



◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
June 16, 2020	The remedy for Phase 3 vehicles is now available.
May 28, 2020	Lexus has revised the estimated remedy availability timing for certain models.
May 22, 2020	The remedy for phase 2 vehicles is now available.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



Original Publication Date: May 1, 2020

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

SAFETY RECALL 20LA01 (Interim Notice 20LB01) - Remedy Notice

**Multiple Models and Model Years
 Vehicle May Stall During Driving at Higher Speed
 NHTSA Recall No. 20V-012**

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2018 - 2019 ES 350	Early April 2018 - Early May 2019	40,300	160
2018 GS 300	Mid-October 2017 - Early June 2018	20	0
2019 GS 300	Mid-September 2018 - Mid January 2019	10	0
2013 - 2014 GS 350	Early September 2013 - Late July 2014	20,900	0
2015 GS 350	Early September 2014 - Late February 2015	12,800	0
2018 - 2019 GS 350	Early October 2017 - Late January 2019	8,600	70
2014 - 2015 GX 460	Early September 2013 - Mid-February 2015	34,400	0
2014 IS F	Mid-September 2013 - Late July 2014	100	0
2017 IS 200t	Early October 2017	10	0
2018 - 2019 IS 300	Early October 2017 - Late January 2019	26,800	30
2014 - 2015 IS 350	Early September 2013 - Late February 2015	13,500	0
2018 - 2019 IS 350	Early October 2017 - Late November 2018	2,900	5
2018 - 2019 LC 500	Early October 2017 - Late January 2019	1,800	10
2018 - 2019 LC 500h	Early October 2017 - Late January 2019	50	0
2018 - 2019 LS 500	Late October 2017 - Late January 2019	11,800	140
2018 - 2019 LS 500h	Early October 2017 - Late January 2019	500	10
2013 - 2015 LS 460	Early September 2013 - Late February 2015	13,600	0
2014 - 2015 LX 570	Early September 2013 - Mid-March 2015	6,900	0
2015 NX 200t	Mid-October 2014 - Early June 2015	27,100	0
2017 RC 200t	Mid-September 2017 - Late November 2017	200	0
2018 - 2019 RC 300	Late November 2017 - Late January 2019	2,000	30
2015 RC 350	Mid-April 2014 - Late February 2015	6,800	0
2018 - 2019 RC 350	Late November 2017 - Late January 2019	2,400	20
2017 - 2019 RX 350L	Early December 2017 - Early May 2019	29,100	200
2017 - 2019 RX 350	Early October 2017 - Late July 2019	135,300	270

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

On March 19, 2020, Lexus amended a previously filed Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA). The amended Defect Information Report (DIR) informs the National Highway Traffic Safety Administration (NHTSA) of Lexus' intent to amend the prior voluntary Safety Recall to include certain 2015 model year GS 350 vehicles.

Note: When this Safety Recall was first announced on January 13, 2020, there were approximately 131,110 vehicles covered. On March 4, 2020, this Safety Recall was amended to cover a total of approximately 385,080 vehicles. On March 19, 2020, this Safety Recall was amended to cover a total of approximately 397,890 vehicles.

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 may result in a vehicle stall, and the vehicle may be unable to be restarted. If a vehicle stall occurs while driving at higher speeds, this could increase the risk of a crash.

Remedy

Any authorized Lexus dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**. Lexus has sufficient parts to begin a phased implementation of the remedy. Refer to the table below to determine the remedy status and dates that Lexus estimates the remedy will become available for each vehicle model.

Important Note: The dates specified in this table are estimates and are subject to change due to possible impacts of COVID-19.

Phase	Model	Approximate Total Vehicles	Estimated Remedy Availability Timing
1	2018 ES 350	14,500	Remedy Available Now
	2019 ES 350 (Japan Built)	3,100	
	GS 300	30	
	2018 - 2019 GS 350	8,600	
	IS 200t	10	
	IS 300	26,800	
	2018 - 2019 IS 350	2,900	
	RC 200t	200	
	RC 300	2,000	
	2018 - 2019 RC 350	2,400	
2	IS F	100	
	LC 500	1,800	
	LC 500h	50	
	LS 500	11,800	
	LS 500h	500	
3	RX 350	135,300	
	RX 350 L	29,100	
	2019 ES 350 (USA Built)	22,700	
	GX 460	34,400	
4	2013 - 2015 GS 350	33,700	
	2014 - 2015 IS 350	13,500	
	2015 RC 350	6,800	
	LS 460	13,600	
	NX 200t	27,100	
5	LX 570	6,900	Late October 2020

Covered Vehicles

There are now approximately 397,890 vehicles covered by this Safety Recall. Approximately 1,160 vehicles involved in this Safety Recall were distributed to Puerto Rico. Refer to the covered vehicle summary attached near the bottom of this document for additional details on the covered vehicles.

Campaign Phase Interpretation

Please confirm each VIN using TIS to determine if the vehicle is in the remedy phase or the interim (remedy not available) phase. This Safety Recall is being administered in phases due to parts availability. Only perform the repair that is available for the specific VIN. **Dealer are NOT to perform repairs on vehicles that are in the interim phase.**

REMEDY PHASE - ELIGIBLE FOR REPAIR

Campaign Description: Safety Recall 20LA01 (Remedy Notice) Multiple

Campaign Status: Remedy Available

Completion Status: Not Completed

[\[Show Documents\]](#)

A

B

STATUS IDENTIFICATION

A: Campaign Description: 20LA01 Remedy

B: Completion Status: Not Completed

- This vehicle is eligible to have the remedy performed.*

INTERIM PHASE - FUTURE REPAIR

Campaign Description: Safety Recall 20LA01 (Interim Notice) 20LB01), M

Campaign Status: Remedy Not Available

Completion Status: Not Completed

Memo: The remedy is not available for this vehicle at th

[\[Show Documents\]](#)

A

B

STATUS IDENTIFICATION

A: Campaign Description: 20LB01 Interim

B: Completion Status: Not Completed

- This vehicle is in the interim phase; the remedy **CANNOT** be performed at this time.*

Removed Vehicles

After further investigation, Lexus’ current information indicates that approximately 42,900 vehicles, that were previously included when this Safety Recall was first announced on January 13, 2020, are not affected by this condition. These vehicles have been removed from the Safety Recall. Refer to the chart below for a summary of the vehicles that have been removed from this Safety Recall.

