



Original Publication Date: February 13, 2018

**Subject:** Safety Recall JLB (Interim J2B) - *Interim Notice*  
Certain 2015-2018 Model Year RC F Vehicles  
Certain 2016-2018 Model Year GS F Vehicles  
Certain 2018 Model Year LC 500 Vehicles  
High Pressure Fuel Pumps

On February 14, 2018, 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 2015-2018 Model Year RC F, GS F and LC 500 vehicles.

#### Condition

The involved vehicles are equipped with two high pressure fuel pumps. There is a possibility that the cover of one of these pumps could become damaged over time and lead to a fuel leak. A fuel leak in the presence of an ignition source can increase the risk of a fire.

#### Remedy

Lexus is currently preparing the remedy. The remedy, when available, will involve the replacement of the high pressure fuel pumps with improved ones at **NO CHARGE**.

#### Covered Vehicles

There are approximately 9,900 vehicles covered by this Safety Recall. There are approximately 80 vehicles in Puerto Rico involved in this Safety Recall.

Model Name	Model Year	Production Period
GS F	2016 - 2018	Mid-July 2015 - Early December 2017
LC 500	2018	Mid-October 2016 - Early December 2017
RC F	2015 - 2018	Early June 2014 - Early December 2017

#### Owner Letter Mailing Date

Notifications to owners of the affected vehicles will occur by Early April 2018.

*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 prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

### New Vehicles in Dealership Inventory

There are approximately 780 vehicles in new dealer inventory as of February 13, 2018.



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:** 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/>).

### 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

### 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](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form JLB/J2B" 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/>).

### L/Certified Pre-Owned 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.

### 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 Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### 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 Experience Center (1-800-255-3987) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 5:00 pm Central Time.

*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.

Attachment

CC: Customer Satisfaction Manager  
Dealer Principal  
General Manager  
Parts Manager  
Pre-owned Manager  
Sales Manager  
Service Manager  
Warranty Administrator



Safety Recall JLB (Interim J2B) – *Interim Notice*  
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Certain 2018 Model Year LC 500 Vehicles  
High Pressure Fuel Pumps

**Frequently Asked Questions**

**Original Publication Date: February 13, 2018**

**Q1: *What is the condition?***

A1: The involved vehicles are equipped with two high pressure fuel pumps. There is a possibility that the cover of one of these pumps could become damaged over time and lead to a fuel leak. A fuel leak in the presence of an ignition source can increase the risk of a fire.

**Q1a: *What is a high pressure fuel pump?***

A1a: A high pressure fuel pump receives fuel from the low pressure fuel pump, then increases the pressure to supply fuel to the fuel injectors for direct injection.

**Q2: *Are there any warnings or indicators prior to the occurrence of this condition?***

Q2: No. However, drivers may experience abnormal noises and/or vibrations if the condition occurs. Drivers may also experience a fuel odor if this condition occurs.

**Q3: *What is Lexus going to do?***

A3: Lexus is currently preparing the remedy. The remedy, when available, will involve the replacement of the high pressure fuel pumps with improved ones at **NO CHARGE**.

**Q4: *Which and how many vehicles are covered by this Safety Recall?***

A4: There are approximately 9,900 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
GS F	2016 - 2018	Mid-July 2015 - Early December 2017
LC 500	2018	Mid-October 2016 - Early December 2017
RC F	2015 - 2018	Early June 2014 - Early December 2017

**Q4a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?***

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

**Q5: *What if I have additional questions or concerns?***

A5: 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.



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LEXUS  
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 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 Drivers Community at <http://www.lexus.com/drivers/> and regularly check recall applicability using [www.lexus.com/recall](http://www.lexus.com/recall) or [www.safercar.gov](http://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](http://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 \_\_\_\_\_