

# TECHNICAL INSTRUCTIONS

FOR

## SAFETY RECALL 21LA01

### REAR END COLLISION POTENTIAL FIRE RISK

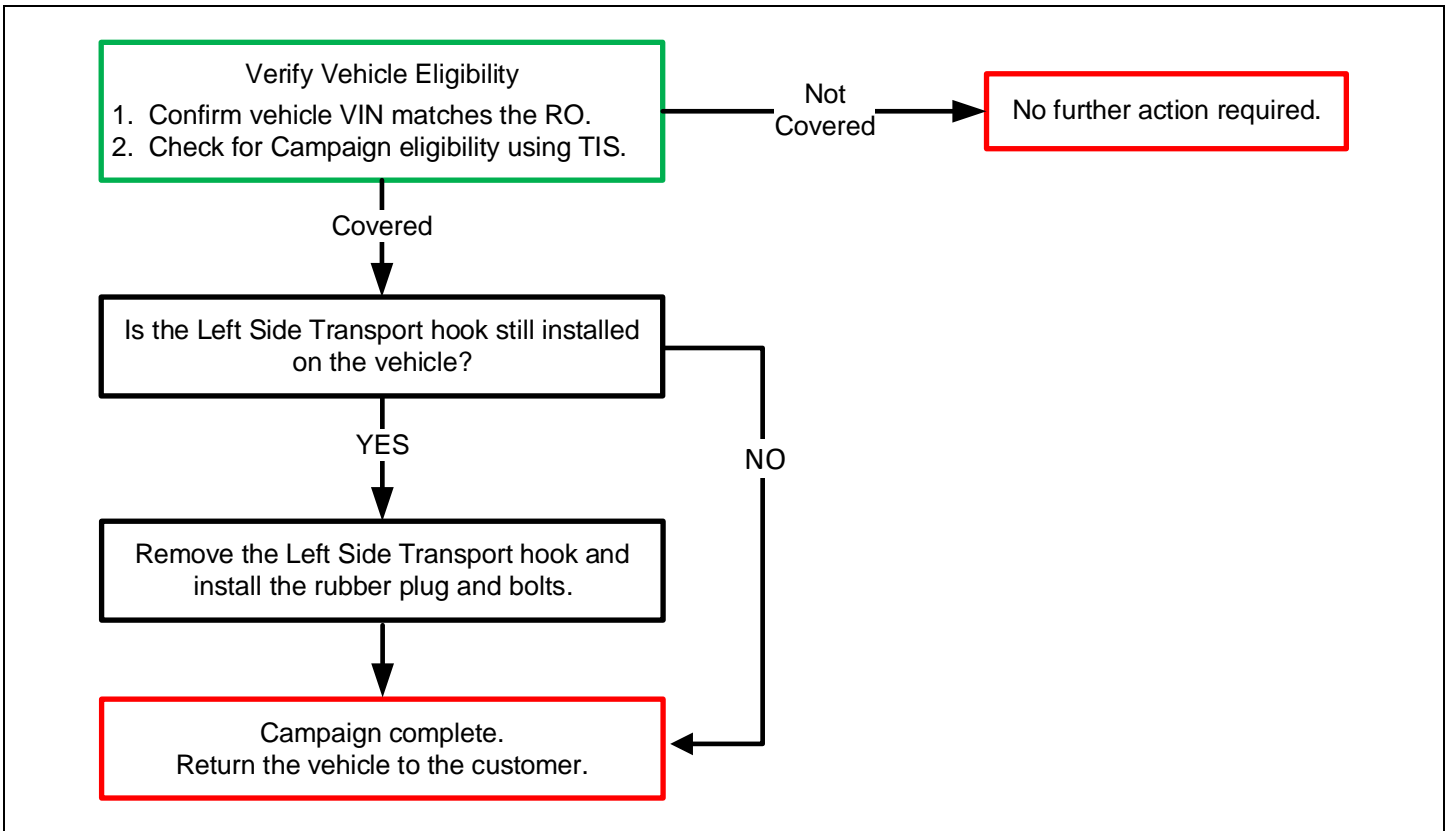
#### CERTAIN 2019 and CERTAIN 2021 RX 350

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this recall are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials”. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certification levels:

- Certified
- Senior
- Master

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

## I. OPERATION FLOW CHART



## II. IDENTIFICATION OF AFFECTED VEHICLES

### 1. CHECK VEHICLE FOR CAMPAIGN ELIGIBILITY

- Compare the vehicles VIN to the VIN listed on the Repair Order to ensure they match.
- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Campaign, and that it has not already been completed.

Note: TMNA warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were previously completed, even by another dealer.

## III. PREPARATION

### A. PARTS

The part required for this repair (rubber plug) is located in a plastic bag in the vehicle glove box. If the rubber plug is missing from the glove box, a new one may be ordered and included on the campaign warranty claim. Refer to page #5 in the TI for the P/N.

