

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
04/03/2023	Added TSB L-SB-0009-23 to Remedy Procedures section.

The most recent update in the Dealer Letter will be highlighted with a red box.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



Original Publication Date: March 2, 2023

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

CUSTOMER SUPPORT PROGRAM 23LE04

Certain 2010 - 2012 Model Year HS250h
 Certain 2008 - 2012 Model Year LS600h
 Certain 2013 - 2017 Model Year LS460
 Certain 2013 - 2015 Model Year GS450h
 Certain 2016 - 2019 Model Year RX450h
Coverage for Brake Booster and Brake Booster Pump Assemblies

Model / Years	Production Period	Approximate Total Vehicles
2010 - 2012 Model Year HS250h	Late January 2009 - Early January 2012	20,990
2008 - 2012 Model Year LS 600h	Mid October 2006 - Early August 2012	2,620
2013 - 2017 Model Year LS 460	Late May 2012 - Early August 2017	37,550
2013 - 2015 Model Year GS 450h	Early October 2011 - Mid September 2015	1,340
2016 -2019 Model Year RX 450h	Late April 2015 - Late August 2019	41,010

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing a Customer Support Program to provide coverage for Brake Booster and Brake Booster Pump Assemblies on the above vehicles.

Background

Although the Brake Booster and Brake Booster Pump Assembly are covered by Lexus’s New Vehicle Limited Warranty for 4 years or 50,000 miles (whichever comes first), we at Lexus care about the customers’ ownership experience. Lexus is providing coverage for repairs in the subject vehicles related to certain internal malfunctions of the Brake Booster Pump Assembly and/or Brake Booster, depending on the model.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

Customer Support Program Details

This Customer Support Program provides coverage as it applies to Brake Booster Pump Assembly and/or Brake Booster on certain 2010 - 2012 Model Year HS250h, certain 2008 -2012 Model Year LS600h, certain 2013 - 2017 Model Year LS460, certain 2013 - 2015 Model Year GS450h, and certain 2016 -2019 Model Year RX450h Vehicles. The specific condition covered by this program is related to certain internal malfunctions of the Brake Booster Assembly. One or more of the following specific Diagnostic Trouble Codes (DTCs) C1391, C1252, C1253 or C1256 will be stored in the vehicles memory to be used as verification. If the condition is verified, the vehicle will be repaired with a new Brake Booster Pump Assembly and/or Brake Booster under the terms of this Customer Support Program.

- The **Primary Coverage** will be offered until March 31, 2024, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years or 150,000 miles from the date of first use, whichever comes first.

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

There are approximately 103,510 vehicles covered by this Customer Support Program. Approximately 90 vehicles involved in this Customer Support Program were distributed to Puerto Rico.

Owner Letter Mailing Date

Lexus will begin to notify owners in mid-March 2023 and will be mailed over several months. A sample of the owner notification letter has been included for your reference.

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 Customer Support Program. 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.

Salvage Title Vehicles

There is no New Vehicle Limited Warranty coverage or non-emission CSP coverage for vehicles that have been branded as salvage, total loss, true mileage unknown, or similar title under any state's law. Nonetheless, every attempt should be made to complete an open emission related CSP when circumstances permit, unless noted otherwise in the CSP dealer letter.

- This CSP **IS NOT** emission related; therefore, vehicles branded as salvage, total loss, true mileage unknown, or similar title **are NOT ELIGIBLE** for coverage under this CSP.

For complete details on this policy, refer to Lexus Warranty Policy [4.17](#), "What Is Not Covered by The Lexus New Vehicle Limited Warranty".

Customer 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 Tyler Lichenberger (469) 292-2671 in Lexus 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.

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 customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Model Year	Part Number	Description
2010-2011 Model Year HS250h	04002-07275	Brake Booster Kit
2012 Model Year HS250h	04002-33975	Brake Booster Kit
2010-2012 Model Year HS250h	04006-22147	Brake Booster Pump Kit
2008 - 2012 Model Year LS600h	04003-45450	Brake Booster Kit
2013 - 2017 Model Year LS460	04002-07150	Brake Booster Pump Kit
2013 - 2015 Model Year GS450h	04003-44930	Brake Booster Kit
2015- 2019 Model Year RX450h	04008 - 26448	Brake Booster Kit
	04002-07348	Brake Booster Pump Kit

NOTE: For HS250h, LS460 and RX450h, the repair will require a brake booster kit **AND** a brake booster pump kit. For GS450h, the repair will require **ONLY** a brake booster kit.

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:

- LIC209A - Electrified Vehicle Powertrain Repair

It is the dealership's responsibility to select technicians that have completed the above courses to perform this recall 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-0009-23](#), [L-SB-0010-23](#), [L-SB-0011-23](#), [L-SB-0012-23](#), [L-SB-0013-23](#).

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.

