



Original Publication Date: February 9, 2023

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

CUSTOMER SUPPORT PROGRAM 23LE02

Multiple Models and Model Years Denso Low Pressure Fuel Pump Class Action Settlement

Please note that direct marketing of this Customer Support Program is strictly prohibited (Warranty Policy No. 5.22). Non-compliance with this policy may result in a claim debit. All parts replaced for this repair will be subject to parts recovery and warranty parts inspection.

On December 20, 2022, a settlement of claims for certain low pressure fuel pumps was approved by the federal court. The settlement includes Lexus's agreement to provide a Customer Support Program for certain 2015-2020 model year (MY) vehicles that were not previously involved in a Safety Recall or Special Service Campaign related to the low pressure fuel pump. The purpose of this Customer Support Program letter is to help clarify how to administer this coverage in accordance with the settlement.

This is NOT a recall or a service campaign, but is provided to reassure owners that Lexus stands behind the reliability of our vehicles. Please ensure that involved staff members thoroughly read and understand the documents relating to this CSP (e.g., the Dealer Letter, the TSB, etc.).

Customer Support Program Details

This Customer Support Program provides coverage as it applies to the low pressure fuel pump on the involved vehicles. The specific condition covered by this program is defects in the material or workmanship of the low pressure fuel pump. If the condition is verified, the vehicle will be repaired with a new low pressure fuel pump under the terms of this Customer Support Program.

- *This coverage will be applicable for 15 years from the date of first use, regardless of mileage.*

This coverage is for work performed at an authorized Lexus dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.

Covered Vehicles

| | |
|--------------------------|------------------|
| 2019-2020 ES 300h | 2018 ES 350 |
| 2015-2017 GS 350 | 2015-2019 GX 460 |
| 2015-2016 IS 350 | 2015-2020 LX 570 |
| 2015-2020 NX 200t/NX 300 | 2015-2017 RC350 |
| 2019 UX 200 | |

There are approximately 366,100 vehicles covered by this Customer Support Program. Approximately 1,800 vehicles involved in this Customer Support Program were distributed to Puerto Rico.

Owner Letter Mailing Date

Owner Notifications were mailed to owners by the court appointed Settlement Notice Administrator during the period from September 22, 2022 to November 4, 2022.

Guest Handling, Parts Ordering, and Remedy Procedures

Guest Contacts

Guests may contact your dealership with questions regarding the Customer Support Program. Please welcome them to your dealership and answer any questions that they may have.

Guests 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.

Note: If the question is in reference to the other aspects of this settlement, please direct them to the settlement website www.toyotafuelumpsettlemnt.com or call 833-512-2318. A copy of the settlement agreement is also available on the website; it includes a description of the settlement, and estimated dates and deadlines.

Salvage Title Vehicles

Salvaged Vehicles, inoperable vehicles, and vehicles with titles marked flood-damaged are not eligible for this benefit.

Guest Marketing

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Lexus Warranty Policy [5.22](#), "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

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 Aaron Fowles (469) 292-1097 in Lexus Corporate Communications. Please do not provide this number to guests. 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.

As this is a Customer Support Program, the condition ***MUST*** be verified by inspecting the vehicle. Therefore, dealers ***SHOULD NOT*** increase their stock of related repair parts. ***Dealers are requested to only order parts for vehicles experiencing this condition only. DO NOT ORDER FOR STOCK.*** As always, if a guest experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Parts Lookup and Ordering

Parts lookup and Ordering will be done through Campaign Part Order Request (CPOR) on Service Lane

All Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. 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 recall 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.

NOTE: Claims for repairs that were performed by non-qualified technicians are subject to debit.

Remedy Procedures

Technical instructions for this Customer Support Program can be found in [L-SB-0005-23](#).

Parts Recovery Procedures

All parts replaced as part of this Customer Support Program 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.

Warranty Reimbursement Procedures

Reimbursement Procedure

NOTE: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

| Model | Op Code | Description | Flat Rate Hours |
|----------------|----------|--------------------------------|-----------------|
| ES 300h | 23LE02R1 | Replace low pressure fuel pump | 0.9 |
| ES 350 | 23LE02R2 | | 0.8 |
| GS 350 | 23LE02R3 | | 0.8 |
| GX 460 | 23LE02R4 | | 2.3 |
| IS 350 | 23LE02R5 | | 0.8 |
| LX 570 | 23LE02R6 | | 1.9 |
| NX 200t/NX 300 | 23LE02R7 | | 1.7 |
| RC 350 | 23LE02R8 | | 0.8 |
| UX 200 | 23LE02R9 | | 0.9 |

