



Original Publication Date: July 15, 2021

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

SPECIAL SERVICE CAMPAIGN 21LC01 *(Remedy Notice)*

Certain 2013 – 2015 Model Year LS 600h Vehicles
Certain 2014 – 2015 Model Year GS 450h Vehicles
Certain 2017 – 2020 Model Year RX 450h Vehicles
Certain 2018 – 2020 Model Year RX 450h L Vehicles
Certain 2018 Model Year GS 450h Vehicles
Certain 2019 Model Year ES 300h Vehicles
Low-Pressure Fuel Pump

Model / Years	Production Period	Approximate Total Vehicles
2013 – 2015 LS 600h	Mid-September 2013 – Late February 2015	100
2014 – 2015 GS 450h	Mid-September 2013 – Late February 2015	150
2017 – 2020 RX 450h	Early July 2017 – Early December 2019	29,100
2018 – 2020 RX 450h L	Mid-October 2017 – Early September 2019	5,500
2018 GS 450h	Mid-July 2018 – Late August 2018	6
2019 ES 300h	Early July 2018 – Early June 2019	7,100

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 will lead to the vehicle entering a failsafe driving mode in which the vehicle can still be driven for certain distances.

Remedy

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

Covered Vehicles

There are approximately 42,000 vehicles covered by this Special Service Campaign. Approximately 30 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

Owner Letter Mailing Date

Lexus will begin to notify owners in mid-July 2021. A sample of the owner notification letter has been included 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 Special Service Campaign announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Dealer Inventory Procedures

New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Lexus requests that dealers complete this Special Service Campaign on any new or used vehicles currently in dealer inventory that are covered by this Special Service Campaign 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 Special Service Campaign.

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 21LC01" 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.

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 Special Service Campaign. 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 Brand Engagement Center (1-800-255-3987) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern 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
RX 450h	√	
RX 450h L		
ES 300h		√
GS 450h		
LS 600h		

Salvage Title Vehicles

Every attempt should be made to complete an open Special Service Campaign when circumstances permit, unless noted otherwise in the SSC dealer letter.

For complete details on this policy, refer to Lexus Warranty Policy [4.15](#), "What Is Not Covered by The Lexus 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 Ed Hellwig (469) 292-1165 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. Dealers can identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

Model	Part #	Qty	Description
RX 450h / RX 450hL	04009-86531	1	KIT, PUMP, FUEL
	04009-81433	1	REPLACEMENT KIT, FUEL PUMP
ES 300h (VIN begins with JTH)	04009-86325	1	KIT, PUMP, FUEL
	04009-80747	1	REPLACEMENT KIT, FUEL PUMP
ES 300h (VIN begins with 58A)	04009-86325	1	KIT, PUMP, FUEL
	04009-80747	1	REPLACEMENT KIT, FUEL PUMP
	04009-95106	2	HOOK, REAR SEAT CUSHION LOCK SSP KIT
LS 600h	04009-86138	1	KIT, PUMP, FUEL
	04009-80153	1	REPLACEMENT KIT, FUEL PUMP
GS 450h	04009-86138	1	KIT, PUMP, FUEL
	04009-80747	1	REPLACEMENT KIT, FUEL PUMP

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. 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 have completed all of the following courses:

- L623 Electrical Circuit Diagnosis

It is the dealership's responsibility to select technicians that have completed the above courses 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 Special Service Campaign 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 Lexus.
- 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 Special Service Campaign 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).

