



Update - 7/23/2012: Vehicle applicability section has been updated to provide information regarding vehicles that had updated parts installed during vehicle manufacturing.

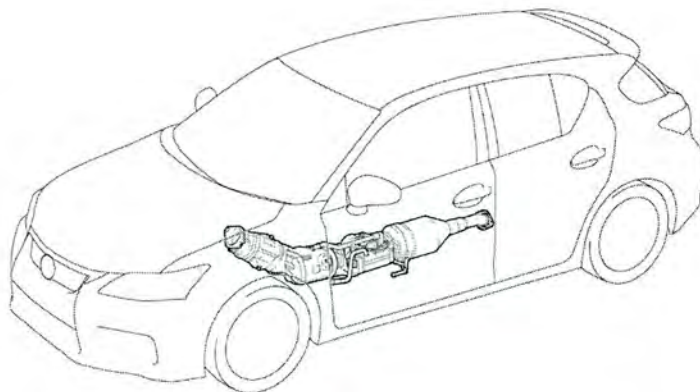
Previous versions of these documents should be discarded.

April 24, 2012

Subject: Limited Service Campaign (LSC) CLB
Certain 2011 and 2012 Model Year CT 200h Vehicles
Exhaust Gas Control Actuator Replacement

Dear Dealer Principal:

Lexus is initiating a Limited Service Campaign (LSC) CLB to replace the Exhaust Gas Control Actuator on certain 2011 and 2012 model year CT 200h vehicles.



Background

On certain 2011 and 2012 model year CT 200h model year vehicles, there is a possibility that the exhaust gas control actuator may develop a coolant leak. If a coolant leak occurs, the Water Temp Indicator Lamp (水温計) and Check Engine Lamp (点検灯) will illuminate.

If the above warning lamps illuminate, the driver should pull over, and contact an authorized Lexus dealer for diagnosis and repair. Continued operation of the vehicle with insufficient levels of coolant will cause the engine to overheat.

Limited Service Campaign (LSC) Remedy

Lexus dealers are requested to replace the exhaust gas control actuator at **NO Charge** to the customer.

All terms of the New Vehicle Limited Warranty will remain intact regardless of whether or not the customer takes advantage of this Limited Service Campaign. Additional details on the vehicle's New Vehicle Limited Warranty coverage can be found in the Owner's Warranty and Service Guide booklet.

The following information is provided to inform you and your staff of the owner notification timing and your degree of involvement. Additional information may be found in the attached Lexus Q&A and customer notification letter.

Owner Notification Letter Mailing Date

Lexus will begin sending the Limited Service Campaign notification in late April, 2012, shortly after the dealer notification, via first class mail.

Please note that only owners of the covered vehicles will be notified. If your dealership is contacted by an owner who has not yet received a notification, please *verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs*. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Lexus tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Limited Service Campaign announcement, it is your responsibility to forward the owner letter to the customer who purchased the vehicle.

Vehicle Applicability

This Limited Service Campaign will be available at **no charge** to vehicle owners until **May 31, 2015**. All terms of the affected vehicle's Lexus New Vehicle Limited Warranty will remain intact regardless of whether or not the customer takes advantage of the Limited Service Campaign.

There are a small number of vehicles (approximately 200) that had an updated center exhaust pipe assembly and exhaust gas control actuator installed during vehicle manufacturing. The kit parts used for this campaign cannot be installed on these exhaust pipes due to design changes on the exhaust pipe. There is no need to replace the actuator on these vehicles. If a vehicle that appears to be in this condition arrives at your dealership, confirm the vehicle's condition and contact your Area representative for further information.

New and Used Vehicles in Dealer Stock

Dealers are requested to perform this LSC procedure on any vehicles in their inventory prior to sale or lease. Vehicle LSC completion can be verified through TIS.

Lexus Customer Convenience System (LCCS) Vehicles

Lexus requests that dealers verify whether their LCCS vehicles are covered by Limited Service Campaign CLB. If a vehicle is covered, please perform the LSC prior to loaning the vehicle to a customer.

Number and Identification of Covered Vehicles

There are approximately 18,000 Lexus CT200h (Certain 2011 and 2012 Model Year) Vehicles covered by this Limited Service Campaign in the U.S.

Model	WMI	Model Year	VIN Range	
			VDS	Range
CT 200h	JTH	2011	KD5BH	2000113 - 2046991
		2012		2021531 - 2079902

Please note that **not all vehicles in the VIN range are covered** by this LSC. If your dealership is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions posted on TIS.

A UIO matrix by state is provided to inform your dealership of the number of covered vehicles in your state.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	20	HI	200	MI	178	NV	154	UT	64
AL	132	IA	47	MN	139	NY	874	VA	488
AR	61	ID	24	MO	143	OH	361	VT	11
AZ	289	IL	471	MS	20	OK	99	WA	546
CA	4564	IN	141	MT	4	OR	187	WI	133
CO	262	KS	73	NC	439	PA	537	WV	25
CT	211	KY	86	ND	4	RI	45	WY	7
DC	61	LA	96	NE	67	SC	135		
DE	43	MA	458	NH	45	SD	5		
FL	1592	MD	382	NJ	698	TN	202		
GA	477	ME	19	NM	92	TX	1282		

Parts and Supplies

The following is required to perform the remedy procedure.

Parts orders can be placed through your dealership's facing PDC. The parts have been placed on the Dealer Order Solution and will be systematically released daily based on dealer ordering criteria.

Please refer to the table below and the Technical Instructions for part number information.

Part Number	Part Name	Quantity/Vehicle
16492-21050	Radiator Draincock O-Ring	1
04001-88137	Actuator Set, Exhaust Pipe Gas Control Kit*	1

Toyota Genuine 50/50 Pre-Diluted Super Long Life Coolant (SLLC) can be ordered through the Lexus Complete Maintenance Care (LCMC) program and will be drop shipped from AMREP.

Chemical Part Number	Part Name	Quantity/Vehicle
00272-SLLC2	Toyota Genuine 50/50 Pre-Diluted Super Long Life Coolant (SLLC)	1 Gallon

IMPORTANT PARTS ORDERING REMINDER

Effective January 1, 2012, Safety Recall, Service Campaign (SSC), Limited Service Campaign (SSC/LSC) and Customer Satisfaction Program (CSP) will be eligible for the Monthly Parts Return Program. Please reference Service and Parts Operations Communication 2011-20 for additional details.

Each dealer will receive specific dealer ordering criteria based on repair order volume and the PDC's affected UIO in an e-mail from its facing PDC Manager. Therefore, it is vital that each dealership's parts and service departments coordinate scheduling of appointments appropriate to the kits available on hand at the dealership and to immediately file claims upon completion of the remedy.

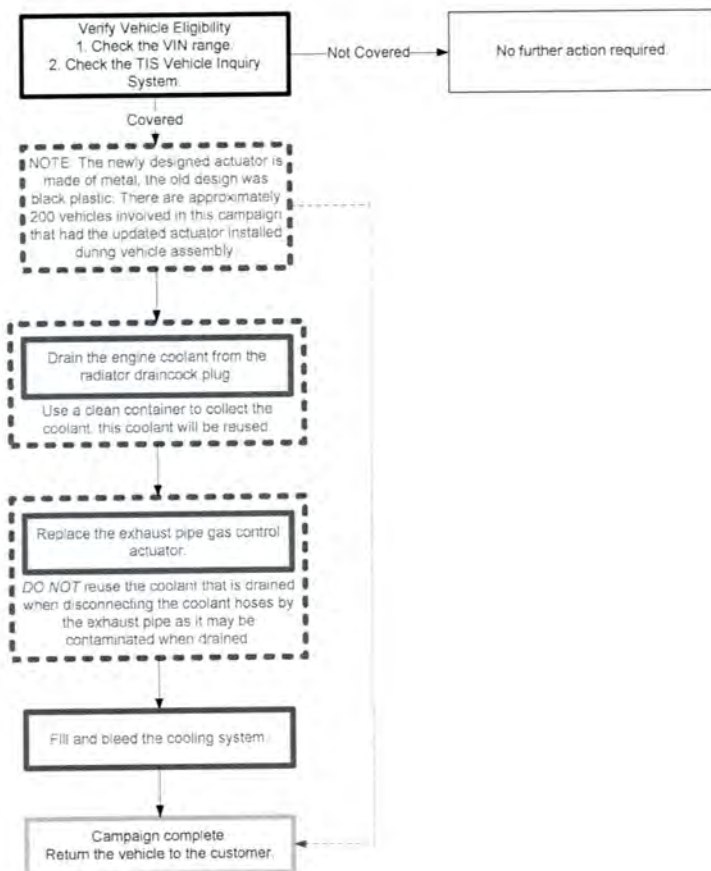
Remedy Procedures

Please refer to TIS for Technical Instructions on vehicle repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

Warranty Reimbursement Procedure

I. OPERATION FLOW CHART



The operation code to be used for this campaign is:

LSC	Opcode	Description	Labor Hours
CLB	2606DA	Confirm VIN and Exhaust Gas Control Actuator replacement for CT 200h	2.2 hr/vehicle

- The above opcode includes 0.1 hour for administrative cost per unit for the dealership.
- The cost of the 50/50 Pre-diluted Super Long Life Coolant (00272-SLLC2) can be claimed up to 1 liter at a maximum of \$7.00 per vehicle as sublet "OF."

