



Original Publication Date: July 24, 2019

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

SAFETY (NONCOMPLIANCE) RECALL KLF (Interim Notice K2F)

Certain 2019 Model Year ES 300h
 Certain 2019 Model Year LC 500
 Certain 2019 Model Year LS 500 and LS 500h
 Certain 2019 Model Year UX 250h
 Potential Loss of Power Brake Assist

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2019 ES 300h	May 2019	1	0
2019 LC 500	Mid-May 2019 - Early June 2019	60	3
2019 LS 500	May 2019	60	5
2019 LS 500h	May 2019	2	0
2019 UX 250h	May 2019	275	53

STOP DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.
Refer to Dealer Inventory Procedures section for more details.

On July 24th, 2019, Lexus filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety (Noncompliance) Recall on certain 2019 model year ES 300h, LC 500, LS 500, LS 500h, and UX 250h vehicles.

Condition

In the subject vehicles, there is a possibility the brake booster pump may have been manufactured improperly, and in some cases, it may stop operating. If the brake booster pump stops operating, multiple warning lights and messages will illuminate, and/or audible chimes will sound. In this condition, braking assist could be lost completely after several brake pedal applications, resulting in increased stopping distance. In addition, the Vehicle Stability Control will become deactivated, and other vehicle features could be affected. Deactivating the Vehicle Stability Control system may cause the subject vehicles to not meet the certain requirements of FMVSS No. 126. A deactivated Vehicle Stability Control or a sudden and complete loss of braking assist while driving could increase the risk of a crash.

Remedy

Lexus is currently preparing the remedy. When the remedy becomes available, based on the vehicle identification number or an inspection, the dealer will replace the brake booster pump with a new one, if necessary, **FREE OF CHARGE**.

Covered Vehicles

There are approximately 400 vehicles covered by this Safety (Noncompliance) Recall. Approximately 2 vehicles involved in this Safety (Noncompliance) Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Lexus will begin to notify owners via first-class mail by mid-September.

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 (Noncompliance) 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.

Dealer Inventory Procedures

New Vehicles in Dealership Inventory

There are approximately 61 vehicles in new dealer inventory as of July 23, 2019.



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:

- *New vehicles in dealer inventory subject to a Safety Recall must be remedied before delivery into commerce under a sale or lease. Dealer-to-dealer trades as well as vehicle sales between dealers should not be made until a vehicle is remedied.*
- 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.

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

To easily recognize vehicles involved in this Safety (Noncompliance) 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

Lexus typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety (Noncompliance) Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety (Noncompliance) Recall and that the remedy is currently being prepared by Lexus.

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 KLF/K2F" 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 Pre-owned 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.

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.

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 Safety (Noncompliance) 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, 8:00 am to 8:00 pm, Saturday 9:00 am to 6:00 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 Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

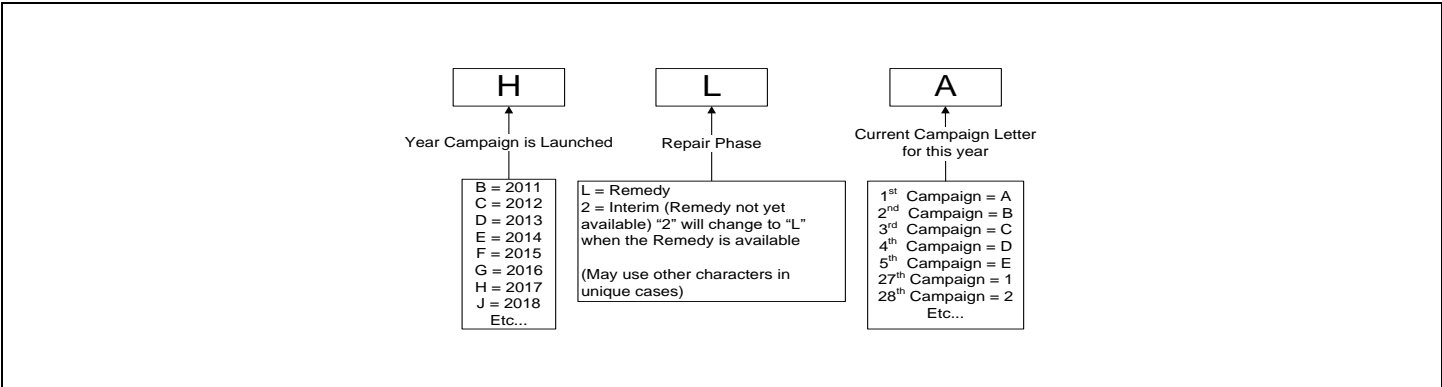
Warranty Reimbursement Procedures**Alternate Transportation Reimbursement Procedure**

Until the remedy is available, customers who are uncomfortable driving their vehicle during the interim phase may receive alternative transportation which can be claimed for \$45 per day.