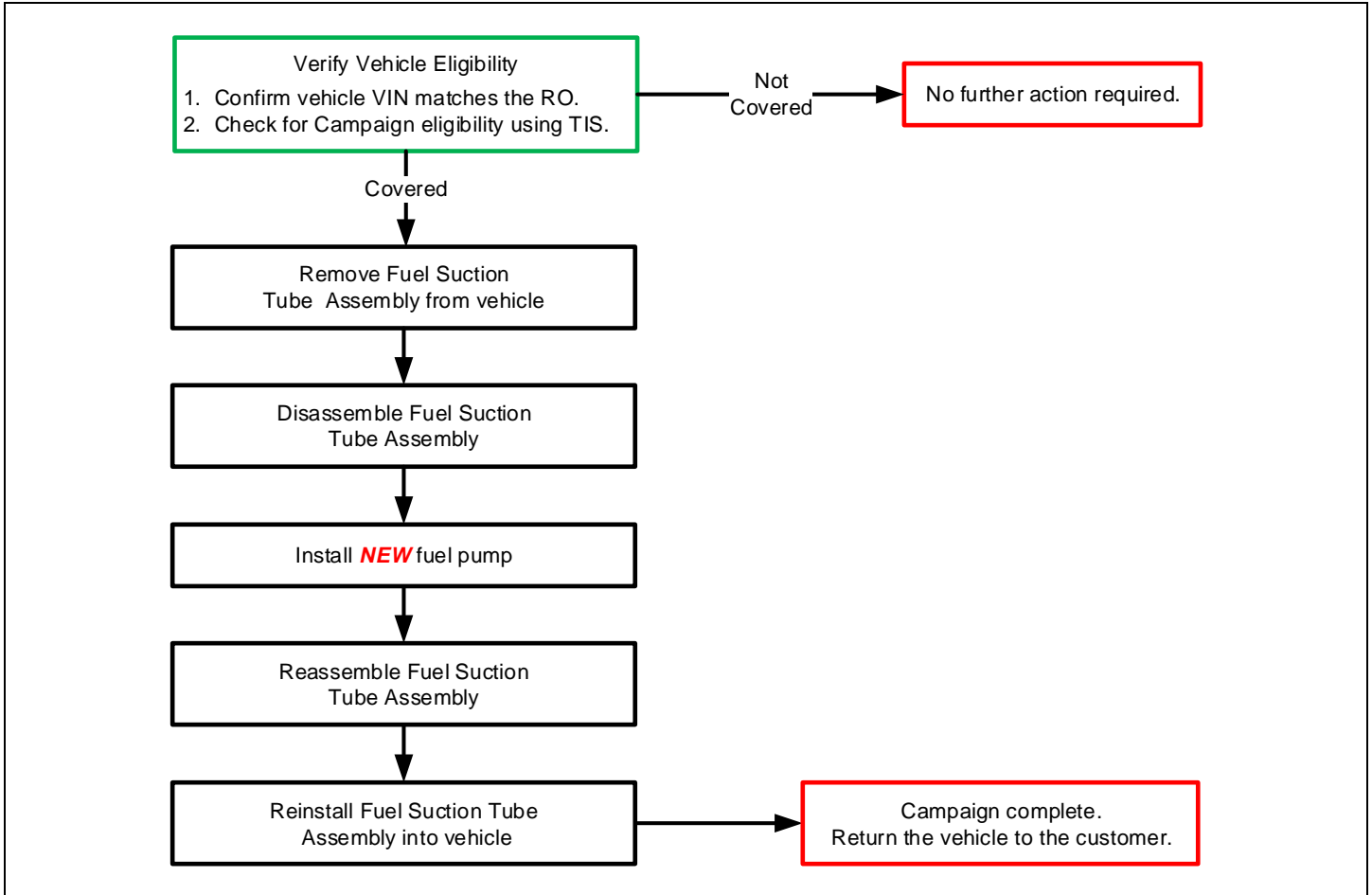
Please complete the form and provide it to the owner. The first non-completed VINs will be submitted to the California state DMV by early February 2022. If the vehicle owner's warranty claim will not be processed and paid prior to this date, please be sure to complete a form and provide it to a California 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 an emission recall. It includes fields for License Number, Make, Year Model, Body Type, and Vehicle Identification Number (VIN). There are also fields for Manufacturer, Recall Number, Dealer's Name, Address, City, State and Zip, Date, and Dealership's Authorized Signature. A statement on the form reads: "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 the number "MDC 00410-92007".

Warranty Reimbursement Procedures

Warranty Reimbursement Procedure



Model	Op Code	Description	Flat Rate Hours
RX 450h / 450h L	LC0101	Replace Low-Pressure Fuel Pump	2.3
ES 300h	LC0102		1.6
GS 450h	LC0103		1.8
LS 600h w/ power rear seat	LC0104		1.9
LS 600h w/o power rear seat	LC0105		1.3

- 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 as sublet type "TW" in the event the customer's vehicle has experienced the condition and cannot be driven to the dealership.
 - 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 Special Service Campaign. Additionally, a maximum of three days of rental vehicle expense (at a maximum rate of \$55.00 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.**