Note: For an operation code covering vehicles that were updated during vehicle manufacturing contact your Area representative.

Lexus' usual customer care amenities of car wash and fuel tank fill apply to this LSC. Additionally, one day of rental vehicle expense (to a maximum of \$45) or the cost of pick up and re-delivery of the customer's vehicle may be claimed if required and subject to the guidelines published in the Safety Recall/Special Service Campaign/Limited Service Campaign General Procedures document on TIS.

The affected VIN information and operation code will be downloaded and activated for dealerships to use on April 24, 2012.

The repair quality of covered vehicles is extremely important to Lexus. Please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer redelivery.

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Brian Lyons (310-468-2552) in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact only to media associates.)

Please review this entire package with your Service and Parts staff to familiarize them with its contents so they may properly implement this campaign as well as address any owner concerns that may arise regarding this Limited Service Campaign.

Thank you for your understanding. Your on-going care for these Lexus owners during this campaign protects our customers and their image of Lexus.

Sincerely,

Don Fordiani
National Field and Dealer Operations Manager

Attachments

CC: Customer Satisfaction Manager Sales Manager
General Manager Service Manager
Parts Manager Warranty Administrator

TECHNICAL INSTRUCTIONS
FOR
LIMITED SERVICE CAMPAIGN CLB
EXHAUST GAS CONTROL ACTUATOR REPLACEMENT
CERTAIN 2011 – 2012 MODEL YEAR CT200h

UPDATED JULY 23, 2012

TECHNICAL INSTRUCTION UPDATE NOTICE:

Updated 7/23/12

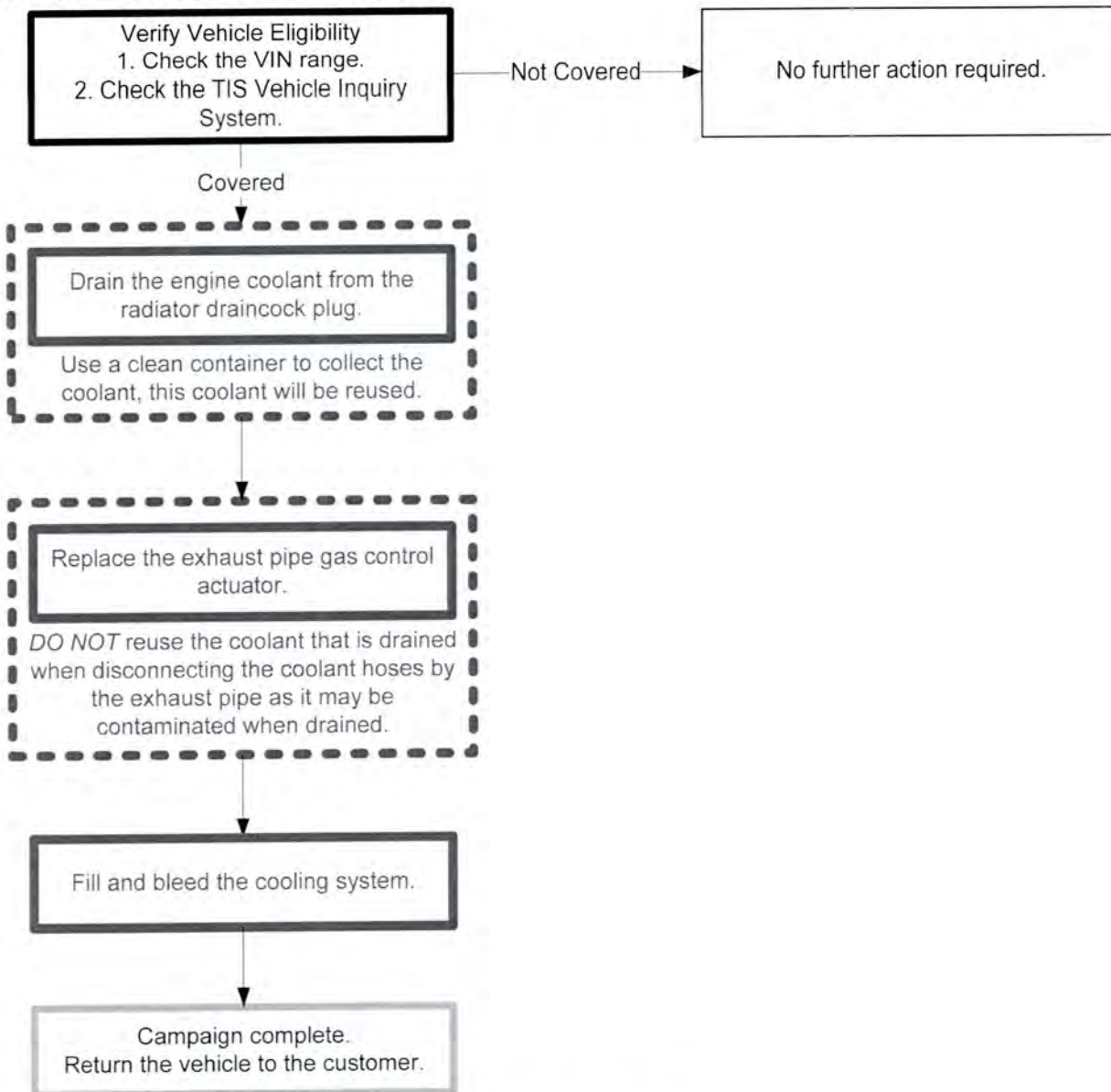
- The operation flow chart has been updated (SECTION I)

Updated 6/13/12

- Actuator part number information for the campaign parts kit has been updated (SECTION III)

Previous versions of these Technical Instructions should be discarded.

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. COVERED VIN RANGE

WMI	Year	VIN Range	
		VDS	Range
JTH	2011	KD5BH	2000113-2046991
	2012		2021531-2079902

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Limited Service Campaign, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

Part Number	Part Description	Quantity
16492-21050	Radiator Draincock O-Ring	1
04001-88137	Actuator Set, Exhaust Pipe Gas Control Kit*	1

*The kit above includes the following parts:

Part Number	Part Description	Quantity
17046-21030	Acuator Sub-Assy, Exhaust Pipe Gas Control	1
17146-37020	Pipe, Exhaust Bypass	1
17537-37010	Plate, Exhaust Pipe	1
17552-37020	Insulator, Exhaust Pipe Heat No. 2	1
17457-37010	Bolt (14mm)	2
90105-06335	Bolt (20mm)	3
17451-28040	Gasket, Exhaust Pipe	1
17451-23042	Gasket, Exhaust Pipe No. 2	1