Model / Years	Production Period	Approximate Total Vehicles Removed
2018 - 2019 GX 460	Early August 2018 - Late January 2019	15,500
2018 - 2019 LX 570		3,500
2019 NX 300		23,900

These removed VINs will now appear “Not applicable for VIN” in TIS Service Lane search as shown below:

Campaign Description: Safety Recall 20LA01 (Interim Notice 20LB01), Multiple Model and Model Years, Vehicle May Stall During Driving at Higher Speed

~~Campaign Status: Remedy Not Available~~

Completion Status: Not applicable for VIN

~~Memo: This vehicle is not involved in 20LA01 (Interim 20LB01). Do not perform the remedy on this vehicle. Refer to the Dealer Letter for additional information.~~

[\[Show Documents\]](#)

Lexus will send an owner letter to owners of these vehicles explaining this situation.

A limited number of these vehicle owners may have been provided a rental vehicle during the interim period between the original announcement of this recall on January 13th, 2020 and the amendment filed on March 4th in which their vehicle was removed from the recall.

For rentals that have been provided to owners of vehicles that have been removed from the Safety Recall, Lexus requests that the dealership work with the customer to have the loaner returned. Dealers will have until April 23, 2020 to file rental claims for removed-vehicles.

Use TIS service lane to confirm if your dealership has provided a loaner to an owner of a removed vehicle. Removed VINs will appear “Not applicable for VIN” in TIS Service Lane search as shown above.

Owner Letter Mailing Date

Refer to the table below for the owner letter mailing period.

Letter Type (Interim or Remedy)	Applicable Vehicles	Letter Mailing Period	Attached Sample
Interim Letter	Original vehicles covered from January 13, 2020 announcement.	Mid-February 2020 - Mid March 2020	Sample A
	Vehicles added on March 3, 2020	Early April 2020 - Early May 2020	Sample B
	Vehicles added on March 19, 2020	April 2020	
N/A	Vehicles removed on March 3, 2020	Mid-April 2020 - Early May 2020	Sample C
Remedy Letter (Phase 1 Models)	Lexus will begin notifying owners about the remedy approximately one week after the remedy becomes available for their vehicle.		Sample D
Remedy Letter (All models except Phase 1 models)			Sample E

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.**

Dealer Inventory Procedures

New Vehicles in Dealership Inventory

There are approximately 945 vehicles in new dealer inventory as of March 3, 2020.



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 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

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.

Pre-Owned Vehicles in Dealer Inventory (For Vehicles with Remedy NOT Available)

For vehicles that the remedy is not yet available for, Lexus typically requests that dealers *NOT* deliver any pre-owned vehicles in dealer inventory that are covered by a Safety 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 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 20LA01/20LB01" 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.

Pre-Owned Vehicles in Dealer Inventory (For Vehicles with Remedy Available)

For vehicles that have the remedy available, 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. In the subject line of the email state "Disclosure Form 20LB01/20LA01" 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 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 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 8:00 am to 5:00 pm Central Time.

Optimal Fuel Level

Your dealership and your customers may both benefit from decreased repair times if the customer arrives at the dealership with the optimal level of fuel in their vehicle because it will eliminate the need to drain fuel during the repair process.

Below are the optimal fuel levels recommended by Lexus. While it is not a requirement, Lexus recommends that you share this with customers when scheduling appointments. Lexus has also included this recommendation in the owner letter.

Model	Slightly less than full	1/3 tank or less
ES 350	√	
GX 460		
RX 350 / RX 350 L		
IS 200t / IS 300 / IS 350 / IS F		√
RC 200t / RC 300 / RC 350		
GS 300 / GS 350		
LC 500 / 500h		
LS 500 / 500h		

Salvage Title Vehicles

Every attempt should be made to complete an open Safety Recall when circumstances permit, unless noted otherwise in the Safety Recall dealer letter.

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

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.

Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

Parts Lookup Website

Use the 20LA01 parts lookup website to view the remedy parts needed for a specific VIN involved in this Safety Recall. *This website is for parts lookup only and will not order parts.* The website URL, username, and default password are listed below:

<https://20la01.imagespm.info>

Username: 5-digit Dealer Code
Default Password: XXXXX

Each dealer only has a single account, please ensure that the password is communicated to all technicians and dealer associates that will be utilizing this website.

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 currently hold at least one of the following certification levels:

- Certified Technician
- Senior Technician
- Master Technician

Always check which technicians can perform the repair by logging on to <https://www.LCTPReports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this 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 Recovery Procedures

All parts replaced as part of this Safety Recall 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 Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

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 early December 2020. 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 this recall. It includes fields for License Number, Make, Year Model, Body Type, and Vehicle Identification Number. Below these fields, there are sections 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." and includes a small reference number "MDC 00410-92007".

Warranty Reimbursement Procedure

Loaner Vehicle Reimbursement Procedure

Until the remedy is available, if a customer is uncomfortable driving their vehicle, a loaner vehicle or alternative transportation may be provided and claimed at a maximum rate of \$45.00 per day.