Op Code	Description	Flat Rate Hours
23LE04R1	Replace the brake booster assembly and brake booster pump assembly on 2010-2012 Model Year HS250h vehicles	5.9
23LE04R2	Replace the brake booster assembly and brake booster pump assembly on 2016 - 2019 Model Year RX 450h	2.6
23LE04R3	Replace the brake booster assembly and brake booster pump assembly on 2013 - 2017 Model Year LS 460	2.1
23LE04R4	Replace the brake booster assembly and brake booster pump assembly on 2008-2012 Model Year LS 600h	2.1
23LE04R5	Replace the brake booster assembly on 2013- 2015 Model Year GS 450h	1.3

NOTE: For HS250h, LS460 and RX450h, the repair will require a brake booster kit **AND** a brake booster pump kit. For GS450h, the repair will require **ONLY** a brake booster kit.

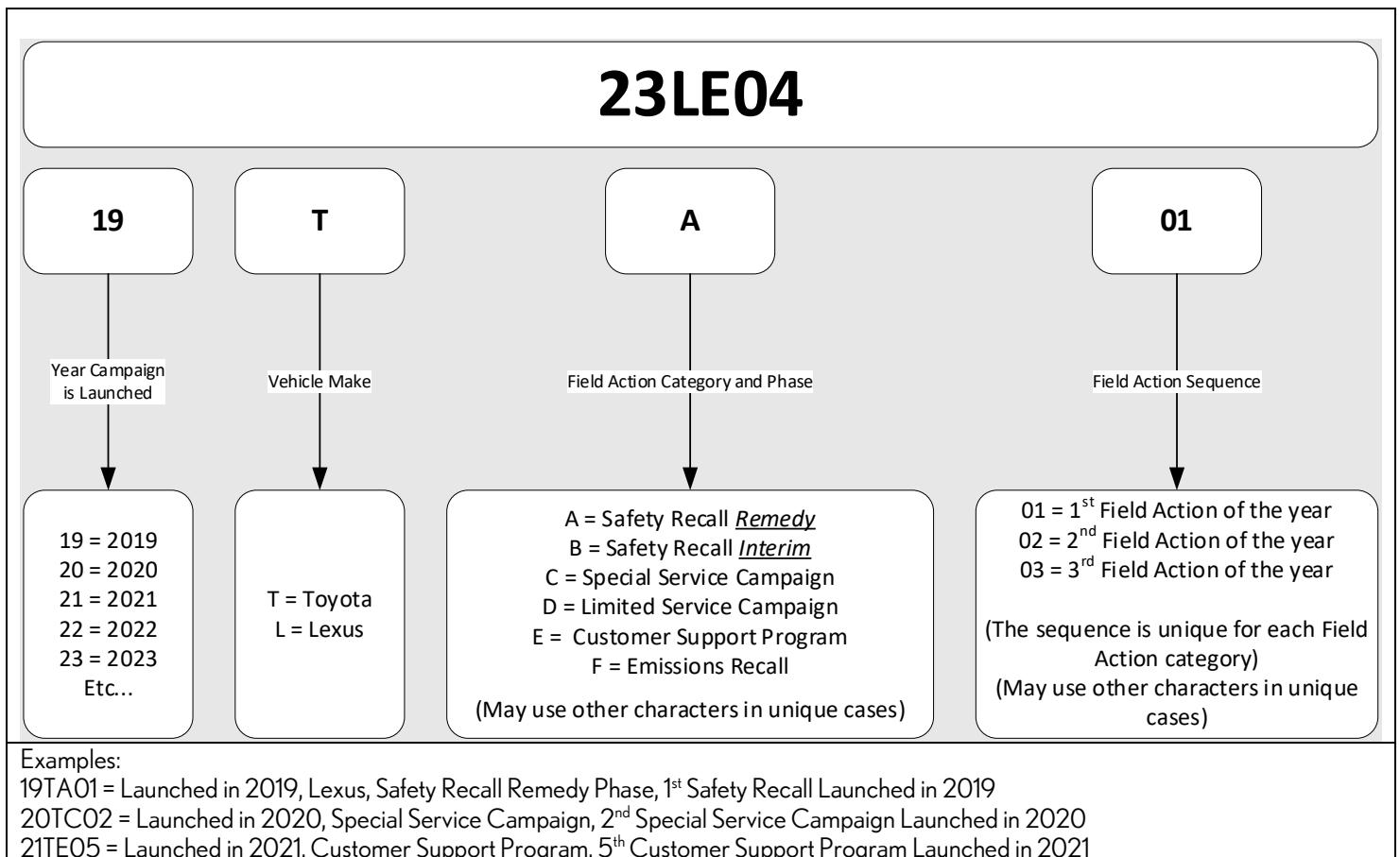
Claim Filing Accuracy and Correction Requests

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.

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 Customer Support Program.

Thank you for your cooperation.

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