B. TOOLS & EQUIPMENT

- Standard hand tools
- Clean drain bucket
- Techstream

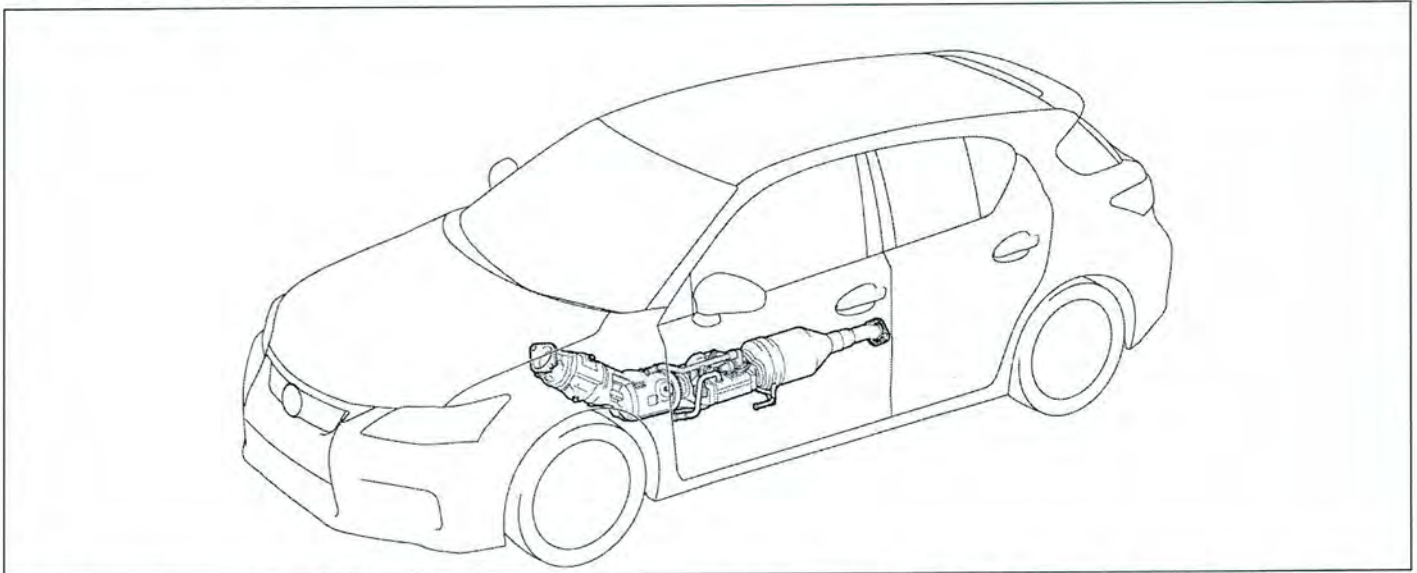
C. SUPPLIES



Part Name	Quantity
Toyota Genuine 50/50 Pre-Diluted SLLC	Approximately 1 quart

NOTE:

- The coolant drained from the radiator **MUST** be reused.
- Because some coolant will be lost when disconnecting the hoses by the exhaust pipe, a small amount of coolant will be needed.

IV. BACKGROUND

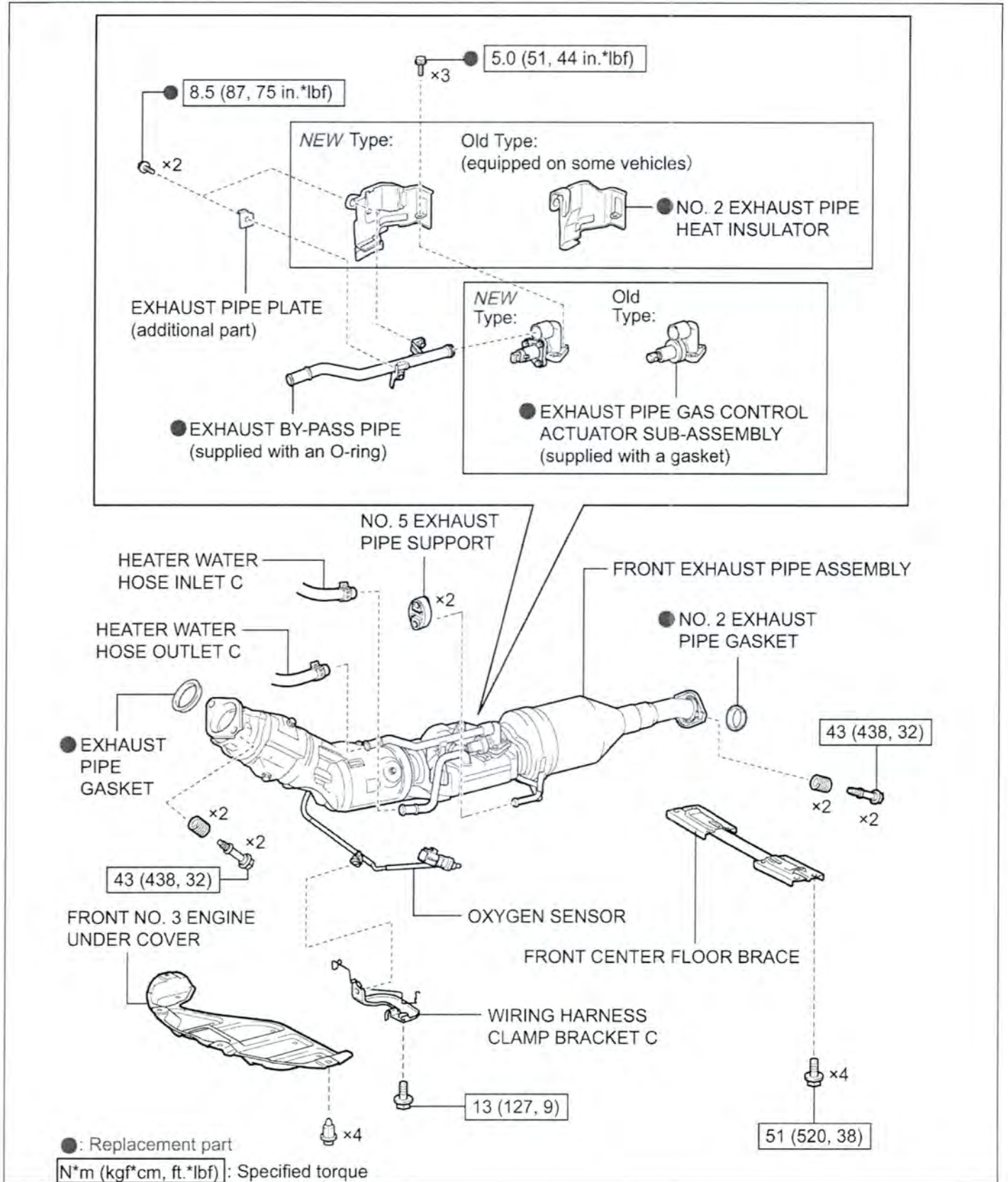


On certain 2011 and 2012 model year CT 200h model year vehicles, there is a possibility that the exhaust gas control actuator may develop a coolant leak. If a coolant leak occurs, the Water Temp Indicator Lamp () and Check Engine Lamp () will illuminate.

If the above warning lamps illuminate, the driver should pull over, and contact an authorized Lexus dealer for diagnosis and repair. Continued operation of the vehicle with insufficient levels of coolant will cause the engine to overheat.

V. WORK PROCEDURE

A. COMPONENTS



B. FRONT EXHAUST PIPE ASSEMBLY REMOVAL

1. CHECK FOR DTCs

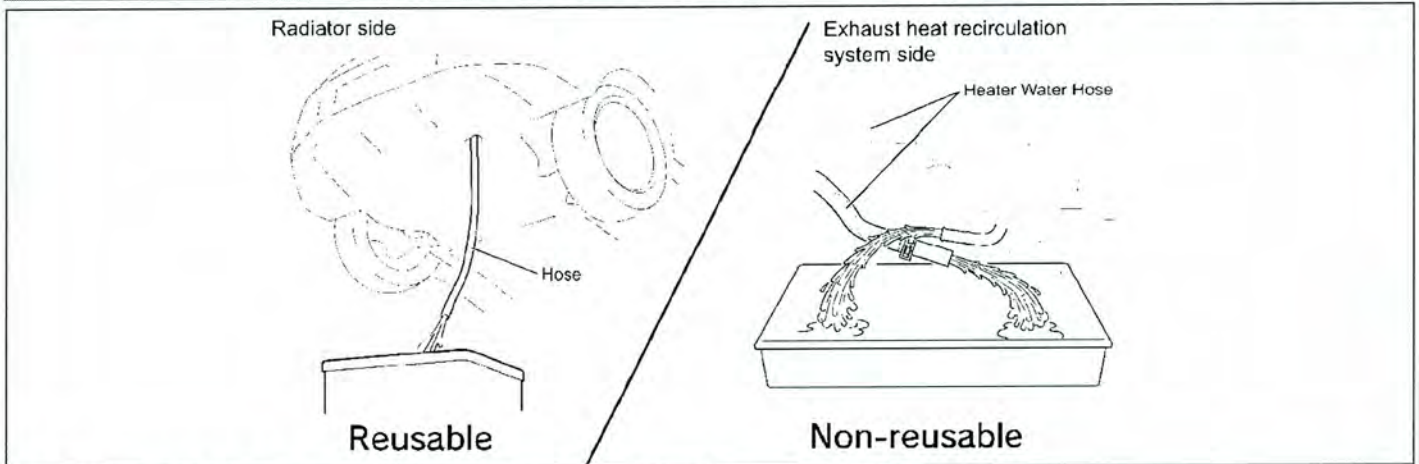
- Check and record any DTCs and freeze-frame data that may be present.

