


Fuel Gauge Inaccurately Indicating "Empty"

Service Category Vehicle Interior

Section Meter/Gauge/Display

Market USA

Lexus Supports
ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2011 – 2012	IS250, IS250C, IS350, IS350C	

Introduction

Some IS 250/350 and IS 250C/350C vehicles may exhibit a condition where the fuel gauge indicates "Empty" even though there is fuel in the tank. Follow the procedure in this bulletin to address this condition.

Production Change Information

This TSIB applies to vehicles produced **BEFORE** the Production Change Effective VINs shown below.

MODEL	PLANT	DRIVE	PRODUCTION CHANGE EFFECTIVE VIN
IS 250	TMK	2WD	JTHBF5C2#C2102855
	Tahara	2WD	JTHBF5C2#C5167105
		4WD	JTHCF5C2#C5055712
IS 350	Tahara	2WD	JTHBE5C2#C5029671
		4WD	JTHCE5C2#C5002544
IS 250C	TMK	2WD	JTHFF2C2#C2523127
IS 350C			JTHFE2C2#C2507749

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
EL9044	R & R Combination Meter & Fuel Level Senders	1.7	83800-53###	73	73

APPLICABLE WARRANTY

- This repair is covered under the Lexus Comprehensive Warranty. This warranty is in effect for 48 months or 50,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

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Parts Information

MODEL	TRANSMISSION	PREVIOUS PART NUMBER	CURRENT PART NUMBER	PART NAME	QTY
IS 250/350	A/T	83800-53862 83800-53863	83800-53864	Meter Assy, Combination	1
IS 250	M/T	83800-53872 83800-53873	83800-53874		1
IS 250C/350C	A/T	83800-53C10 83800-53C11	83800-53C12		1
IS 250C	M/T	83800-53C20 83800-53C21	83800-53C22		1
ALL	ALL	83320-53010	Same	Gage Assy, Fuel Sender	1
ALL	ALL	83320-59515	Same	Gage Assy, Fuel Sender No. 2	1

NOTE

- The combination meter computer contains the vehicle odometer memory. This component should be ordered directly from the vendor (Denso) with the correct mileage programmed.
- Please refer to the Lexus Customer Services website within Dealer Daily for information on the Digital Odometer Program.

Required Tools & Equipment

REQUIRED EQUIPMENT	SUPPLIER	PART NUMBER	QTY
TIS Techstream* or Techstream Lite NOTE: Software version 6.20.020 or later is required.	ADE	TSPKG1 or TSLITEDLR01	1

* Essential SST.

NOTE

Additional Techstream units may be ordered by calling Approved Dealer Equipment (ADE) at 1-800-368-6787.

REQUIRED TOOLS & MATERIAL	QTY
Multimeter (DVOM)	1

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Repair Procedure

1. Perform Active Test (Fuel Receiver Gauge) using Techstream by following these menus:
Body / Electrical / Combination Meter / Active Test

Does the fuel gauge operate properly when Active Tested?

- **YES** — Go to step 2.
- **NO** — This TSIB does NOT apply. Continue diagnosis using the applicable Repair Manual.

2. Remove BOTH Fuel Level Senders.

Refer to the Technical Information System (TIS), applicable model and model year Repair Manual:

- 2011 [IS 250](#) / [IS 250C](#):
Engine/Hybrid System – Fuel System – “4GR-FSE Fuel: Fuel Sender Gauge Assembly: Removal”
- 2012 [IS 250](#) / [IS 250C](#):
Engine/Hybrid System – Fuel System – “4GR-FSE Fuel: Fuel Sender Gauge Assembly: Removal”
- 2011 [IS 350](#) / [IS 350C](#):
Engine/Hybrid System – Fuel System – “2GR-FSE Fuel: Fuel Sender Gauge Assembly: Removal”
- 2012 [IS 350](#) / [IS 350C](#):
Engine/Hybrid System – Fuel System – “2GR-FSE Fuel: Fuel Sender Gauge Assembly: Removal”

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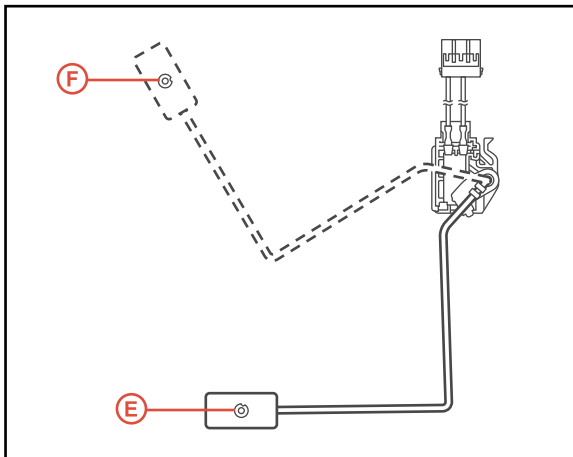
Repair Procedure (Continued)