NOTE:

- Lexus is currently preparing the rental opcodes and will update this document once they become available.
- Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization.

Campaign Designation / Phase Decoder



Examples:

C2B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
 ELA = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014
 JLA = Launched in 2018, Remedy Phase, 1st Campaign Launched in 2018.

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 (Noncompliance) Recall.

Thank you for your cooperation.

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

SAFETY (NONCOMPLIANCE) RECALL KLF (Interim Notice K2F)

Certain 2019 Model Year ES 300h
 Certain 2019 Model Year LC 500
 Certain 2019 Model Year LS 500 and LS 500h
 Certain 2019 Model Year UX 250h
 Potential Loss of Power Brake Assist

Frequently Asked Questions
Original Publication Date: July 24, 2019

Q1: What is the condition?






A1: In the subject vehicles, there is a possibility the brake booster pump may have been manufactured improperly, and in some cases, it may stop operating. If the brake booster pump stops operating, multiple warning lights and messages will illuminate, and/or audible chimes will sound. In this condition, braking assist could be lost completely after several brake pedal applications, resulting in increased stopping distance. In addition, the Vehicle Stability Control will become deactivated, and other vehicle features could be affected. Deactivating the Vehicle Stability Control system may cause the subject vehicles to not meet the certain requirements of FMVSS No. 126. A deactivated Vehicle Stability Control or a sudden and complete loss of braking assist while driving could increase the risk of a crash.

Q1a: What is the Brake Booster Pump?

A1a: A brake booster pump is a component of the brake system which provides power and controls fluid pressure.

Q2: Are there any warnings that this condition exists?

A2: No. However, if the condition occurs, multiple warning lights and messages will illuminate, and audible chimes will sound prior to losing power brake assist.

				
Master Warning Light (Yellow)	Brake System Warning Light and Warning Buzzer (Red)	Brake System Warning Light (Red)	ABS Warning Light (Yellow)	SLIP Indicator (Yellow)

NOTE: It is possible for the lights above to be illuminated and the condition not be related to this Customer Support Program.

Q3: *If the condition occurs, will the brakes remain operational?*

A3: If the condition has occurred, the brakes will remain operational. However, the condition may result in loss of the power braking assist feature and, therefore, more force may need to be applied to the brake pedal to stop the vehicle.

Q4: *What is Lexus going to do?*

A4: Lexus is currently preparing the remedy. When the remedy becomes available, all known owners of the subject vehicles will be notified by first class mail to return their vehicles to an authorized Lexus dealer. Based on the vehicle identification number or an inspection, any authorized Lexus dealer will replace the brake booster pump with a new one, if necessary, **FREE OF CHARGE**.

Q5: *Which and how many vehicles are covered by this Safety (Noncompliance) Recall?*

A5: There are approximately 400 vehicles covered by this Safety (Noncompliance) Recall.

Model Name	Model Year	Production Period
ES 300h	2019	May 2019
LC 500		Mid-May 2019 - Early June 2019
LS 500		May 2019
LS 500h		May 2019
UX 250h		May 2019

Q5a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall in the U.S.?*

A5a: Yes, certain 2020 model year Corolla Hybrid, 2019 model year RAV4 Hybrid, 2019 - 2020 model year Prius Prime, and 2019 Prius vehicles are covered by this Safety (Noncompliance) Recall.

Q6: *What if I have additional questions or concerns?*

A6: If you have additional questions or concerns, please contact Lexus Guest Experience Center (1-800-255-3987) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 6:00 pm Eastern Time.



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CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

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

This vehicle is involved in a Safety (Noncompliance) 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 register with the Lexus Drivers Community at <http://www.lexus.com/drivers/> and regularly check recall applicability using www.lexus.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model _____ Model Year _____

Customer Information

Customer Name _____

Customer Email _____

Customer Address _____

Home Phone # _____

Mobile Phone # _____

Date _____

Please provide this information so that Lexus or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit www.lexus.com/drivers or contact us at 1-800-255-3987.

Dealer Information

Dealer Name/Address _____

Dealer Code _____

Dealer Phone Number _____

Dealer Staff Name _____

Dealer Staff Signature _____