2. DRAIN THE ENGINE COOLANT

- Prepare a clean container.
- Connect a clean hose to the radiator draincock and drain the coolant into a clean container.
- When the coolant is drained completely, replace the draincock o-ring.

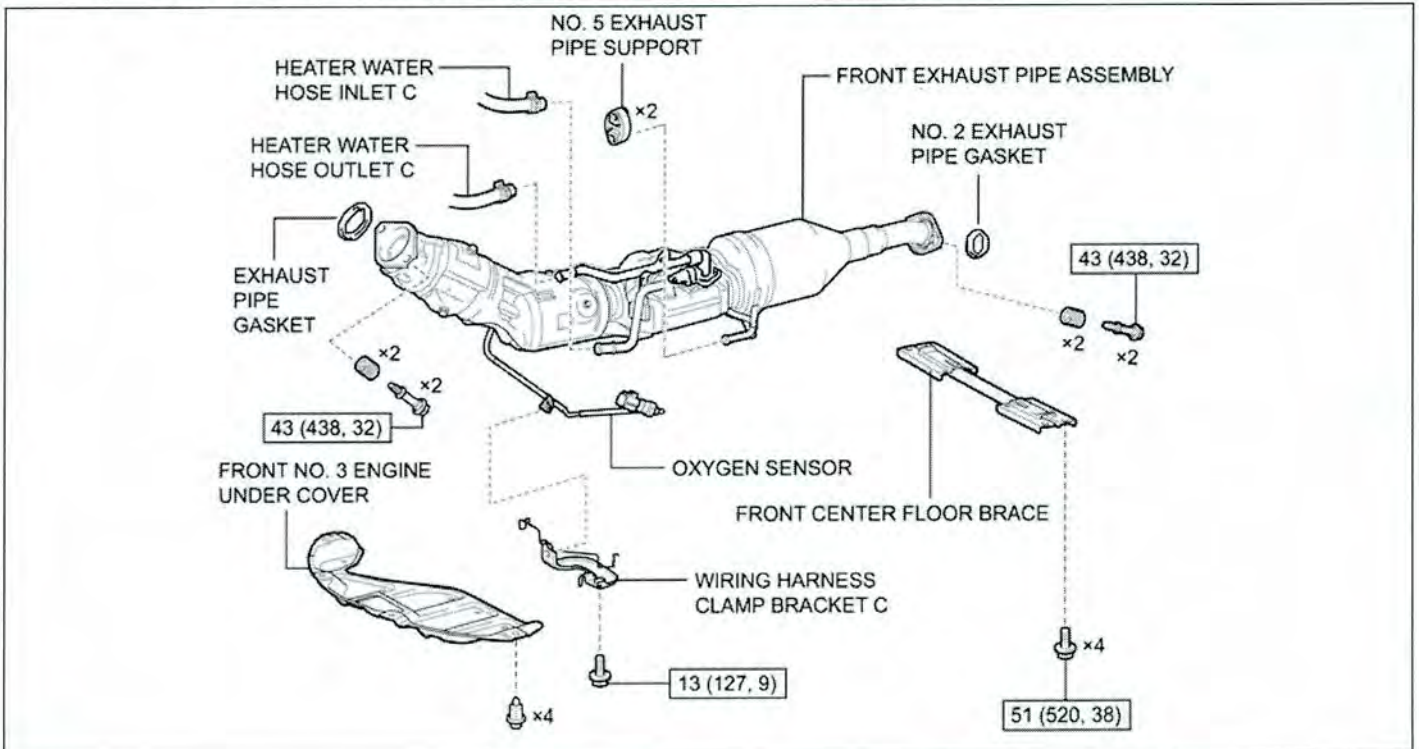


- Confirm the cooling system is sufficiently cool before beginning any work.
- The coolant drained from the radiator **MUST** be reused, confirm that a clean container is used when draining the coolant.
- **DO NOT** reuse any coolant that is drained when disconnecting the coolant hoses by the exhaust gas control actuator, this coolant may be contaminated when drained.
- **DO NOT** mix the coolant drained from the radiator with the coolant drained from the hoses.

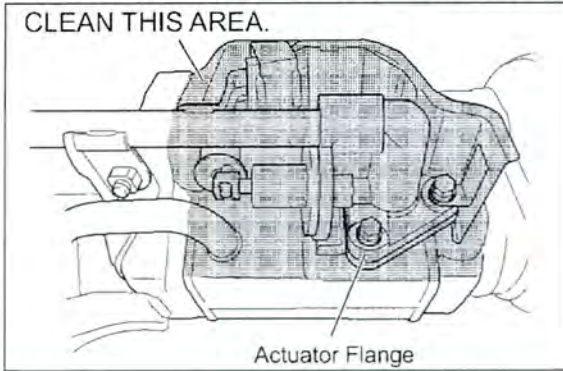


3. REMOVE THE FRONT EXHAUST PIPE ASSEMBLY

- Refer to TIS for instructions on front exhaust pipe assembly removal.

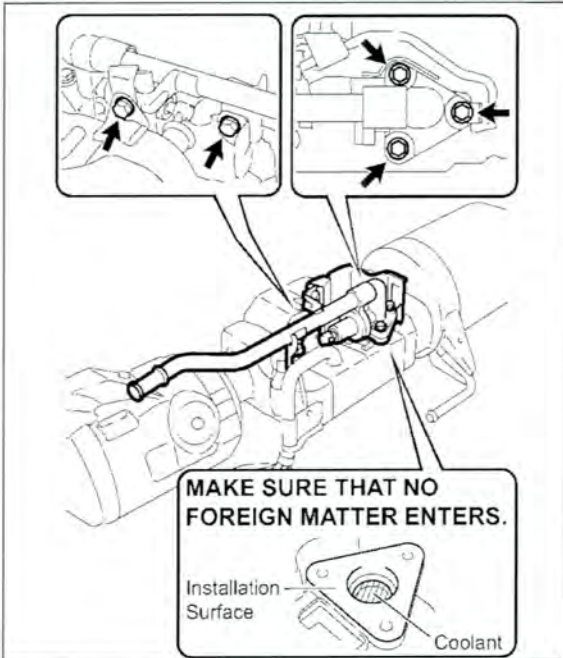


C. EXHAUST GAS CONTROL ACTUATOR REPLACEMENT



1. CLEAN THE AREA AROUND THE EXHAUST GAS CONTROL ACTUATOR SUB-ASSEMBLY

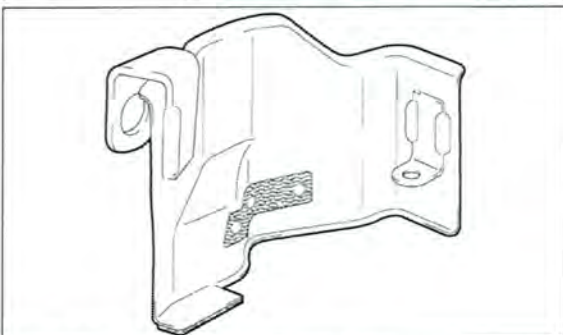
- a) Clean the area shaded in the illustration to prevent foreign material from entering the cooling system.



2. REMOVE THE EXHAUST GAS CONTROL ACTUATOR SUB-ASSEMBLY

- a) Remove the 5 bolts then the actuator and bypass pipe.

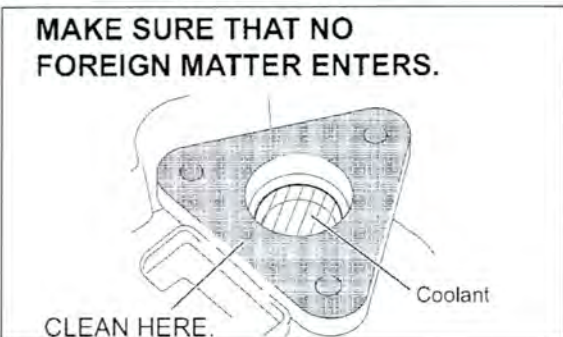
STOP Confirm that no foreign material enters the cooling system when the actuator is removed.