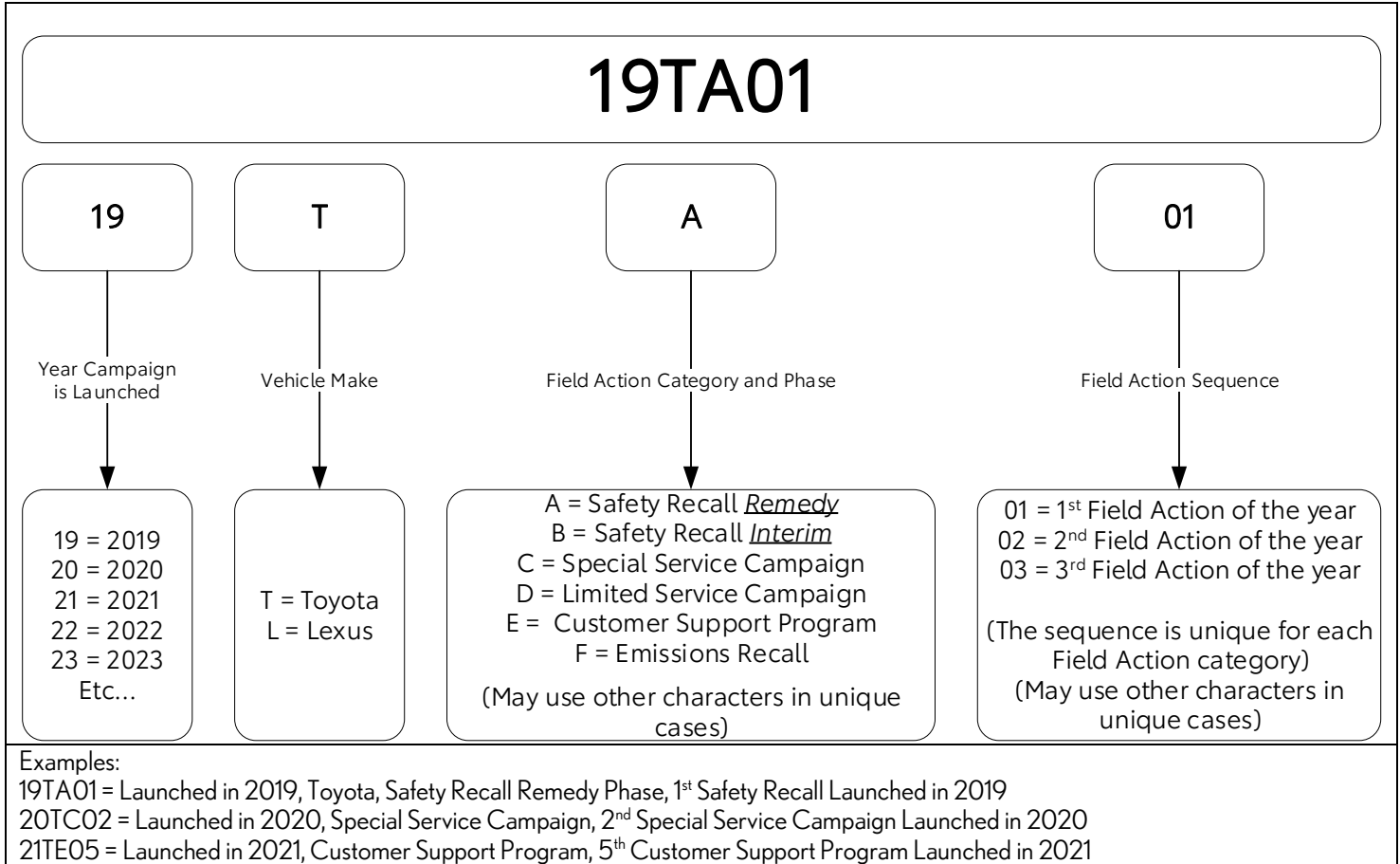
Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Special Service Campaign. This claim filing information is used by Lexus 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 Special Service Campaign.

Thank you for your cooperation.

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



SPECIAL SERVICE CAMPAIGN 21LC01 (Remedy)

Certain 2013 - 2015 Model Year LS 600h Vehicles
Certain 2014 - 2015 Model Year GS 450h Vehicles
Certain 2017 - 2020 Model Year RX 450h Vehicles
Certain 2018 - 2020 Model Year RX 450h L Vehicles
Certain 2018 Model Year GS 450h Vehicles
Certain 2019 Model Year ES 300h Vehicles
Low-Pressure Fuel Pump

Frequently Asked Questions

Original Publication Date: July 15, 2021

Q1: *What is the condition?*

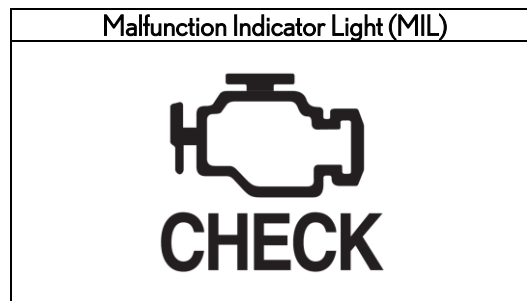
A1: The subject vehicles are equipped with a low-pressure fuel pump which may stop operating. If this were to occur, warning lights and messages may be displayed on the instrument panel, and the engine may run rough. This will lead to the vehicle entering a failsafe driving mode in which the vehicle can still be driven for certain distances.

Q1a: *Are there any symptoms of the condition?*

A1a: If the condition occurs, the vehicle will enter fail safe driving mode, resulting in illumination of warning lights and reduced motive power in which the vehicle can still be driven for certain distances.

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 lights and messages may also be displayed.