### B. TOOLS & EQUIPMENT

- Standard Hand Tools
- Torque Wrench

## IV. BACKGROUND

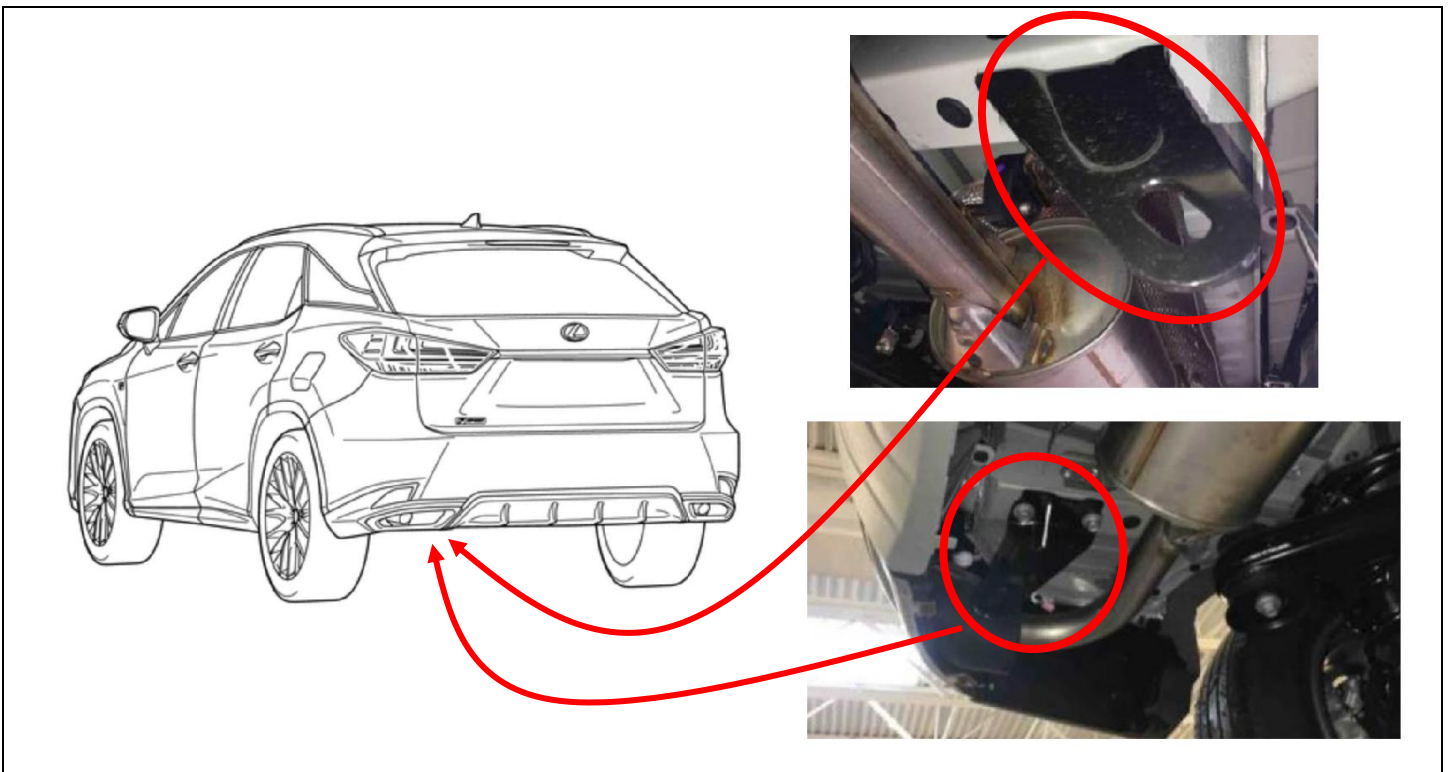
A hook, used during shipping, is attached to the left rear corner of these vehicles. This hook is intended to be removed prior to sale but may not have been removed. In certain rear end collisions, this hook may damage a part of the vehicle fuel system and can result in an increased risk of a fire. Thus, these vehicles may not meet certain U.S. safety requirements.

