

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

◀ IMPORTANT UPDATE ▶

DATE	TOPIC
March 3, 2020	<ul style="list-style-type: none"> Q/A #2 has been updated. Q/A #3 has been updated. Q/A #3a has been updated.

The most recent update will be highlighted with a red box.

Q1: *What is the condition?*

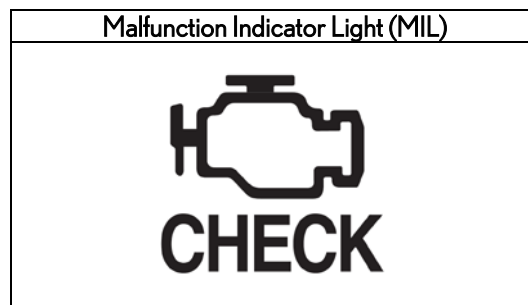
A1: The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This may result in a vehicle stall, and the vehicle may be unable to be restarted. If 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 preparing the remedy. When the remedy becomes available, any authorized Lexus dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**.

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. As of March 3, 2020, this Safety Recall has been amended and now covers a total of approximately 385,080 vehicles.

Model Name	Model Years	Production Period
ES 350	2018 - 2019	Early April 2018 - Early May 2019
GS 300	2018	Mid-October 2017 - Early December 2017
GS 300	2019	Mid-September 2018 - Mid January 2019
GS 350	2013 - 2014	Early September 2013 - Late July 2014
GS 350	2018 - 2019	Early October 2017 - Late January 2019
GX 460	2014 - 2015	Early September 2013 - Mid-February 2015
IS F	2014	Mid-September 2013 - Late July 2014
IS 200t	2017	Early October 2017
IS 300	2018 - 2019	Early October 2017 - Late January 2019
IS 350	2014 - 2015	Early September 2013 - Late February 2015
IS 350	2018 - 2019	Early October 2017 - Late November 2018
LC 500	2018 - 2019	Early October 2017 - Late January 2019
LC 500h	2018 - 2019	Early October 2017 - Late January 2019
LS 500	2018 - 2019	Late October 2017 - Late January 2019
LS 500h	2018 - 2019	Early October 2017 - Late January 2019
LS 460	2013 - 2015	Early September 2013 - Late February 2015
LX 570	2014 - 2015	Early September 2013 - Mid-March 2015
NX 200t	2015	Mid-October 2014 - Early June 2015
RC 200t	2017	Mid-September 2017 - Late November 2017
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: *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.