OpCode (File under designation 20LB01)	Description
LB1RT1	Vehicle Rental 1-30 Days
LB2RT2	Vehicle Rental 31 - 60 Days
LB2RT3	Vehicle Rental 61 - 90 Days
LB2RT4	Vehicle Rental 91 - 120 Days
LB2RT5	Vehicle Rental 121 - 150 Days
LB2RT6	Vehicle Rental 151 - 180 Days

NOTE:

- 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.
- Rental claims for removed-vehicles will not be accepted after April 23, 2020.

Offsite Vehicle Storage Handling and Documentation

Until the remedy is available, customers that have been provided with a loaner vehicle may choose to store their involved vehicle at home or another personal storage location. If the customer chooses to do this, the customer must sign the attached Lexus Customer Vehicle Offsite Storage Form.

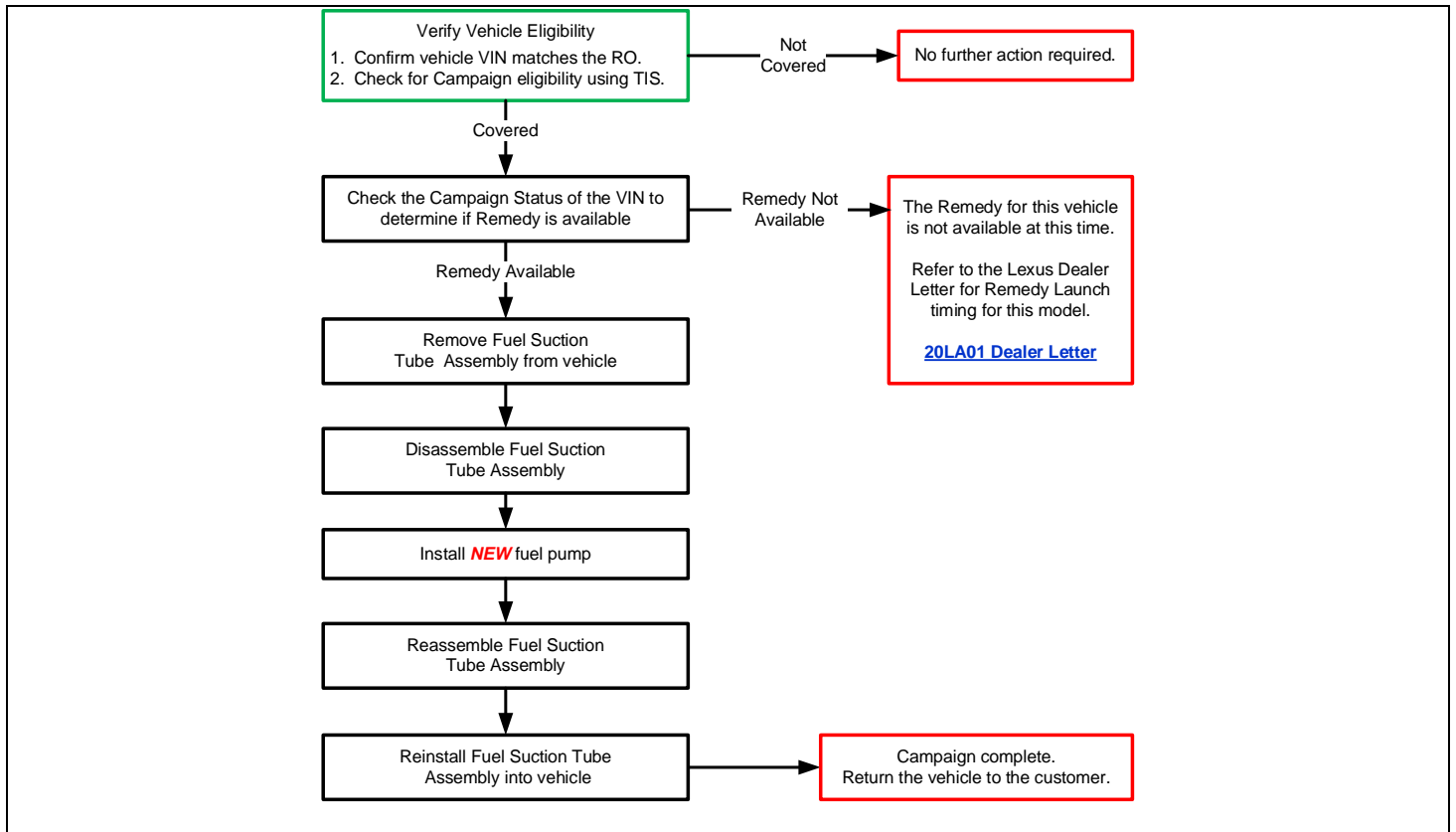
Customers are only required to sign this form if they wish to store their involved vehicle at home or at another personal storage location. If the customer elects to leave their vehicle at the dealership, your dealership must retain the vehicle as outlined in the applicable warranty guidelines. For vehicles retained at your dealership, reference [L-SB-0044-18](#) for long term vehicle storage guidelines.

Keep a completed copy of the Lexus Customer Vehicle Offsite Storage Form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state, "Customer Vehicle Offsite Storage Form 20LA01" and include the VIN.

The vehicle must be stored using the guidelines identified on the Lexus Customer Vehicle Offsite Storage Form and agreed to by the customer.

When the remedy becomes available for the customer's vehicle, the customer must return the loaner vehicle to your dealership and have the remedy performed on their vehicle. The rental Op Codes listed above will only remain available for claim filing 30 days after the remedy becomes available for the customer's vehicle.