## V. INSPECTION

### 1. DETERMINE IF LEFT SIDE TRANSPORT HOOK IS PRESENT

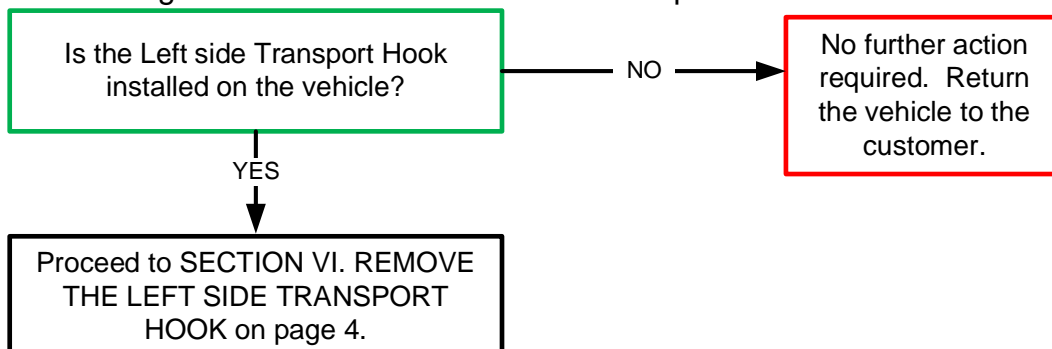
- Look underneath the vehicle in the left rear corner (drivers' side) for the presence of the LEFT side Transport Hook.

**Note: There will be a Transport Hook installed on the RIGHT side of the vehicle. This is normal and it should NOT be removed.**



### 2. DETERMINE THE NEXT STEP

- Use the following flowchart to determine the next step based off the results of the inspection.

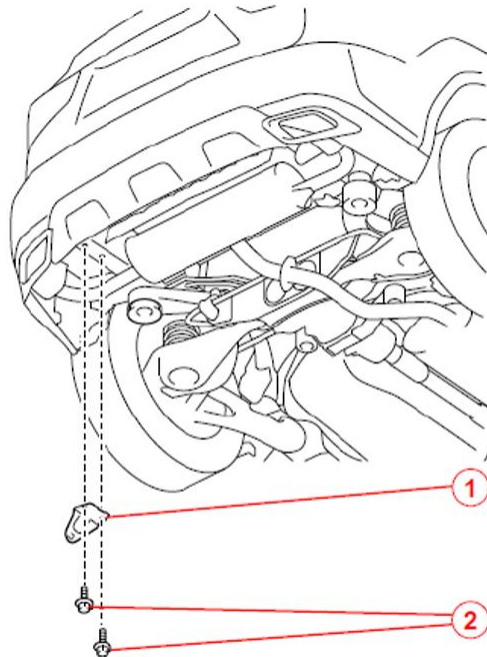


## VI. REMOVE LEFT SIDE TRANSPORT HOOK

The LEFT side (Driver) Transport Hook will be removed if it's still installed. The Right side (Passenger) Transport Hook will NOT be removed. **ONLY REMOVE THE LEFT SIDE TRANSPORT HOOK.**

### 1. REMOVE LEFT TRANSPORT HOOK

- a. Remove the two bolts from the Left Transport Hook.
- b. Dispose of the removed Left Transport Hook.



1	Rear Left-hand Side Transport Hook
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2	Bolts
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(cont. on next page)

## 2. COMPLETE INSTALLATION

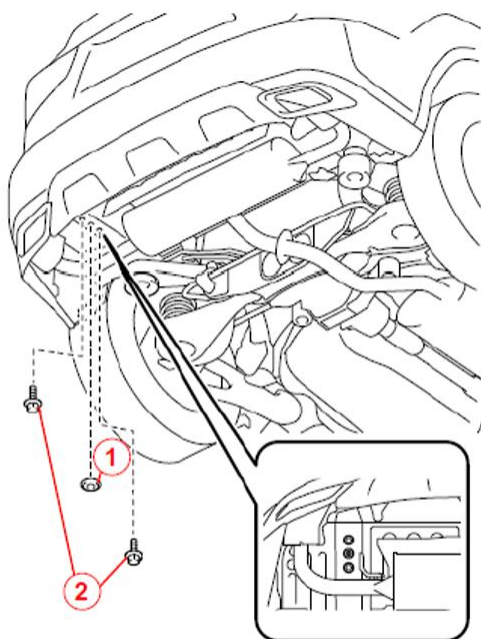
a. Re-install the two bolts into their original locations.

**Torque: 30 N\*m (306 kgf\*cm, 22 ft.lbs)**

b. Open the glove box of the vehicle and locate the rubber Hole Plug.

c. Install the rubber Hole Plug into the opening that was exposed by the removal of the Transport Hook.

**Note: The Hole Plug is located inside the Glove Box of the vehicle. If the Hole Plug is missing, a new one can be ordered (part 90950-01808).**



1	Hole Plug
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2	Bolts
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### ◀ VERIFY REPAIR QUALITY ▶

- Confirm the two bolts have been properly installed.
- Confirm the rubber plug has been properly installed.

If you have any questions regarding this update, please contact your area representative.

## 10. APPENDIX

### A. PARTS DISPOSAL

In accordance with Federal law, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, **unless requested for parts recovery return.**

### B. CAMPAIGN DESIGNATION DECORDER