3. REMOVE THE HEAT INSULATOR

- a) If an old-style heat insulator is present, remove and discard this part.

NOTE: Depending on the vehicle production date, some vehicles will be equipped with this insulator and some will not.



4. CLEAN THE ACTUATOR CONTACT SURFACE

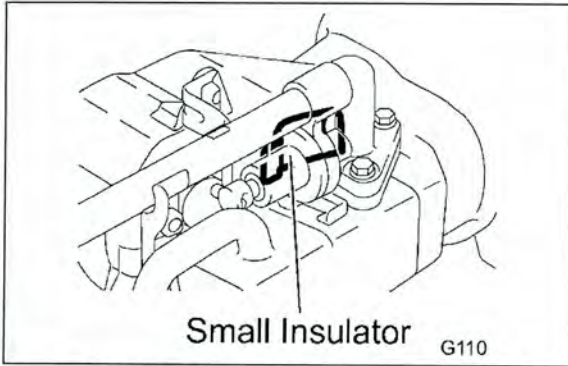
- a) Use a shop cloth to clean the contact surface.

NOTE: Clean from the inside of the flange toward the outside edge to prevent foreign material from entering the cooling system.

5. ADD COOLANT UP TO THE EDGE OF THE FLANGE

- a) To limit the amount of air in the cooling system, add coolant.

NOTE: If a large amount of air enters the cooling system, the load on the water pump will increase.



6. INSPECT FOR WELDED INSULATOR

INSPECTION RESULT	ACTION REQUIRED
Equipped with insulator	Perform STEP 7 a) through e)
Not equipped with insulator	Perform STEP 7 c) and d) ONLY

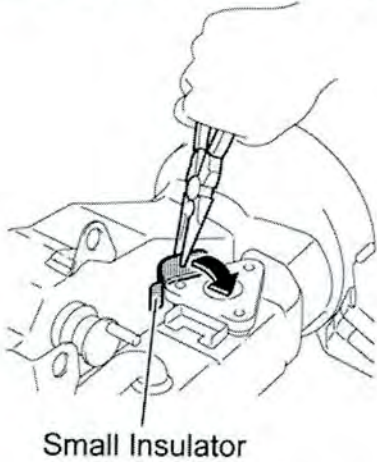
NOTE: Depending on the date of vehicle production, some vehicles are not equipped with the welded insulator.

7. LOOSELY INSTALL THE No.2 INSULATOR

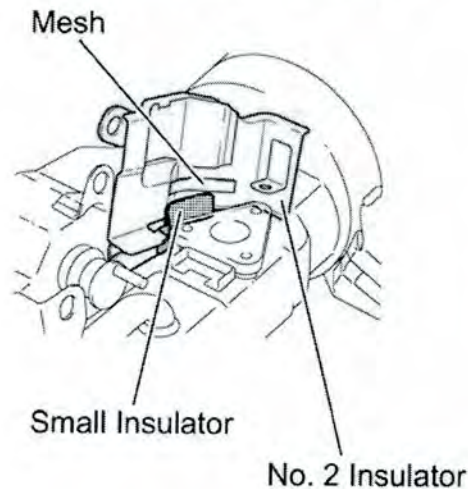
- Tilt the welded insulator toward the actuator contact flange.
- Install the **NEW** No.2 insulator behind the welded insulator.
- Install the No.2 insulator bracket behind the exhaust pipe bracket.

NOTE: If the vehicle is not equipped with the welded insulator perform **STEP 7 c)** and d) **ONLY**.

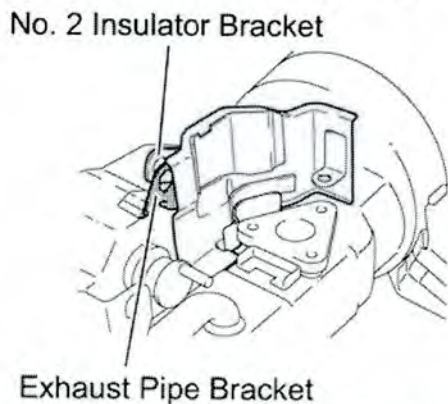
a) SLIGHTLY TILT THE SMALL INSULATOR FORWARD.



b) INSERT THE LOWER PART OF THE NO. 2 INSULATOR BEHIND THE SMALL INSULATOR.



c) INSERT THE NO. 2 INSULATOR BRACKET BEHIND THE EXHAUST PIPE BRACKET.



NOTE: The mesh on the new No.2 insulator is used to prevent rattle and vibration noise.

d) Confirm the new No.2 insulator is installed in the correct position.

e) Tilt the welded insulator back toward the No.2 insulator.

NOTE: If the vehicle is not equipped with the welded insulator perform STEP 7 c) and d) *ONLY*.

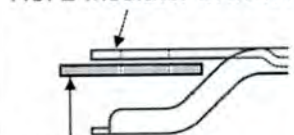
d) CONFIRM THAT THE NO. 2 INSULATOR RELATED PARTS ARE INSTALLED IN THE CORRECT POSITION.

Top View:

MAKE SURE TO INSTALL THEM IN THE CORRECT POSITION.

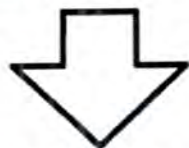
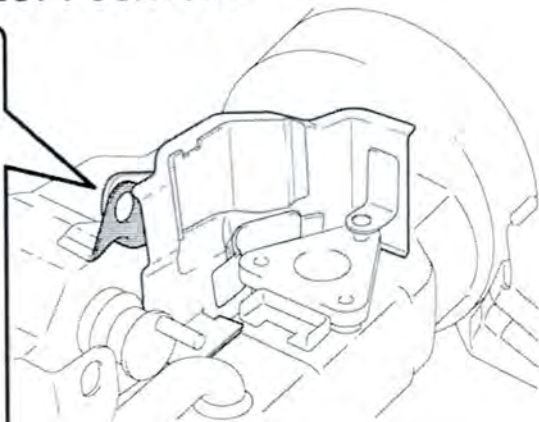
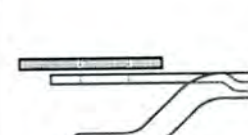
OK

No. 2 Insulator Bracket

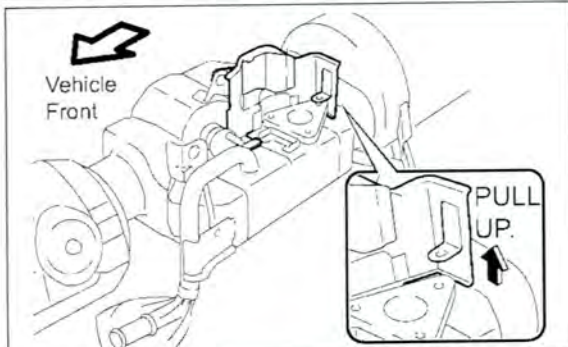


Front Exhaust Pipe Assembly Bracket

NG



e) RETURN THE SMALL INSULATOR TO A POSITION IN WHICH IT WILL NOT CONTACT THE ACTUATOR.

