



Original Publication Date: March 9, 2018

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

Subject: Safety Recall JLB - **Remedy Notice**  
Certain 2015-2018 Model Year RC F Vehicles  
Certain 2016-2018 Model Year GS F Vehicles  
Certain 2018 Model Year LC 500 Vehicles  
High Pressure Fuel Pumps

On February 14, 2018, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2015-2018 Model Year RC F, GS F and LC 500 vehicles.

### Condition

The involved vehicles are equipped with two high pressure fuel pumps. There is a possibility that the cover of one of these pumps could become damaged over time and lead to a fuel leak. A fuel leak in the presence of an ignition source can increase the risk of a fire.

### Remedy

For all involved vehicles, Lexus dealers will replace the high pressure fuel pumps with improved ones at **NO CHARGE**.

### Covered Vehicles

There are approximately 9,900 vehicles covered by this Safety Recall. There are approximately 80 vehicles in Puerto Rico involved in this Safety Recall.

Model Name	Model Year	Production Period
GS F	2016 - 2018	Mid-July 2015 - Early December 2017
LC 500	2018	Mid-October 2016 - Early December 2017
RC F	2015 - 2018	Early June 2014 - Early December 2017

### Owner Letter Mailing Date

Notifications to owners of the affected vehicles will occur by early April 2018.

*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 Safety Recall 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.

### New Vehicles in Dealership Inventory

There are approximately 780 vehicles in new dealer inventory as of February 13, 2018.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Lexus reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Lexus provides these flooring reimbursements at 60 day intervals. Lexus reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

**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/>).

### Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



**NOTE:** Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00241-INSPT	Inspection Mirror Hang Tag	25 Per Pack

### Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, Lexus requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall 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 Safety Recall.

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 JLB/J2B" 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.toyotalexus.com/>).

### 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 an L/Certified vehicle until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

### LCCS Service Loaners

Lexus requests that dealers remove all LCCS Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

### Vehicles Emission Recall Proof of Correction Form (California only)

As this Safety Recall includes emission related parts, California dealers are requested to fill out the Vehicle Emissions Recall – Proof of Correction form after repairs have been completed. The vehicle owner may require this 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.*** Booklets can be ordered from the MDC (material number 00410-92007).

Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by April 30, 2018. 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.

The image shows a form titled "Vehicle Emission Recall – Proof of Correction". The form is designed for California dealers to use after completing repairs on vehicles affected by an emission recall. It includes fields for License Number, Make, Year Model, Body Type, and Vehicle Identification Number (VIN). Below these fields, there are sections for Manufacturer, Recall Number, Dealer's Name, Address, City, State and Zip, Date, and Dealer's Authorized Signature. A statement on the form reads: "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 instructs: "Return this certificate to DMV only when required – otherwise retain for your records." The form is presented in a red-tinted image.

### Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this recall 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 hold at least one of the following certification levels:

- Certified (Lexus)
- Senior (Lexus)
- Master (Lexus)

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 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 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.

