



◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
February 5, 2020	<ul style="list-style-type: none">• A copy of the owner notification letter has been attached for your reference.
January 29, 2020	<ul style="list-style-type: none">• The Lexus Customer Vehicle Offsite Storage Form has been added to the Dealer Letter.• Loaner vehicle reimbursement Op Codes have been added to the Dealer Letter.

*The most recent update in the attached Dealer Letter will be highlighted with a **red box**.*

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: January 13, 2020

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

SAFETY RECALL 20LA01 (Interim Notice 20LB01)

Multiple Models and Model Years Vehicle May Stall During Driving at Higher Speed

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2018 - 2019 RX 350	Early August 2018 - Late January 2019	42,400	130
2018 - 2019 RC 300		1,100	30
2018 - 2019 RC 350		1,100	10
2018 - 2019 LX 570		3,500	60
2018 - 2019 LS 500		3,400	130
2018 - 2019 LC 500		700	10
2018 - 2019 IS 300		7,500	20
2018 - 2019 GX 460		15,500	50
2018 - 2019 GS 350		3,000	60
2019 NX 300		23,900	30
2019 RX 350 L		5,000	120
2019 ES 350		24,000	170
2019 GS 300	Mid- September 2018 - Mid-January 2019	10	0

STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.

Refer to Dealer Inventory Procedures section for more details.

On January 13, 2020, 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 2018 - 2019 model year RX 350 vehicles, certain 2018 - 2019 model year RC 300 vehicles, certain 2018 - 2019 model year RC 350 vehicles, certain 2018 - 2019 model year LX 570 vehicles, certain 2018 - 2019 model year LS 500 vehicles, certain 2018 - 2019 model year LC 500 vehicles, certain 2018 - 2019 model year IS 300 vehicles, certain 2018 - 2019 model year GX 460 vehicles, certain 2018 - 2019 model year GS 350 vehicles, certain 2019 model year NX 300 vehicles, certain 2019 model year RX 350 L vehicles, certain 2019 model year ES 350 vehicles, and certain 2019 model year GS 300 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

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.

Covered Vehicles

There are approximately 131,110 vehicles covered by this Safety Recall. Approximately 400 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Lexus will notify owners by mid-March 2020. **A copy of the owner notification letter has been attached for your reference.**

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 820 vehicles in new dealer inventory as of January 13, 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

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.

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

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.

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.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

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	Description
LB1RT1	Vehicle Rental 1-30 Days
LB2RT2	Vehicle Rental 31 - 60 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.**

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.

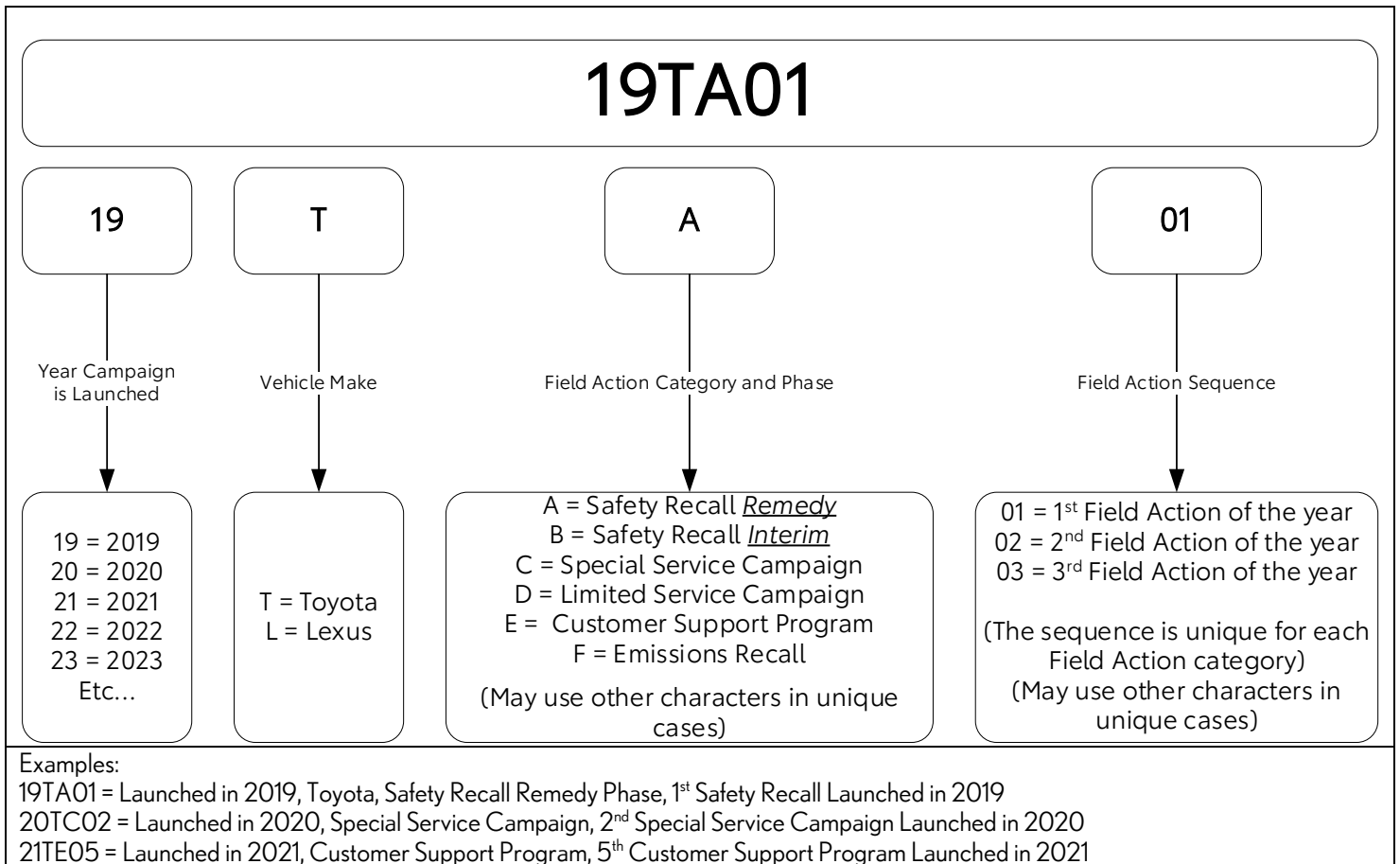
Customers are only required to sign this form if they wish to store their involved vehicle at home or at another personal storage location. If the customer elects to leave their vehicle at the dealership, your dealership must retain the vehicle as outlined in the applicable warranty guidelines. For vehicles 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.