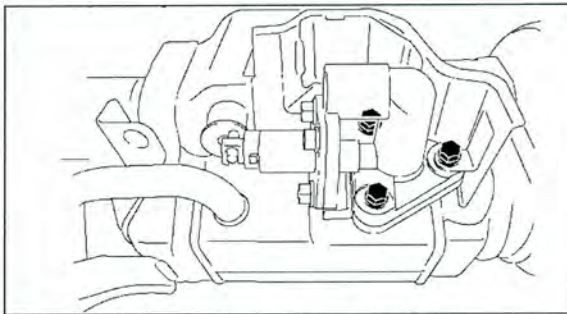
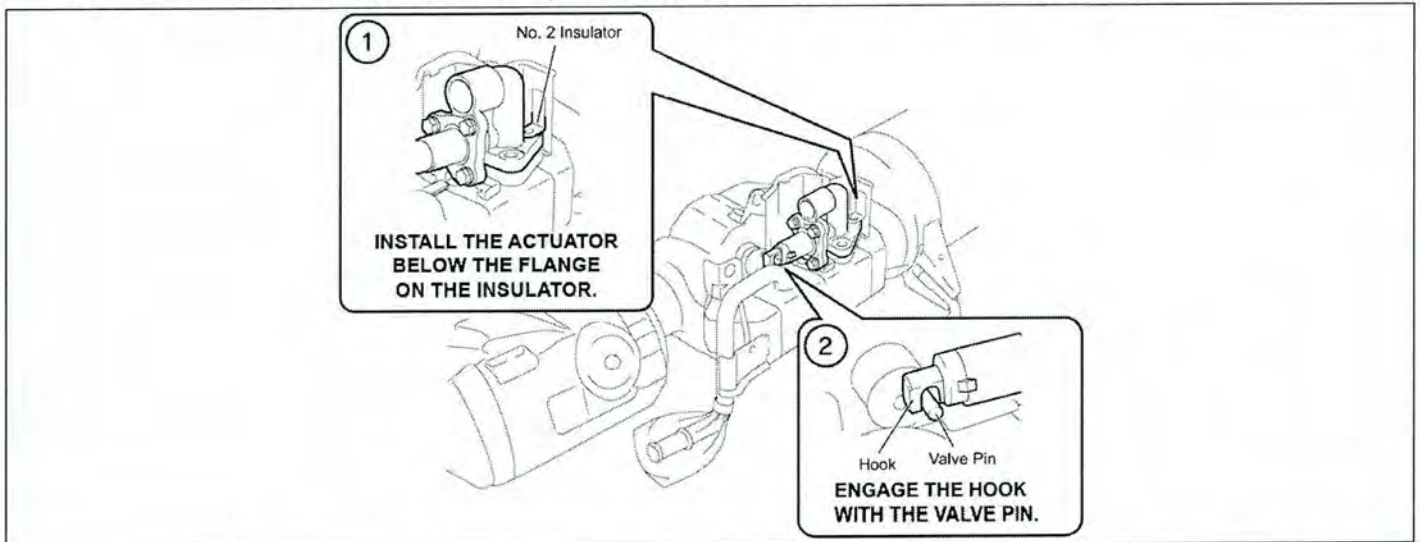


8. LOOSELY INSTALL THE EXHAUST GAS CONTROL ACTUATOR

a) Lift the rear side of the No.2 insulator to allow the actuator to be installed below the flange on the insulator.

- b) Loosely install the **NEW** actuator, confirm the actuator is installed below the flange on the insulator and that the hook is engaged with the valve pin.

NOTE: Confirm no foreign material is present in the coolant prior to installing the actuator.



- c) Loosely install the 3 **NEW** black bolts several threads.

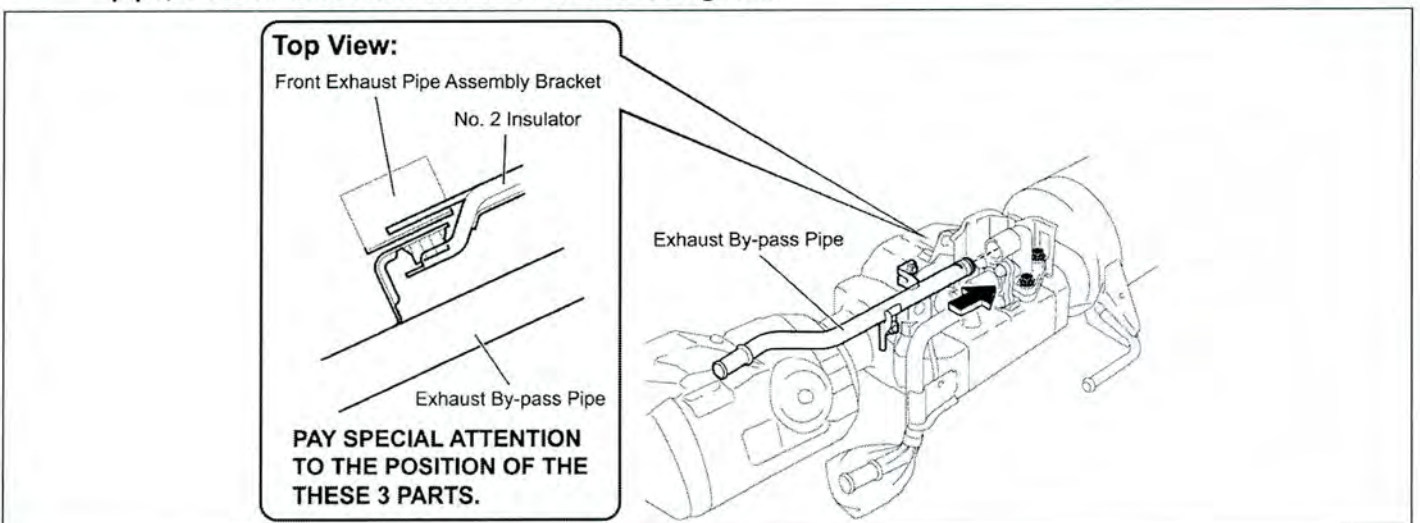
NOTE: **DO NOT** tighten these bolts at this time as the actuator will need to be adjusted.

9. CONNECT THE BYPASS PIPE

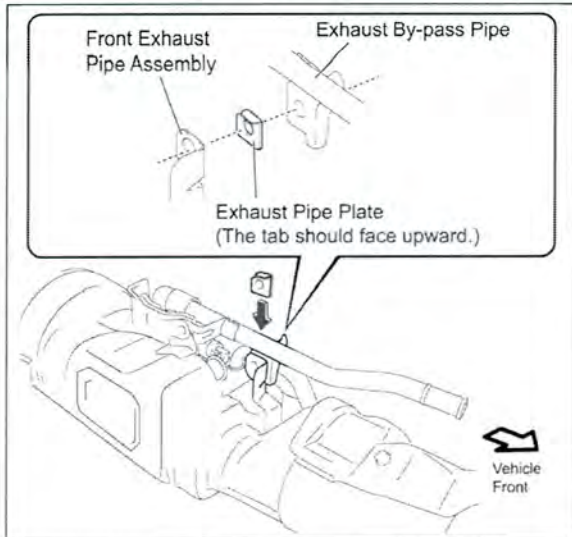
- a) Apply clean coolant to the o-ring on the **NEW** bypass pipe to ease installation.
b) Insert the bypass pipe into the actuator as far as possible.
c) Confirm the bypass pipe and No.2 insulator are positioned correctly.

NOTE:

- **DO NOT** damage the o-ring or allow it to become contaminated before installation.
- Confirm the bypass pipe is installed completely, there may be a yellow mark on the new bypass pipe, **DO NOT** use this mark as an installation guide.



THE FOLLOWING STEPS ARE VITAL. CONFIRM THESE STEPS ARE FOLLOWED CLOSELY IF THESE STEPS ARE NOT FOLLOWED A COOLANT LEAK COULD DEVELOP.



10. TEMPORARILY INSTALL THE BYPASS PIPE

- a) Insert the **NEW** exhaust pipe plate between the bypass pipe bracket and exhaust bracket that is positioned towards the front of the vehicle.

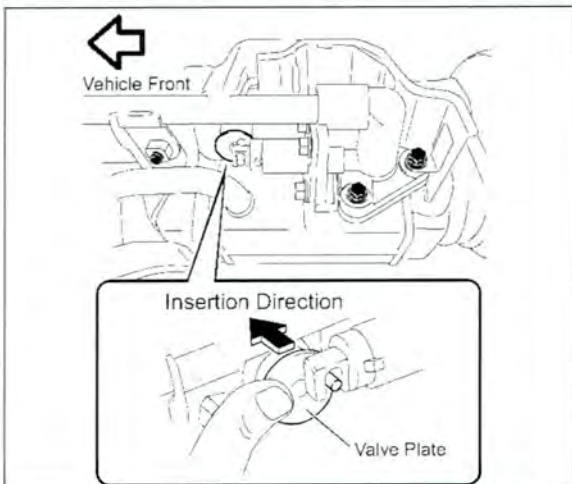
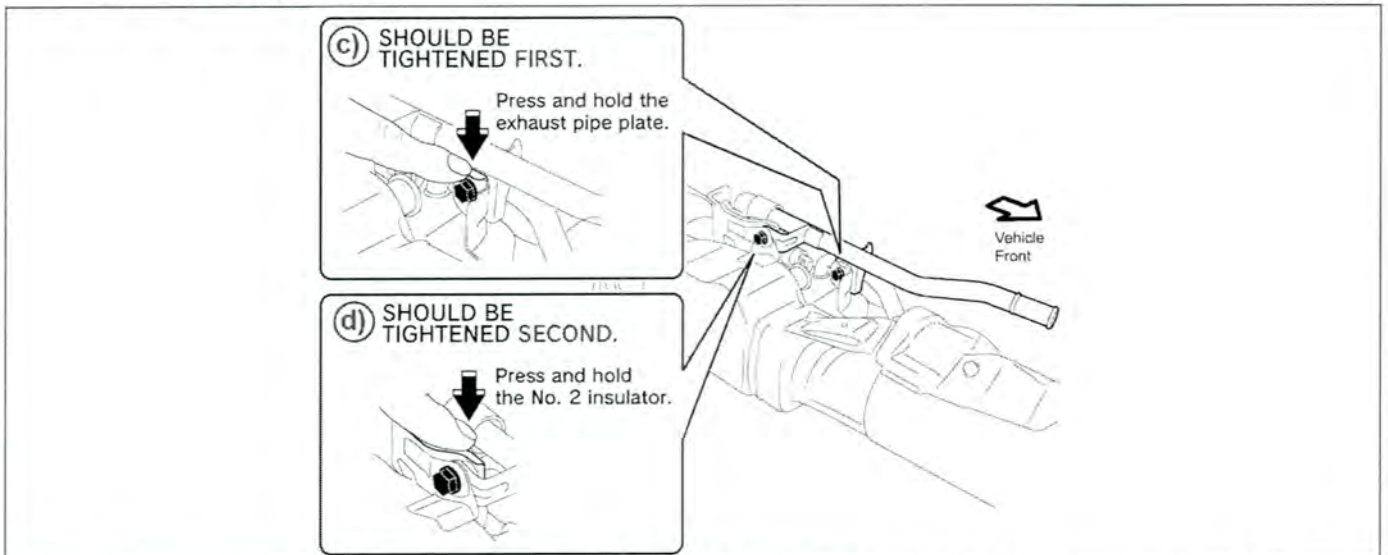