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

Q2: What is Lexus going to do?

A2: Starting in mid-July 2021, Lexus will send an owner notification by first class mail advising owners to make an appointment with their authorized Lexus dealer to have the low-pressure fuel pump replaced with an improved one **FREE OF CHARGE**.

NOTE (Customers who live in the state of California)

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** Special Service 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 Special Service 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.

Q3: Which and how many vehicles are covered by this Special Service Campaign?

A3: There are approximately 42,000 vehicles covered by this Special Service Campaign.

Model Name	Model Year	Production Period	Approximate Total Vehicles
LS 600h	2013 - 2015	Mid-September 2013 - Late February 2015	100
GS 450h	2014 - 2015	Mid-September 2013 - Late February 2015	150
GS 450h	2018	Mid-July 2018 - Late August 2018	6
ES 300h	2019	Early July 2018 - Early June 2019	7,100
RX 450h	2017-2020	Early July 2017 - Early December 2019	29,100
RX 450h L	2018-2020	Mid-October 2017 - Early September 2019	5,500

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

A3a: There are approximately 130,100 Toyota vehicles covered by Special Service Campaign 21TC03. The following vehicles are covered: certain Toyota Highlander Hybrid vehicles, certain Toyota Camry Hybrid vehicles, certain Toyota Avalon Hybrid vehicles, certain Toyota Rav4 Hybrid vehicles.

Q4: How long will the repair take?

A4: The repair will range from approximately one and one half to two and one half hours. Refer to the table below for the estimated repair time for each model. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Model	Approximate Repair Time
LS 600h w/o power rear seat	One and one half hours
LS 600h w/ power rear seat	Two hours
ES 300h	
GS 450h	
RX 450h	Two and one half hours
RX 450h L	

Q5: What if I previously paid for repairs related to this Special Service Campaign?

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 Brand Engagement Center at 1-800-255-3987 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.



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 L/Certified units.

This vehicle is involved in a Special Service Campaign. 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/ownersupdate or contact us at 1-800-255-3987.

Dealer Information

Dealer Name/Address _____ Dealer Code _____

_____ Dealer Phone Number _____

_____ Dealer Staff Name _____

_____ Dealer Staff Signature _____



Certain 2013 - 2015 Model Year LS 600h Vehicles
Certain 2014 - 2015 & 2018 Model Year GS 450h Vehicles
Certain 2017 - 2020 Model Year RX 450h Vehicles
Certain 2018 - 2020 Model Year RX 450h L Vehicles
Certain 2019 Model Year ES 300h Vehicles
Low-Pressure Fuel Pump
Special Service Campaign (Remedy Notice)

[VIN]

Dear Lexus Customer:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Lexus is announcing a Special Service Campaign, which includes your vehicle.

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 will lead to the vehicle entering a failsafe driving mode in which the vehicle can still be driven for certain distances.

What will Lexus do?

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



What should you do?

Before you are inconvenienced by this condition, any authorized Lexus dealer will replace the low-pressure fuel pump with an improved one **FREE OF CHARGE**.

Please contact your authorized Lexus dealer to make an appointment to have the low-pressure fuel pump replaced. **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.**

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

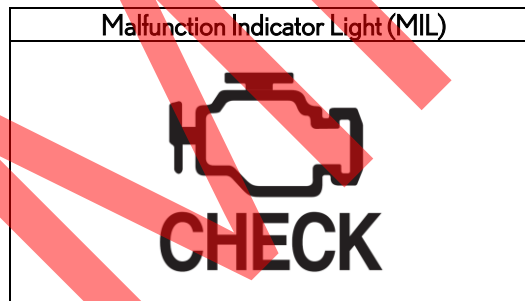
Note that the low-pressure fuel pump which will be replaced is located inside of the fuel tank. Depending on the amount of fuel in your fuel tank when you arrive, your dealer may need to drain fuel from your fuel tank to replace the low-pressure fuel pump. Arriving to the dealership with a fuel level of [customized for each model] or less may allow the dealer to perform the remedy faster **but is not a requirement** to have this remedy performed.

Are there any symptoms of the condition?

If the condition occurs, the vehicle will enter fail safe driving mode, resulting in illumination of warning lights and reduced motive power in which the vehicle can still be driven for certain distances. 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 lights 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 Special Service Campaign.

What if you live in California and don't have this Special Service 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 **NO CHARGE** Special Service 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 Special Service 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://drivers.lexus.com/lexusdrivers/>, click on the "Service" 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 have other questions?

- ***Your local Lexus dealer will be more than happy to answer any of your questions.***
- For more information on this and other campaigns, please visit www.lexus.com/recall.
- If you require further assistance, you may contact the Lexus Brand Engagement Center at 1-800-255-3987 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

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

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and 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, U.S.A., INC.