Warranty Reimbursement Procedure



Model	OpCode	Description	Flat Rate Hours
ES 350 (2018 MY)	LA0101	Replace low-pressure fuel pump	1.5
ES 350 (2019 MY)	LA0102		1.5
GS 300	LA0103		1.7
GS 350	LA0104		1.7
IS 300 / IS 200t	LA0105		1.7
IS 350	LA0106		1.6
RC 300 / RC 200t	LA0107		1.6
RC 350	LA0108		1.6
LS 500	LA0109		2.9
LS 500h	LA0110		1.8
LC 500 / LC 500h	LA0111		1.5
IS F	LA0112		1.2
RX 350 (Manual Rear Seat)	LA0113		2.2
RX 350 (Power Rear Seat)	LA0114		1.9
RX 350 L (Manual Rear Seat)	LA0115		2.6
RX 350 L (Power Rear Seat)	LA0116		2.3
GX 460	LA0117		2.0

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Towing can be claimed under any of the Op Codes listed above for a maximum of \$250.00 as sublet type "TW" in the event the customer requests vehicle pickup.
 - **Towing invoice *MUST* be attached to all towing claims. These claims may be subject to debit if towing invoice is not attached.**
- Lexus usual customer care amenities of car wash and fuel fill-up apply to this Safety Recall. Additionally, a maximum of three days of rental vehicle expense (at a maximum rate of \$45.00 per day) while the vehicle is being remedied under any of the OpCodes listed above, or the cost of pick-up and redelivery 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.
 - **For rentals that exceed the maximum number of allowable days and/or dollars per day, DSPM authorization is required.**
 - **Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

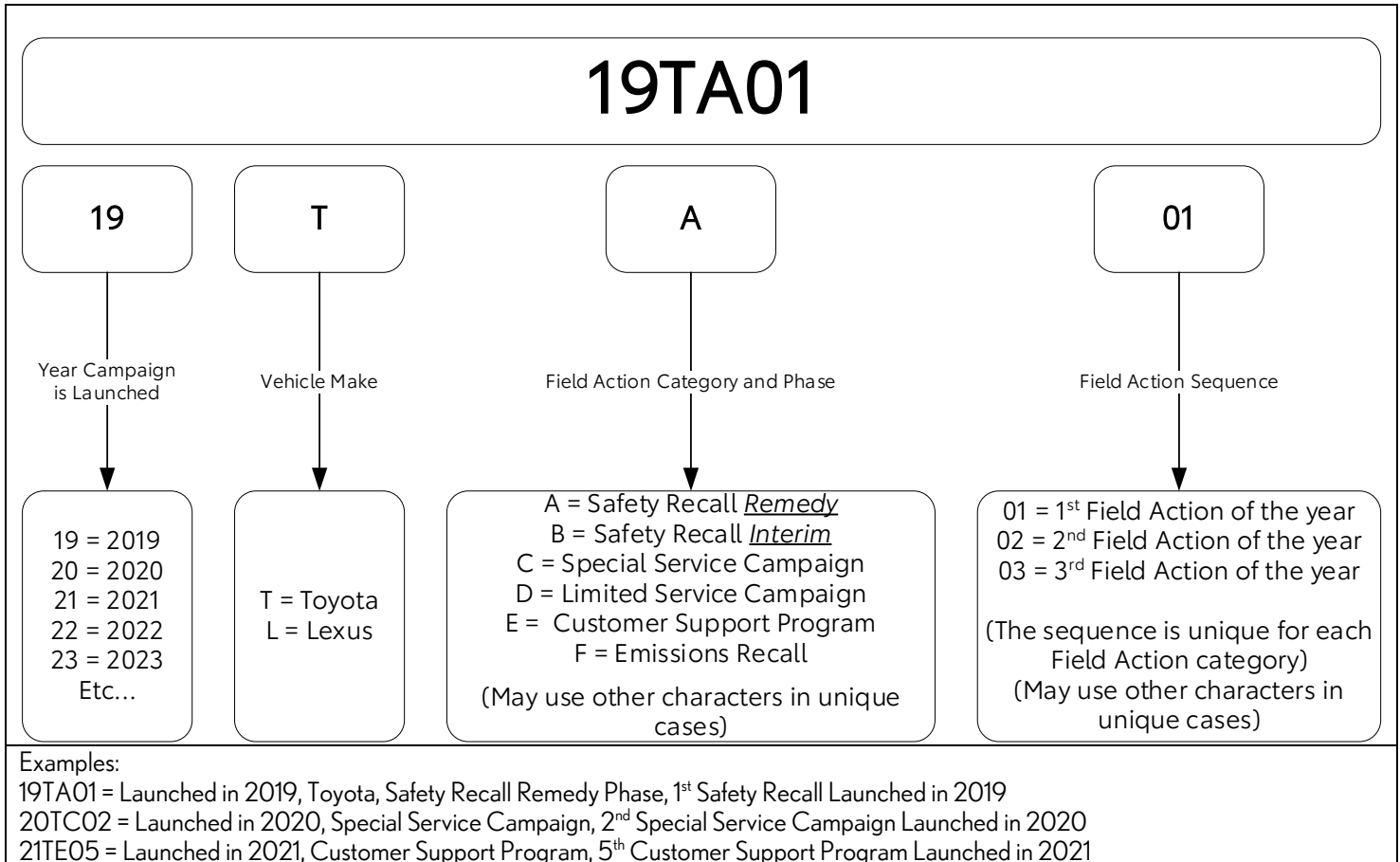
Filing Accuracy and Correction Requests

It is the dealer’s responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota 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.

Customer 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 Safety Recall.

Thank you for your cooperation.