### Repair Quality Confirmation

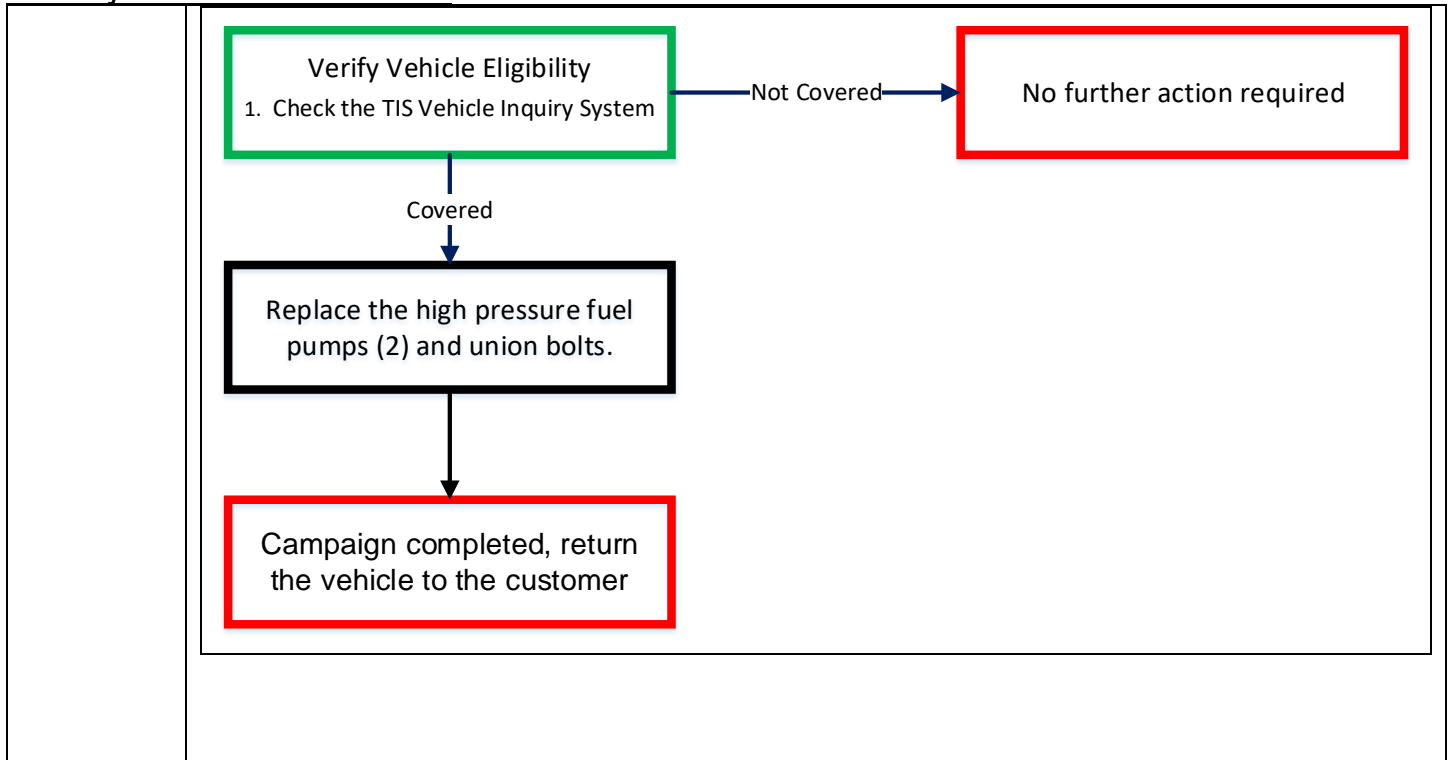
The repair quality of covered vehicles is extremely important to Lexus. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

**Parts Ordering Process**

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Lexus Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

Part Number	Description	Quantity
04007-60136	Fuel Pump Kit	1

**Warranty Reimbursement Procedure**



Model	Opcode	Description	Flat Rate Hours
RC F / GSF	LGG12A	Replace the high pressure fuel pumps and union bolts	1.7
LC500	LGG12C		1.7

- 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 Safety Recall. Additionally, up to three days of rental vehicle expense (to a maximum of \$45/day) while the vehicle is being remedied or the cost of pick-up and delivery 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.

**Claim Filing Accuracy and Correction Requests**

It is the dealer’s responsibility to file claims correctly for this Safety Recall. 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 opcode or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

**Customer Reimbursement**

Reimbursement consideration instructions will be included in the owner letter.

**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 Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

**Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. 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 Guest Experience Center (1-800-255-3987) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 5:00 pm Central Time.

*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 Safety Recall.*

Thank you for your cooperation.

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

Attachment

CC: Customer Satisfaction Manager  
Dealer Principal  
General Manager  
Parts Manager  
Pre-owned Manager  
Sales Manager  
Service Manager  
Warranty Administrator



Safety Recall JLB - *Remedy Notice*  
Certain 2015-2018 Model Year RC F Vehicles  
Certain 2016-2018 Model Year GS F Vehicles  
Certain 2018 Model Year LC 500 Vehicles  
High Pressure Fuel Pumps

Frequently Asked Questions  
Original Publication Date: March 9, 2018

**Q1:** *What is the condition?*

A1: The involved vehicles are equipped with two high pressure fuel pumps. There is a possibility that the cover of one of these pumps could become damaged over time and lead to a fuel leak. A fuel leak in the presence of an ignition source can increase the risk of a fire.