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)*

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

Frequently Asked Questions
Original Publication Date: January 13, 2020

Q1: *What is the condition?*

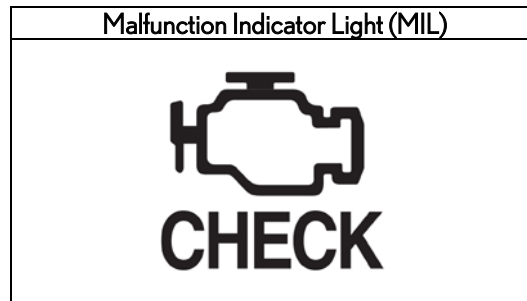
A1: The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. If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

Q1a: *Are there any symptoms/warnings before the condition appears in a vehicle?*

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: Lexus is currently investigating this issue and will be developing a remedy. When the remedy is available, it will be free of charge to owners. Lexus will notify all owners by mid-March 2020.

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

A3: There are approximately 131,110 vehicles covered by this Safety Recall.

Model Name	Model Years	Production Period
RX 350	2018 - 2019	Early August 2018 - Late January 2019
RC 300		
RC 350		
LX 570		
LS 500		
LC 500		
IS 300		
GX 470		
GS 350		
NX 300		
RX 350 L		
ES 350	2019	Mid- September 2018 - Mid-January 2019
GS 300		

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 2018 - 2019 model year 4Runner, certain 2018 - 2019 model year Camry, certain 2018 - 2019 model year Highlander, certain 2018 - 2019 model year Land Cruiser, certain 2018 - 2019 model year Sequoia, certain 2018 - 2019 model year Sienna, certain 2018 - 2019 model year Tacoma, certain 2018 - 2019 model year Tundra, certain 2019 model year Corolla, and certain 2019 model year Avalon vehicles.

Q4: What if I previously paid for repairs related to this Safety Recall?

A4: Reimbursement consideration instructions will be provided in the owner letter.

Q5: How does Lexus obtain my mailing information?

A5: 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.

Q6: What if I have additional questions or concerns?

A6: 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 During Driving at Higher Speed
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 at higher speeds, 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.

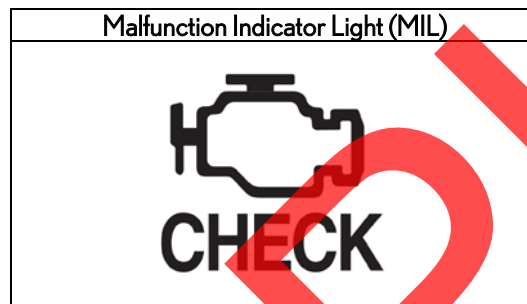
This is an important Safety Recall

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



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 _____



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

LEXUS CUSTOMER VEHICLE OFFSITE STORAGE FORM

This form is only applicable to Safety Recall 20LA01 (Interim 20LB01).

Dealer Information

Lexus Dealer: _____
Dealer Code: _____
Dealer Associate Managing Request: _____
Dealer Associate Contact Information:
Phone: _____
E-Mail: _____
Date of Loaner Car Out _____

Subject Vehicle and Customer Information

VIN	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																						
Current Customer Owned Odometer Reading at Time of Signature:	_____																						
Owner/Lessee Name:	_____																						
Address:	_____																						
City/State/ZIP:	_____																						
Home Phone:	_____	Work Phone:	_____																				
Cell Phone:	_____																						
E-mail Address:	_____																						

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)