Confirm the plate is installed in the correct direction, with the tab facing upward.

- b) Loosely install 2 **NEW** black bolts.

- c) While pressing down on the newly installed exhaust pipe plate tighten the bolt.
d) While pressing down on the newly installed No.2 insulator tighten the bolt.

Torque: 75in.lbf (8.5N·m)

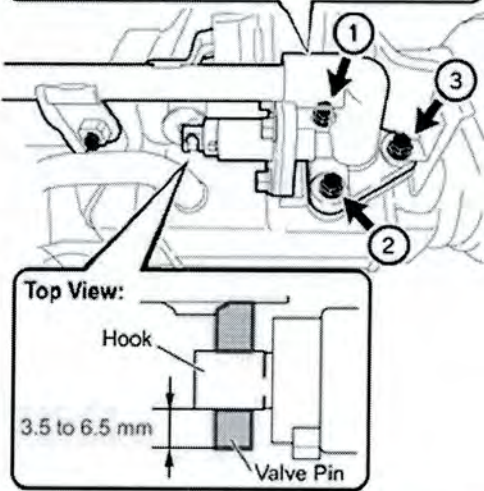
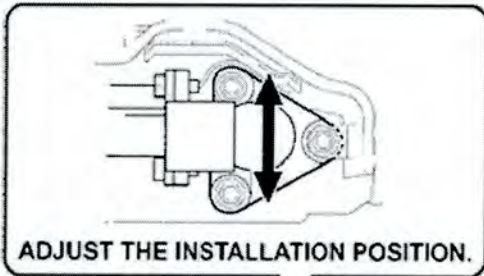


11. INSTALL THE EXHAUST GAS CONTROL ACTUATOR

- a) Confirm the valve plate is positioned correctly by pressing the plate.

NOTE: If the valve plate is not positioned correctly, the final actuator position may be difficult to achieve.

VITAL STEPS CONTINUED



- b) Position the actuator so that approximately 4.5mm of the valve pin is protruding past the actuator hook.
- c) Tighten the 3 bolts evenly following the torque sequence shown in the illustration.

Torque: 44 in.lbf (5.0N·m)

- d) Measure the length of the valve pin that protrudes beyond the actuator hook.

Specification: 3.5 – 6.5mm



If the protruding pin length is not within specification, the 3 actuator bolts **MUST** be loosened and **ALL** of STEP 11 **MUST** be repeated.

12. SETTLE THE BYPASS PIPE O-RING

- a) Loosen the 2 bypass pipe bolts slightly. **DO NOT** remove the bolts.
- b) Move the bypass pipe up and down to properly settle the o-ring.

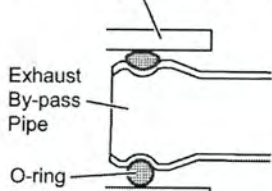


If this step is not performed, a coolant leak **WILL** develop.

a) BEFORE ADJUSTMENT

Upper part of the O-ring is deformed.

Exhaust Pipe Gas Control Actuator



LOOSEN THE BOLTS.

Vehicle Front

αACT122

b) AFTER ADJUSTMENT

Even

Even

SETTLE THE O-RING.

MOVE UP AND DOWN.

αACT112

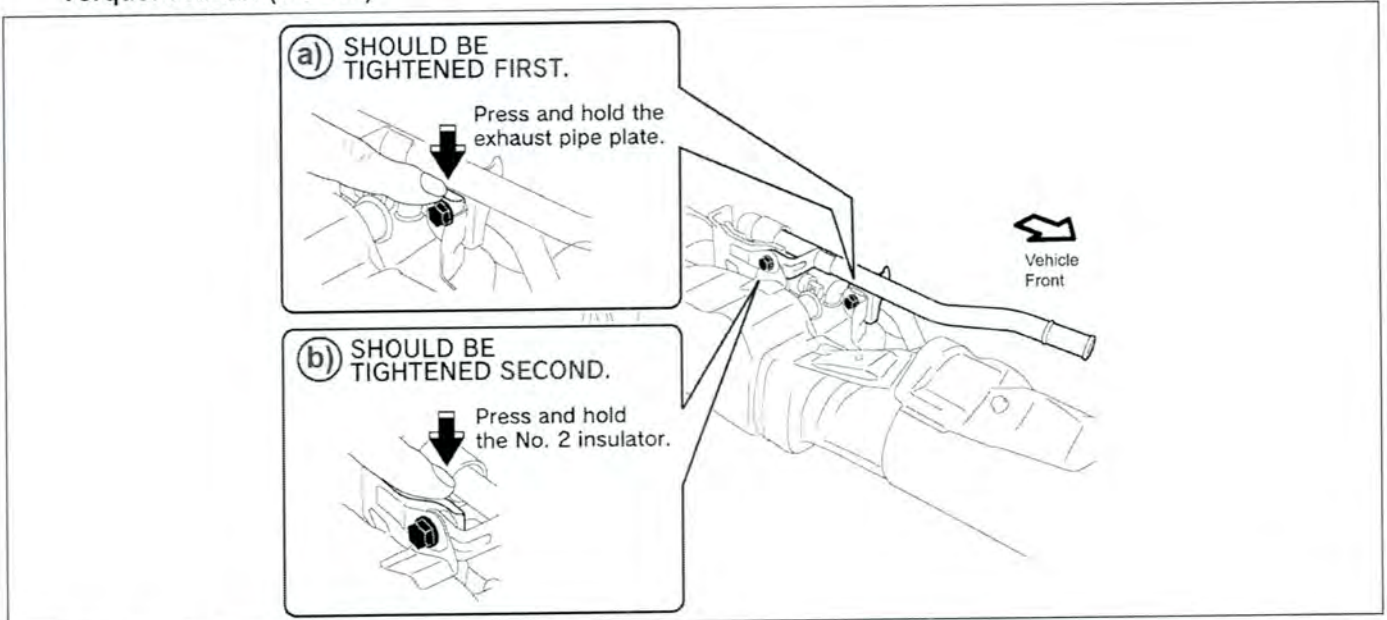
13. TIGHTEN THE BYPASS PIPE BOLTS



- **DO NOT** press down on the bypass pipe when tightening the bolts, this may cause a coolant leak.
- It is critical that step a) be performed before b), if these steps are completed in the incorrect order a coolant leak may develop.