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



SAFETY RECALL 20LA01 (Interim Notice 20LB01) Remedy Notice

Multiple Models and Model Years
Vehicle May Lose Motive Power During Driving at Higher Speed

Frequently Asked Questions
Original Publication Date: May 1, 2020

◀ IMPORTANT UPDATE ▶

DATE	TOPIC
June 16, 2020	The remedy for Phase 3 vehicles is now available
May 28, 2020	Lexus has revised the estimated remedy availability timing for certain models
May 22, 2020	The remedy for Phase 2 vehicles is now available

Q1: What is the condition?

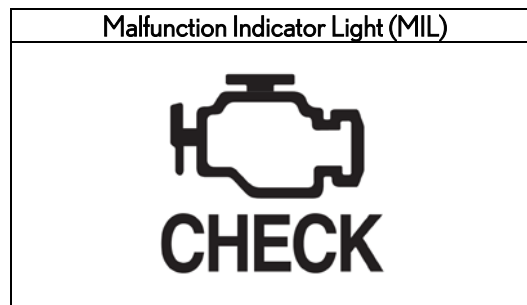
A1: The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. If a vehicle stall occurs while driving at higher speeds, this could increase the risk of a crash.

Q1a: Are there any symptoms/warnings of the condition?

A1a: Drivers may experience rough engine running, warning lights or messages on the instrument panel, engine no start, and loss of motive power.

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 lamps and messages may also be displayed. The specific lamp(s) and message(s) that is/are displayed may vary depending upon the specific model of vehicle.



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

Q2: What is Lexus going to do?

A2: Any authorized Lexus dealer will replace the low-pressure fuel pump with an improved one FREE OF CHARGE. Lexus has sufficient parts to begin a phased implementation of the remedy. Refer to the table below to determine the remedy status and dates that Lexus estimates the remedy will become available for each vehicle model.

Important Note: The dates specified in this table are estimates and are subject to change due to possible impacts of COVID-19.

Phase	Model	Approximate Total Vehicles	Estimated Remedy Availability Timing
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3	RX 350	135,300	
	RX 350 L	29,100	
	2019 ES 350 (TMMK Built)	22,700	
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5	LX 570	6,900	Late October 2020

Q3: Which and how many vehicles are covered by this Safety Recall?

A3: When this Safety Recall was first announced on January 13, 2020, there were approximately 131,110 vehicles covered. On March 4, 2020, this Safety Recall was amended to cover a total of approximately 385,080 vehicles. On March 19, 2020, this Safety Recall was amended to cover a total of approximately 397,890 vehicles.

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LS 460	2013 - 2015	Early September 2013 - Late February 2015
LX 570	2014 - 2015	Early September 2013 - Mid-March 2015
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RC 300	2018 - 2019	Late November 2017 - Late January 2019
RC 350	2015	Mid-April 2014 - Late February 2015
RC 350	2018 - 2019	Late November 2017 - Late January 2019
RX 350L	2017 - 2019	Early December 2017 - Early May 2019
RX 350	2017 - 2019	Early October 2017 - Late July 2019

Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A3a: Yes, there are approximately 564,300 total Toyota vehicles covered by this Safety Recall. The following vehicles are covered: certain 2014 - 2015 model year 4Runner vehicles, certain 2018 - 2019 model year Camry, Highlander, Sequoia, Tacoma, Tundra, Corolla, and Avalon vehicles, certain 2014 model year FJ Cruiser vehicles, and certain 2014 - 2015 model year Land Cruiser vehicles, and certain 2017 - 2019 model year Sienna vehicles.

Q4: How long does the repair take?

A4: The repair will range from approximately one and one half to three and one-half hours depending upon the vehicle model. Refer to the table below for the estimated repair time for each model. Note that only models for which the remedy is available will be listed below.

Model	Approximate Repair Time
IS F	One and one half hours
ES 350	Two hours
GS 300 and 2018 - 2019 GS 350	
IS 200t, IS 300, and 2018 - 2019 IS 350	
RC 200t, RC 300, and 2018 - 2019 RC 350	
LS 500h	
LC 500 / LC 500h	
GX 460	
RX 350 / RX 350 L	Two and one half hours
LS 500	Three hours

Q5: *What if I previously paid for repairs related to this Safety Recall?*

A5: Reimbursement consideration instructions will be provided in the owner letter.

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]

INTERIM NOTICE
We are currently preparing the remedy.
We will notify you again when the remedy
is available.

IMPORTANT SAFETY RECALL (*Interim Notice*)

**Multiple Models and Model Years
Vehicle May Stall While Driving
NHTSA Recall No. 20V-012**

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in the vehicles described below:

- Certain 2018 - 2019 model year RX 350
- Certain 2018 - 2019 model year RC 300
- Certain 2018 - 2019 model year RC 350
- Certain 2018 - 2019 model year LX 570
- Certain 2018 - 2019 model year LS 500
- Certain 2018 - 2019 model year LC 500
- Certain 2018 - 2019 model year IS 300
- Certain 2018 - 2019 model year GX 460
- Certain 2018 - 2019 model year GS 350
- Certain 2019 model year NX 300
- Certain 2019 model year RX 350L
- Certain 2019 model year ES 350
- Certain 2019 model year GS 300

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 may result in a vehicle stall, and the vehicle may be unable to be restarted. **If a vehicle stall occurs while driving, this could increase the risk of a crash.**

What should you do?

We appreciate your patience while we prepare the remedy for this issue. **We will notify you again when the remedy is available. Your local Lexus dealer will be more than happy to answer any of your questions.**

- ✓ To find a dealer near you, visit www.lexus.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.lexus.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Lexus Guest Experience Center at 1-800-255-3987 Monday through Friday, 7:00 am to 7:00 pm, Saturday 8:00 am to 5:00 pm Central Time.