- A loaner vehicle or alternative transportation can be claimed as a sublet type "RT" under any of the op codes listed above if the vehicle will be held for more than four hours or the guest reasonably demonstrates a need for a loaner vehicle similar to the vehicle being brought in during the repair.
 - **Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**
- 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 guest'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.**

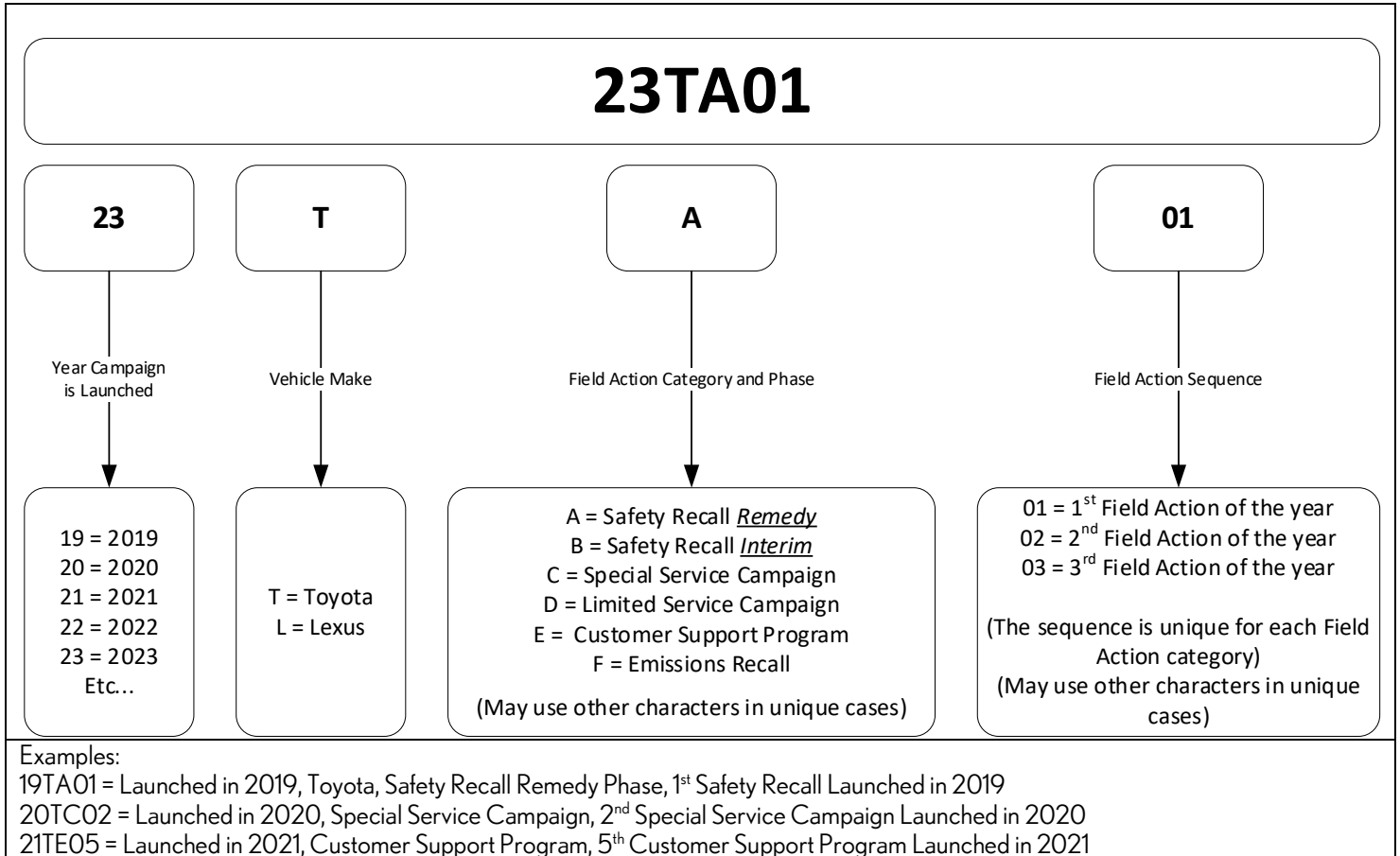
Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Customer Support Program. 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.

Guest Reimbursement

For reimbursement instructions for previously paid out-of-pocket expenses incurred to repair or replace Denso low pressure fuel pumps, please direct the guests to the settlement website www.toyotafuelpumpsettlement.com or have them call 833-512-2318.

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 Customer Support Program.

Thank you for your cooperation.
 LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.