3. Measure the resistance of BOTH Fuel Level Senders according to the values in the tables below.

HINT

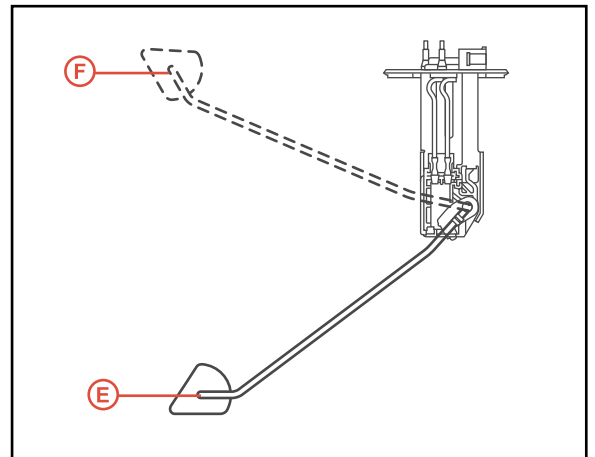
Please note that a properly functioning fuel level sender will result in consistent and smooth resistance changes as the float arm moves from the full to empty position.

Figure 1. Fuel Sender Gauge Assembly (Main)



F	Full Position
E	Empty Position

Figure 2. Fuel Sender Gauge Assembly (Sub)



F	Full Position
E	Empty Position

IS 250/350:

MAIN			SUB		
TESTER CONNECTION	CONDITION	SPECIFIED CONDITION	TESTER CONNECTION	CONDITION	SPECIFIED CONDITION
2 - 3	Float level is F (upper)	6.5 - 8.5 Ω	1 - 2	Float level is F (upper)	6.5 - 8.5 Ω
	Float level is E (lower)	237.6 - 242.6 Ω		Float level is E (lower)	167.9 - 171.9 Ω

IS 250C/350C:

MAIN			SUB		
TESTER CONNECTION	CONDITION	SPECIFIED CONDITION	TESTER CONNECTION	CONDITION	SPECIFIED CONDITION
2 - 3	Float level is F (upper)	6.5 - 8.5 Ω	1 - 2	Float level is F (upper)	6.5 - 8.5 Ω
	Float level is E (lower)	228.4 - 233.4 Ω		Float level is E (lower)	177.1 - 181.1 Ω

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Repair Procedure (Continued)

Is the resistance of both Fuel Level Senders within specification?

- **YES** — This TSIB does NOT apply. Continue diagnosis using the applicable Repair Manual.
- **NO** — Go to step 4.

4. Replace the Fuel Level Senders.

NOTE

Please check and verify that the resistance readings of the new fuel sender gauge assemblies are within specification before installation.

Refer to TIS, applicable model and model year Repair Manual:

- 2011 [IS 250](#) / [IS 250C](#):
Engine/Hybrid System – Fuel System – “4GR-FSE Fuel: Fuel Sender Gauge Assembly: Installation”
- 2012 [IS 250](#) / [IS 250C](#):
Engine/Hybrid System – Fuel System – “4GR-FSE Fuel: Fuel Sender Gauge Assembly: Installation”
- 2011 [IS 350](#) / [IS 350C](#):
Engine/Hybrid System – Fuel System – “2GR-FSE Fuel: Fuel Sender Gauge Assembly: Installation”
- 2012 [IS 350](#) / [IS 350C](#):
Engine/Hybrid System – Fuel System – “2GR-FSE Fuel: Fuel Sender Gauge Assembly: Installation”

5. Replace the Combination Meter.

Refer to TIS, applicable model and model year Repair Manual:

- 2011 IS 250 / 350:
Vehicle Interior – Meter/Gauge/Display – “Meter: Combination Meter: [Removal](#) / [Installation](#)”
- 2012 IS 250 / 350:
Vehicle Interior – Meter/Gauge/Display – “Meter: Combination Meter: [Removal](#) / [Installation](#)”
- 2011 IS 250C / 350C:
Vehicle Interior – Meter/Gauge/Display – “Meter/Gauge/Display: Combination Meter: [Removal](#) / [Installation](#)”
- 2012 IS 250C / 350C:
Vehicle Interior – Meter/Gauge/Display – “Meter/Gauge/Display: Combination Meter: [Removal](#) / [Installation](#)”

6. Verify proper operation of the fuel gauge after repair.