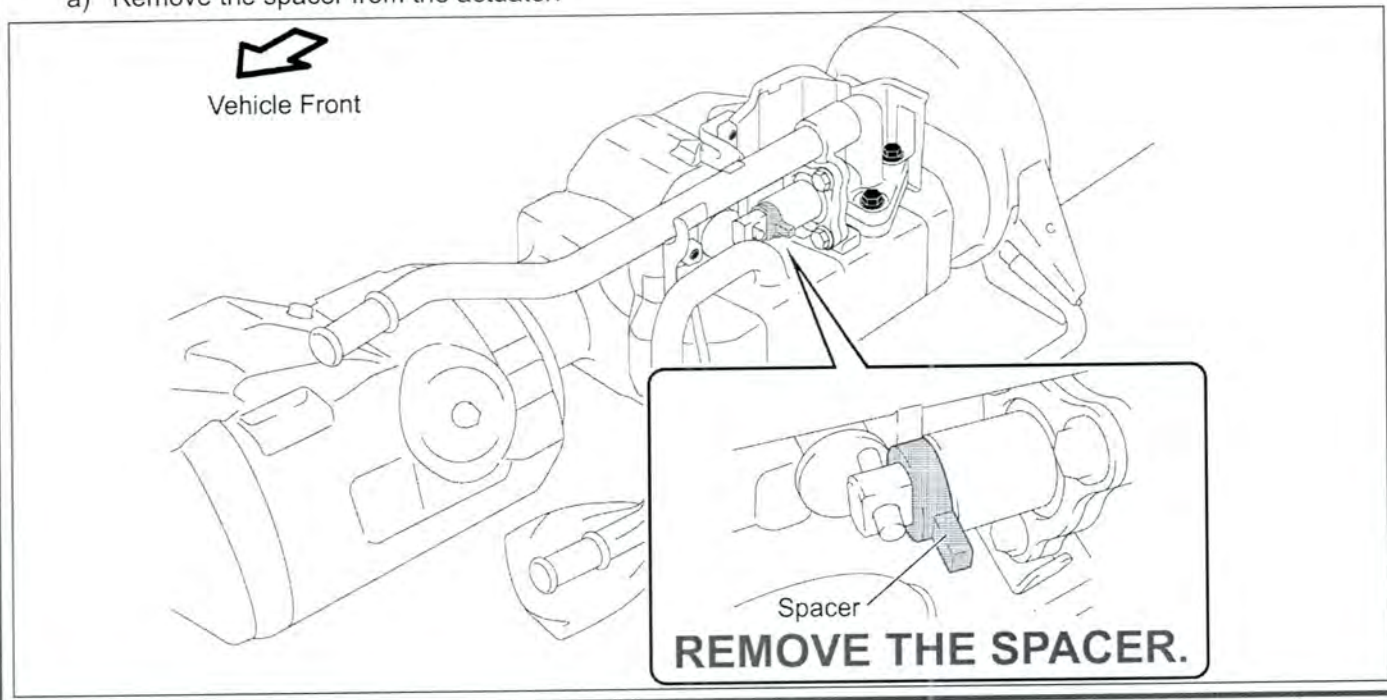
- While pressing down on the newly installed exhaust pipe plate tighten the bolt.
- While pressing down on the newly installed No.2 insulator tighten the bolt.

Torque: 75in.lbf (8.5N·m)



14. REMOVE THE SPACER

- Remove the spacer from the actuator.



D. FRONT EXHAUST PIPE ASSEMBLY INSTALLATION

1. INSTALL THE FRONT EXHAUST PIPE ASSEMBLY

- a) Refer to TIS for instructions on front exhaust pipe assembly installation.

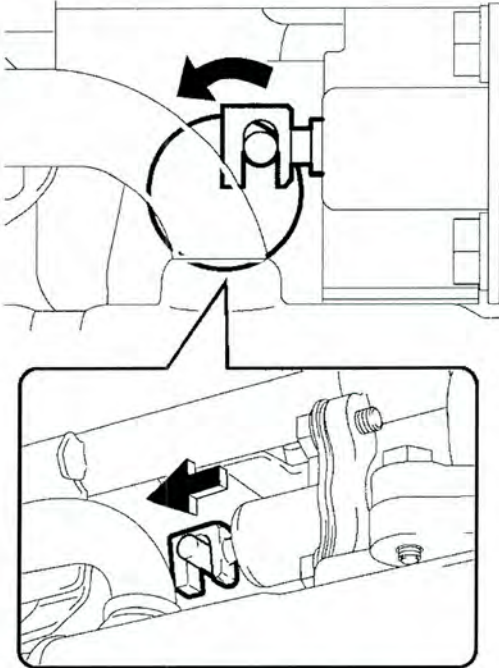


- Confirm the *NEW* exhaust pipe gaskets included in the parts kit are used.
- Confirm the coolant drained from the radiator is reused.
- Confirm the coolant is filled and the system is properly bled.

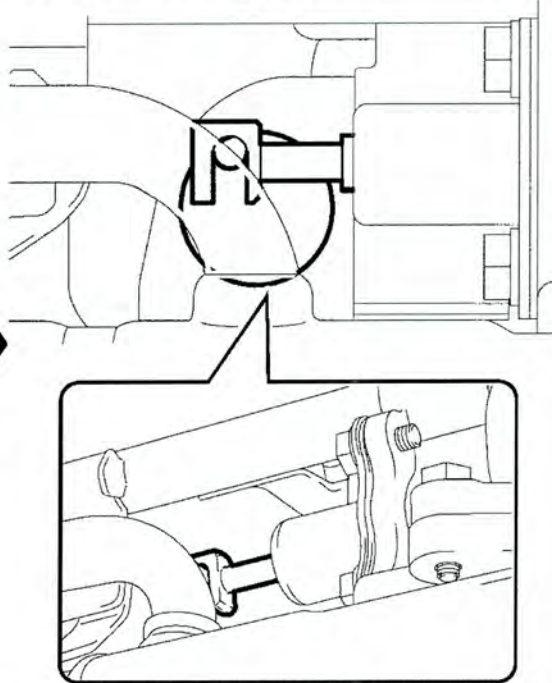
2. INSPECT THE OPERATION OF THE EXHAUST GAS CONTROL ACTUATOR

- a) Place the vehicle in 'Inspection Mode' and warm the engine to normal operating temperature.
b) Confirm the hook of the actuator is fully extended.

With cold engine:



With warm engine:



CONFIRM THAT THE HOOK IS EXTENDED.

3. CHECK FOR DTCs

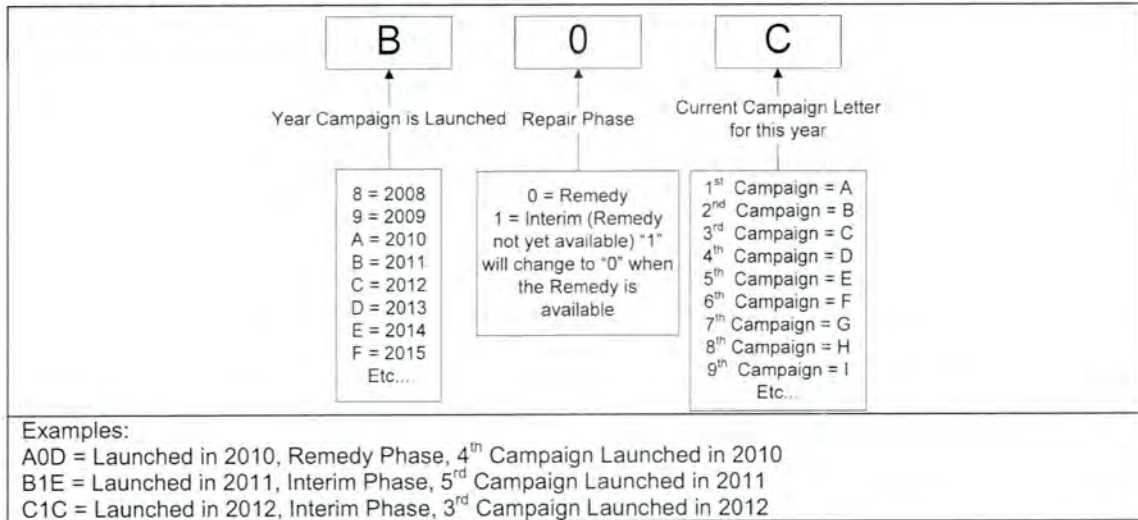
◀ VERIFY REPAIR QUALITY ▶

- Confirm the coolant is drained from the radiator using a clean container as this coolant *MUST* be reused
- Confirm the new actuator and bypass pipe are installed and aligned correctly
- Confirm the cooling system is refilled and bled correctly
- Confirm the actuator is working correctly by following the inspection in these instructions

If you have any questions regarding this campaign, please contact your regional representative

VI. APPENDIX

A. CAMPAIGN DESIGNATION DECODER



B. CAMPAIGN PARTS DISPOSAL

As required by Federal Regulations, please make sure all campaign parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***