What will Lexus do?

Lexus is currently preparing the remedy for this issue. When the remedy is available, it will be **FREE OF CHARGE** to vehicle owners. You will receive a second notification when the remedy is available.

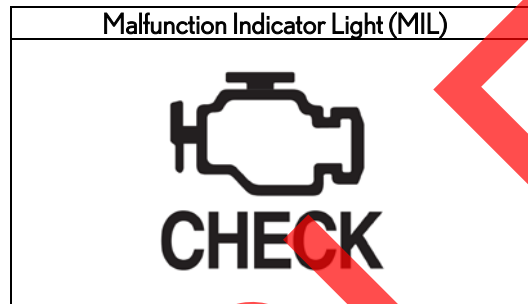
This is an important Safety Recall

Are there any symptoms/warnings of the condition?

Drivers may experience rough engine running, warning lights or messages on the instrument panel, engine no start, and loss of motive power. If your vehicle is experiencing the condition described and you are unable to drive your vehicle to the dealership, please contact your local authorized Lexus dealer who will arrange for vehicle pick-up.

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. The specific lamp(s) and message(s) that is/are displayed may vary depending upon the specific model of vehicle.



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

You will receive a second notification when the remedy is available.

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

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. 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. Log-in to your Lexus Drivers account at <https://www.drivers.lexus.com/lexusdrivers/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement 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 E3-2D
Plano, TX 75025-9001

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

What if you are not the owner or operator of this vehicle?

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.

If you know the current owner or operator, please forward this letter to them.

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

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>.

We have sent this notice in the interest of your continued satisfaction with our products. 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, USA



This notice applies to your vehicle:
[VIN]

INTERIM NOTICE
We are currently preparing the remedy.
We will notify you again when the remedy
is available.

IMPORTANT SAFETY RECALL (*Interim Notice*)

**Multiple Models and Model Years
Vehicle May Stall While Driving
NHTSA Recall No. 20V-012**

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in your [XXXX] model year [model].

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 may result in a vehicle stall, and the vehicle may be unable to be restarted. **If a vehicle stall occurs while driving, this could increase the risk of a crash.**

What should you do?

We appreciate your patience while we prepare the remedy for this issue. We will notify you again when the remedy is available. Your local Lexus dealer will be more than happy to answer any of your questions.

- ✓ To find a dealer near you, visit www.lexus.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.lexus.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Lexus Guest Experience Center at 1-800-255-3987 Monday through Friday, 7:00 am to 7:00 pm, Saturday 8:00 am to 5:00 pm Central Time.

SAMPLE

What will Lexus do?

Lexus is currently preparing the remedy. When the remedy becomes available, any authorized Lexus dealer will replace the low-pressure fuel pump **FREE OF CHARGE**. You will receive a second notification when the remedy is available.

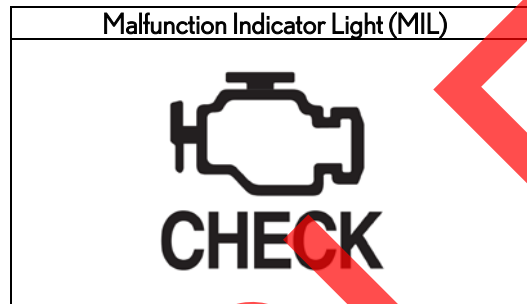
This is an important Safety Recall

Are there any symptoms/warnings of the condition?

Drivers may experience rough engine running, warning lights or messages on the instrument panel, engine no start, and loss of motive power. If your vehicle is experiencing the condition described and you are unable to drive your vehicle to the dealership, please contact your local authorized Lexus dealer who will arrange for vehicle pick-up.

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. The specific lamp(s) and message(s) that is/are displayed may vary depending upon the specific model of vehicle.



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

You will receive a second notification when the remedy is available.

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

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. 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. Log-in to your Lexus Drivers account at <https://www.drivers.lexus.com/lexusdrivers/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement 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 E3-2D
Plano, TX 75025-9001

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

What if you are not the owner or operator of this vehicle?

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.

If you know the current owner or operator, please forward this letter to them.

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

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>.

We have sent this notice in the interest of your continued satisfaction with our products. 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, Inc.



Lexus, A Division of Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024

IMPORTANT NOTICE

YOUR VEHICLE IS **NOT INVOLVED** IN SAFETY RECALL 20LA01 (Interim 20LB01)

[VIN]

Dear Lexus Owner:

You may have recently received a notice from Lexus, or may otherwise be aware, that your [MY /make/model] was part of a safety recall involving vehicles with low-pressure fuel pumps which may stop operating. After further investigation, we wish to inform you that your vehicle is **NOT INVOLVED** in this recall. We apologize for any concern or confusion this may have caused and hope this notice will reduce inconvenience to you.

Why is my vehicle not involved in this Safety Recall?

Out of an abundance of caution, Lexus included your vehicle in this recall when the recall was initiated in mid-January 2020. However, at that time, Lexus had not completed its investigation into the cause of possible fuel pump failure. That investigation now shows that the fuel pump in your vehicle **IS NOT** affected, and you do not need to bring your vehicle to the dealer for repair. Other owners are also being notified about this. As this recall proceeds, Lexus will only notify owners of those vehicle which are included in the recall.

I previously received a notification letter from Lexus that my vehicle was involved in this Safety Recall. Is my vehicle involved?

Lexus started notifying owners about this Safety Recall in mid-February 2020, before it was determined that your vehicle is NOT involved in this recall. As a result, you may now disregard that previous notice.

How can I determine if my vehicle is involved in a Safety Recall?

You may visit www.lexus.com/recall and input your full 17-digit Vehicle Identification Number (VIN) noted at the top of this letter to review information specific to your vehicle.

