


From: Kathy Wachs (TMS) Kathy.Wachs@lexus.com 
Subject: Special Service Campaign (SSC) 20LC02 (Remedy Notice) - Certain 2016 - 2018 MY RX 350 and RX 450h - Front Inside Door Handle May Become Inoperative (Dealer)
Date: June 25, 2020 at 9:43 PM
To:

Condition

There is a possibility that the front inside door handles may break where the latch release cable is attached if the handle is repeatedly used with high force. If this occurs, the inside door handle can become inoperative.

Remedy

Any authorized Lexus dealer will replace both front inside door handles FREE OF CHARGE.

Covered Vehicles

There are approximately 286,700 vehicles covered by this Special Service Campaign. Approximately 600 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

Model / Years	Production Period	Approximate Total Vehicles
2016 - 2018 RX 350	Late April 2015 – Early September 2018	258,900
2016 – 2018 RX 450h	Late April 2015 – Early September 2018	27,800

Technician Certification Requirements

- Certified
- Senior Certified
- Master Certified

Owner Letter Mailing Date

Lexus will begin to notify owners in late June 2020. A sample of the owner notification letter has been included for your reference.

Please reference the attachments for additional details.

Thank you for your support.

Kathy Wachs

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