of Correction". It contains fields for License Number, Make, Year Model, Body Type, and Vehicle Identification Number. Below these are fields for Manufacturer, Recall Number, Dealer's Name, Address, City, State and Zip, Date, and Dealership's Authorized Signature. A note states: "The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws." At the bottom, it says "Return this certificate to DMV only when required – otherwise retain for your records."



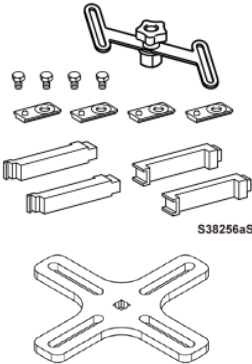
The label is titled "TOYOTA MOTOR CORPORATION AUTHORIZED MODIFICATIONS". It states "THE FOLLOWING MODIFICATIONS HAVE BEEN MADE:" followed by a blank space for handwritten details. Below this, it says "THESE MODIFICATIONS HAVE BEEN APPROVED AS APPROPRIATE BY EPA AND CARB". There are fields for DEALER CODE, CHANGE AUTHORITY, and DATE. Numbered arrows (1-7) point to specific areas on the label and the vehicle's engine compartment where the label should be affixed.

1-4	"Remedy for (Campaign Designation)"
5	Dealer Code

6	Date Completed
7	Campaign Designation

Campaign Special Service Tools

The ES 300h uses a cam lock retainer type for the fuel pump assembly in the fuel tank.

Type:	Cam Lock 
Option 1 SST	SST  Sender Lock Nut Wrench Kit (09808-14031) Claw: 105mm Jaw Set (09808-01070) Crossbar (09808-01030)
Option 2 Campaign Tool (improved design over SST)	Campaign Tool: Cam Lock Retainer Jaws  Requires use of the Handle from the Fuel Sender Lock Nut Wrench Kit, or a 1/2" breaker bar.

Guest Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Parts Department

Parts Information

At the time of launch, parts for this campaign can be ordered in Campaign Part Order Request (CPOR) on Service Lane, due to potential limited part availability. Please check the MAC report on Dealer Daily for the most up-to-date parts ordering information as part controls can be adjusted throughout the life of the campaign.

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.

Part Number	Description	Quantity
04009-86325	KIT, PUMP, FUEL	1
04009-80747	REPLACEMENT KIT, FUEL PUMP	1

Frequently Asked Questions

Q1: *What is the condition?*

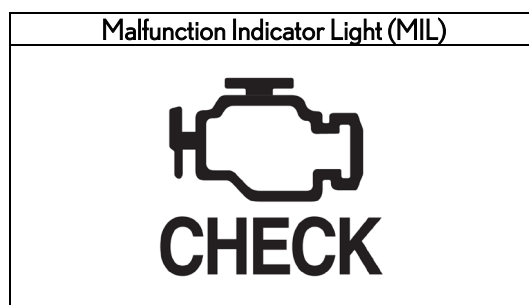
A1: The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This will lead to the vehicle entering a failsafe driving mode in which the vehicle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

Policies And Procedures

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

To ensure guest satisfaction, Lexus requests that dealers complete this Special Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Special Service Campaign prior to guest 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 guest that the vehicle is involved in a Special Service Campaign.

Lexus expects dealers to visit <https://lexus-recall-disclosure.imagespm.info/> and complete a Guest Contact and Vehicle Disclosure Form. 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 guest when the remedy becomes available. Keep the completed form on file at the dealership.

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://dealer.toyota.com/dashboard/vehicles/overview>. The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Lexus Certified Used Vehicle

The LCertified 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 a LCertified until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Claim Filing Accuracy and Correction Requests

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

Parts Recovery Procedures

All parts replaced as part of this Special 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.

Thank you for your cooperation.

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



Certain 2019 Model Year ES300H
Low-Pressure Fuel Pump
Special Service Campaign 25LC01

[VIN]

Dear Lexus Guest:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior guest satisfaction, Lexus is announcing a Special 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 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.

What will Lexus do?

Any authorized Lexus dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**.

SAMPLE Lexus,
© 2025 Toyota
A Division of Toyota
Motor Sales, USA

What should you do?

Before you are inconvenienced by this condition, please contact your local Lexus dealer. Any authorized Lexus dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE** to you.

The remedy will take approximately one and one half hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

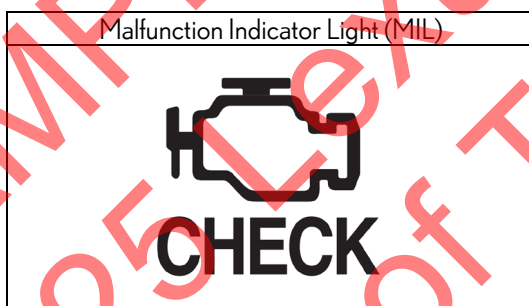
Note that the low-pressure fuel pump which will be replaced is located inside of the fuel tank. Depending on the amount of fuel in your fuel tank when you arrive, your dealer may need to drain fuel from your fuel tank to replace the low-pressure fuel pump. Arriving to the dealership with a fuel level of **less than one third full** may allow the dealer to perform the remedy faster but is not a requirement to have this remedy performed. Please visit your authorized Lexus dealer as soon as possible to have the remedy performed.

Are there any symptoms/warnings of the condition?

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.

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

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 lamps 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.

What if you live in California and don't have this Special Service Campaign performed?

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 **NO CHARGE** 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.

What if you have previously paid for repairs to your vehicle for this specific condition?

For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Lexus' online, self-service portal.

- 1) Log-in to your My Lexus at <https://www.lexus.com/My-Lexus>
- 2) Click on "Service and Maintenance"
- 3) Scroll down to "My Recalls" and click "Learn More"
- 4) Click on "Submit Request"

Alternatively, if you prefer to mail this information for reimbursement consideration, please use the address below:

Lexus
A Division of Toyota Motor North America, Inc.
PO Box 259001 - SSC/CSP
Mail Drop E1-5A
Plano, TX 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

What if you have other questions?

Your local Lexus dealer will be more than happy to answer any of your questions.

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 <https://www.lexus.com/My-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.