You may also visit www.nhtsa.gov/recalls and input your full 17-digit Vehicle Identification Number for this information.

If I have a concern with my vehicle; what should I do?

As always, if you do not believe your vehicle is operating properly, you can visit your local authorized Lexus dealership for warranty or other service. Please be aware that you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed if your vehicle is no longer covered by the applicable Lexus warranty coverage.

What is the Lexus warranty coverage applicable to my vehicle's fuel pump?

The low-pressure fuel pump in your vehicle is covered by Lexus' warranty for 6 years or 70,000 miles, or 7 years or 70,000 miles, depending on the state in which your vehicle was purchased/registered/operated (see your Warranty Booklet for details). There are other warranties that cover your vehicle as well.

What if I have other questions?

If you have additional questions or concerns, you can 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 would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-lexus>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience.

Thank you for driving a Lexus.

Sincerely,

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

SAMPLE



This notice applies to your vehicle:
[VIN]

URGENT SAFETY RECALL

This is an important Safety Recall. The remedy will be performed **FREE OF CHARGE** to you.

IMPORTANT SAFETY RECALL (Remedy Notice)

**Multiple Models and Model Years
Vehicle May Stall While Driving
NHTSA Recall No. 20V-012**

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in your [model year] model year [model].

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 may result in a vehicle stall, and the vehicle may be unable to be restarted. **If a vehicle stall occurs while driving, this could increase the risk of a crash.**

What should you do?

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

The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience.

- ✓ To find a dealer near you, visit www.lexus.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.lexus.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Lexus Guest Experience Center at 1-800-255-3987 Monday through Friday, 7:00 am to 7:00 pm, Saturday 8:00 am to 5:00 pm Central Time.

SAMPLE

What will Lexus do?

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

This is an important Safety Recall

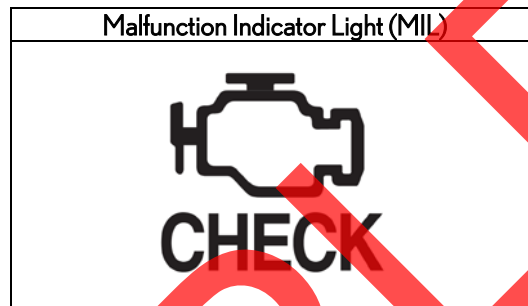
The remedy will take approximately [approximate repair time]. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Are there any symptoms/warnings of the condition?

Drivers may experience rough engine running, warning lights or messages on the instrument panel, engine no start, and loss of motive power. If your vehicle is experiencing the condition described and you are unable to drive your vehicle to the dealership, please contact your local authorized Lexus dealer who will arrange for vehicle pick-up.

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. The specific lamp(s) and message(s) that is/are displayed may vary depending upon the specific model of vehicle.



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

What if you live in California and do not 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 **FREE** 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.

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

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. 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. Log-in to your Lexus Drivers account at <https://www.lexus.com/drivers/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

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

Lexus
A Division of Toyota Motor North America, Inc.
PO Box 259001 - SSC/CSP
Mail Drop E3-2D
Plano, TX 75025-9001

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

What if you are not the owner or operator of this vehicle?

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.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-lexus>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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>.

We have sent this notice in the interest of your continued satisfaction with our products. 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, USA



This notice applies to your vehicle:
[VIN]

URGENT SAFETY RECALL

This is an important Safety Recall. The remedy will be performed **FREE OF CHARGE** to you.

IMPORTANT SAFETY RECALL (Remedy Notice)

**Multiple Models and Model Years
Vehicle May Stall While Driving
NHTSA Recall No. 20V-012**

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in your [model year] model year [mode name].

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 may result in a vehicle stall, and the vehicle may be unable to be restarted. **If a vehicle stall occurs while driving, this could increase the risk of a crash.**

What should you do?

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

The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience.

- ✓ To find a dealer near you, visit www.lexus.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.lexus.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Lexus Guest Experience Center at 1-800-255-3987 Monday through Friday, 7:00 am to 7:00 pm, Saturday 8:00 am to 5:00 pm Central Time.

SAMPLE

What will Lexus do?

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

This is an important Safety Recall

The remedy should take approximately [approximate repair time]. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period.

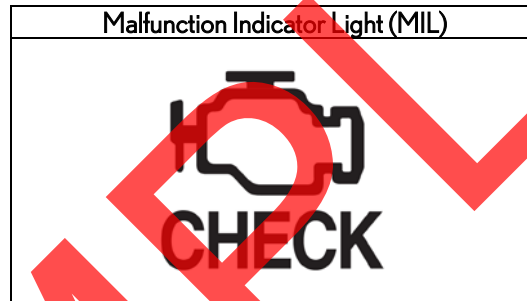
Note that the low-pressure fuel pump which will be replaced is located inside of the fuel tank. Depending on the amount of fuel in your fuel tank when you arrive, your dealer may need to drain fuel from your fuel tank to replace the low pressure fuel pump. Arriving to the dealership with a fuel level of [suggested fuel level] tank or less 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?

Drivers may experience rough engine running, warning lights or messages on the instrument panel, engine no start, and loss of motive power. If your vehicle is experiencing the condition described and you are unable to drive your vehicle to the dealership, please contact your local authorized Lexus dealer who will arrange for vehicle pick-up.

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. The specific lamp(s) and message(s) that is/are displayed may vary depending upon the specific model of vehicle.



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

What if you live in California and do not 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 **FREE** 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.

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

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. 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. Log-in to your Lexus Drivers' account at <https://www.lexus.com/drivers/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

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

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A Division of Toyota Motor North America, Inc.
PO Box 259001 - SSC/CSP
Mail Drop E3-2D
Plano, TX 75025-9001

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

What if you are not the owner or operator of this vehicle?