**Q1a:** *What is a high pressure fuel pump?*

A1a: A high pressure fuel pump receives fuel from the low pressure fuel pump, then increases the pressure to supply fuel to the fuel injectors for direct injection.

**Q2:** *Are there any warnings or indicators prior to the occurrence of this condition?*

Q2: No. However, drivers may experience abnormal noises and/or vibrations if the condition occurs. Drivers may also experience a fuel odor if this condition occurs.

**Q3:** *What is Lexus going to do?*

A3: Lexus will send an owner notification by first class mail starting in early April 2018, advising owners to make an appointment with their authorized Lexus dealer to have the high pressure fuel pumps replaced with improved ones at **NO CHARGE**.

**NOTE (Customers 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 **NO CHARGE** Safety Recall 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 Safety Recall 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.

**Q4: Which and how many vehicles are covered by this Safety Recall?**

A4: There are approximately 9,900 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
GSF	2016 - 2018	Mid-July 2015 - Early December 2017
LC 500	2018	Mid-October 2016 - Early December 2017
RC F	2015 - 2018	Early June 2014 - Early December 2017

**Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?**

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

**Q5: How long will the repair take?**

A5: The repair takes approximately two hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: How does Lexus obtain my mailing information?**

A6: 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.

**Q7: What if I have additional questions or concerns?**

A7: If you have additional questions or concerns, please contact the Lexus Guest Experience Center at 1-800-255-3987 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 5:00 pm Central Time.



This notice applies to your vehicle:  
[VIN]

**URGENT SAFETY RECALL**

This is an important Safety Recall. The  
remedy will be performed at **NO**  
**CHARGE** to you.

Certain 2015-2018 Model Year RC F Vehicles  
Certain 2016-2018 Model Year GS F Vehicles  
Certain 2018 Model Year LC 500 Vehicles  
High Pressure Fuel Pumps  
**IMPORTANT SAFETY RECALL (Remedy Notice)**  
NHTSA Recall No. 18V107

Dear Lexus Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in Certain 2015-2018 Model Year Lexus RC F, GS F and LC 500 Vehicles.

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 are equipped with two high pressure fuel pumps. There is a possibility that the cover of one of these pumps could become damaged over time and lead to a fuel leak. A fuel leak in the presence of an ignition source can increase the risk of a fire.

**What will Lexus do?**

Any authorized Lexus dealer will replace the high pressure fuel pumps with improved ones at **NO CHARGE**.

**What should you do?**

***This is an important Safety Recall***

Please contact any authorized Lexus dealer to schedule an appointment to have the remedy performed as soon as possible.

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

If you experience a fuel odor, please contact your local authorized Toyota dealer who will arrange for vehicle pickup.



### **What if you live in California and don't have this Safety Recall 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** Safety Recall 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 Safety Recall 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.

### **Want to learn more?**

For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyotalexus.com/recall](http://www.toyotalexus.com/recall). Input your full 17-digit Vehicle Identification Number (VIN - Located at the top of this letter) to review information specific to your vehicle.

### **What if you have other questions?**

- *Your local Lexus dealer will be more than happy to answer any of your questions.*
- Customers with additional questions or concerns are asked to please contact the Lexus Guest Experience Center (1-800-255-3987) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 8:00 am to 5:00 pm Central Time.

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you would like to update your vehicle ownership or contact information, you may do so by registering at <http://drivers.lexus.com/lexusdrivers>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

*If you are a vehicle lessor*, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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 NORTH AMERICA



CUSTOMER CONTACT AND VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and L/Certified vehicles.

This vehicle is involved in a Safety Recall. 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 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

Campaign Code

Customer Information

Customer Name _____	Home Phone # _____
Customer Email _____	Mobile Phone # _____
Customer Address _____ _____ _____	Date _____

*Please provide this information so that Lexus or the dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you would like to update your preferred contact information in the future, visit*

Dealer Information

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____
_____	