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.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-lexus>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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>.

We have sent this notice in the interest of your continued satisfaction with our products. 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, USA



Lexus, a Division of Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

CUSTOMER CONTACT & 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 register with the Lexus Owners 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 _____

I acknowledge that the dealer associate above has informed me that the vehicle referenced above is subject to Safety Recall 20LA01 (Interim 20LB01) that Lexus has issued. I am aware that Lexus has decided that a defect which relates to motor vehicle safety exists in the Subject Vehicle. The subject vehicle is 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 may result in a vehicle stall, and the vehicle may be unable to be restarted. If a vehicle stall occurs while driving at higher speeds, this could increase the risk of a crash.

I understand that Lexus is currently investigating this issue and will be developing a remedy. When the remedy is available, it will be free of charge to vehicle owners. I have therefore elected to drive a loaner/rental car provided through an authorized Lexus dealer until the Subject Recall remedy can be completed. The dealer is authorized to provide me with a loaner/rental vehicle to drive until my dealer notifies me that the remedy is available for my vehicle, or until such time as the dealer requests that I return the rental vehicle, whichever is earlier.

I acknowledge that I will take the vehicle referenced above home or to another personal storage location and store it while driving the rental car provided by the dealer. I specifically and knowingly make the following agreements:

- I agree not to drive the Subject Vehicle while it is in my possession, custody, or control until the Subject Safety Recall Repair is completed other than directly to or from the Dealer. However, to maintain the vehicle battery life, I will start the vehicle and let it idle for a short period. If your vehicle is garaged, I will move it out of the garage while the vehicle is idling.
- I agree not to allow the Subject Vehicle to be driven by others and will ensure that all keys/key fobs to the vehicle are inaccessible to all others, until the Subject Safety Recall remedy is completed.
- I agree to drive the Subject Vehicle directly to the Dealer after the Dealer notifies me that the Subject Safety Recall remedy can be completed on my vehicle and an appointment is confirmed. This repair will be at no cost to me.
- I understand that I may be held responsible for the cost of the loaner vehicle if I cause the Subject Vehicle to be driven other than directly to or from the Dealer prior to the performance of the Subject Safety Recall Repair.
- I agree to maintain possession of the Subject Vehicle and will not alter or modify the Subject Vehicle until such time as the Subject Safety Recall Repair is performed.
- Should I lose possession of and/or sell the Subject Vehicle before the Subject Safety Recall Repair is performed, I agree to notify the Dealer immediately, and no later than 24 hours after I have lost possession of the Subject Vehicle and return the loaner/rental vehicle within 48 hours.

(Signature of vehicle owner/lessee)

(Date)

Safety Recall 20LA01 (Interim 20LB01) – Covered Vehicles Summary

Applicable Vehicles Fill Color

Approximate production period of vehicles covered from announcement on January 13, 2020:

Approximate production period of vehicles added on March 3, 2020:

Approximate production period of vehicles added on March 19, 2020:

Approximate production period of vehicles removed on March 3, 2020:



Model	Year: Month:	Approximate Production Period												Model Years (Current)	Approximate Production Period (Current)	Approximate UIO Current UIO / (Previous UIO)																					
		2013			2014				2015		2016	2017					2018						2019														
		9	10	11	12	1	2	3	4	5	6	7	8				9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5
ES 350																																			2018 - 2019	Early April 2018 - Early May 2019	40,300 / (24,000)
GS 300																																			2018 - 2019	Mid-October 2017 - Early June 2018, Mid-September 2018 - Mid-January 2019	30 / (20) / (10)
GS 350																																			2013 - 2015, 2018 - 2019	Early September 2013 - Late July 2014, Early September 2014 - Late February 2015, Early October 2017 - Late January 2019	42,300 / (29,500) / (3,000)
GX 460																																			2014 - 2015	Early September 2013 - Mid-February 2015	34,400 / (15,481)
IS F																																		2014	Mid-September 2013 - Late July 2014	100 / (0)	
IS 200t																																			2017	Early October 2017	10 / (0)
IS 300																																			2018 - 2019	Early October 2017 - Late January 2019	26,800 / (7,500)
IS 350																																			2014 - 2015, 2018 - 2019	Early September 2013 - Late February 2015, Early October 2017 - Late November 2018	16,400 / (0)
LC 500																																			2018 - 2019	Early October 2017 - Late January 2019	1,800 / (700)
LC 500h																																			2018 - 2019	Early October 2017 - Late January 2019	50 / (0)
LS 500																																			2018 - 2019	Late October 2017 - Late January 2019	11,800 / (3,400)
LS 500h																																			2018 - 2019	Early October 2017 - Late January 2019	500 / (0)
LS 460																																			2013 - 2015	Early September 2013 - Late February 2015	13,600 / (0)
LX 570																																			2014 - 2015	Early September 2013 - Mid-March 2015	6,900 / (3,500)
NX 200t																																			2015	Mid-October 2014 - Early June 2015	27,100 / (0)
NX 300																																			N/A	N/A	0 / (23,900)
RC 300																																			2018 - 2019	Late November 2017 - Late January 2019	2,000 / (1,100)
RC 200t																																			2017	Mid-September 2017 - Late November 2017	200 / (0)
RC 350																																			2015, 2018 - 2019	Mid-April 2014 - Late February 2015, Late November 2017 - Late January 2019	9,200 / (0)
RX 350L																																			2018 - 2019	Early December 2017 - Early May 2019	29,100 / (5,000)
RX 350																																			2017 - 2019	Early October 2017 - Late July 2019	135,300 / (42,400)