



**Special Service Campaign (SSC) and
Limited Service Campaign (LSC)
General Procedures**

April 2005

General Procedures for Lexus SSCs and LSCs

PREPARING FOR AN SSC/LSC

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PREPARING FOR AN SSC/LSC

Overview

This handbook contains the general procedures dealers should follow for each and every Special Service Campaign (SSC) or Limited Service Campaign (LSC) Lexus initiates. Campaign-specific details will be included in the dealer notification package sent to each dealer at the launch of a campaign.

Customer Notification

The customer notification schedule and sample letter will be included in the dealer notification package sent to each dealer at the launch of a campaign.

SSC/LSC and Customer Satisfaction

Each Special Service Campaign or Limited Service Campaign provides us with an opportunity to demonstrate the Lexus commitment to total customer satisfaction. Lexus requests that dealers use the fundamental principals embodied in the Lexus Covenant when servicing these owners and their vehicles. By implementing new campaigns in an organized and efficient manner, we can nurture our on-going relationships with these customers and strengthen these associations. Throughout each campaign, we need to let our customers know that we are genuinely interested in resolving the matter in a timely fashion with as little inconvenience to them as possible.

Identifying Affected Vehicles

Specific vehicle model, model year and VIN range applications will be included with the campaign-specific dealer notification package sent to all dealers at the launch of a campaign.

Always consult Dealer Daily or TIS to confirm eligibility and to assure the SSC/LSC is applicable. This will verify the vehicle is involved and has not already been completed by another dealer. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected.

Manpower and Facility Requirements

General Procedures for Lexus SSCs and LSCs

Your dealership must plan carefully to accommodate the additional service volume generated as a result of an SSC/LSC. In reviewing your dealership's manpower and facility requirements for a campaign, there are several items you need to consider.

- Do you need to develop ways to increase your service capacity?
- Do you need to hire additional support staff for pick-up/delivery, car washes and fuel tank fill-ups?

You will need to hold a meeting with all dealership associates to discuss:

- Importance of Lexus customer care for each SSC/LSC customer.
- Various procedures such as phone inquiries, pick up and delivery, loaners, etc.
- Campaign specifics including your dealership's assigned quantity, completion objectives, and technical details.

We recommend that one person at your dealership be designated as the campaign coordinator.

Your District Service and Parts Manager will meet with you to answer your questions and monitor the progress of each SSC/LSC.

Tools and Equipment

Each dealer notification package will include information on the tools and equipment required to perform the campaign repairs.

Technical Training

Lexus suggests that all service department staff who will be directly involved in completing a repair or supporting an SSC/LSC should review the repair procedures in the dealer notification package to prepare for a campaign.

Parts

Each dealer notification package will contain specific part number information and order procedures. Your

dealership is requested to **order only those parts needed to repair vehicles with service appointments**. Individual dealer tracking will be done and irregularities in quantity ordering will be passed on to Lexus Area Offices for follow-up and correction. Lexus will ensure there will be sufficient inventory to accommodate an SSC/LSC but there will be only enough supply to cover the affected vehicle population. Please only order based upon **true demand**.

DMS Systems

Labor operation codes will be transmitted to your dealership. (See dealer notification package for specific campaign opcode and labor hour information). DMS dealer files are automatically updated and no further action should be required.

Planning Your Communication Strategy

It is important that you develop a strategy to communicate effectively. Each dealer notification package will contain a series of Questions and Answers (Q&A) that can be used when explaining an SSC/LSC.

Calls to Your Customers

- Customers **involved** in the SSC/LSC
 - ⇒ Each affected vehicle owner will receive a notification letter. Please let them that the campaign is being undertaken by Lexus to keep their confidence in the Lexus brand.
- Customers **not involved** in the SSC/LSC
 - ⇒ Assure any customers with vehicles outside of the involved VIN ranges that this repair is not needed.

Calls from Your Customers

It is important to institute a system to respond to customers calling for more information regarding an SSC/LSC. We recommend designating an individual to answer these inquiries to ensure that callers get accurate, consistent information.

Calls from the Media

We ask that you refer any calls from the media or government agencies directly to Lexus headquarters in Torrance, California. The contact at Lexus is:

Bill Ussery, Lexus Public Relations Manager

IMPLEMENTING AN SSC/LSC

Car Rental and Service Loaners

One of the ways we can demonstrate that Lexus cares is by honoring loaner car requests with the best loaner available for those customers unable or unwilling to wait for this repair.

Lexus Customer Convenience System (LCCS)

Officially enrolled LCCS vehicles may be claimed at a rate of \$44.00 per day. (Lexus vehicles only)

Lexus Dealer Fleet (Lexus vehicles only)

A rate of \$44.00 per day may be claimed if using this option. Be sure to follow customer supplied insurance guidelines.

The motivating factor for any of these options is the customer's convenience and consideration. Again please provide the best available vehicle. If extraordinary customer requests are made, please contact your DSPM. In addition, **loaner car requests that exceed one day must carry proper DSPM authorization.**

Remote Area Service Plan

“Remote” is defined as those distances where a customer is 100 or more miles from the nearest Lexus dealership. Your DSPM will work with you to develop and authorize an action plan.

Guidelines to be used in performing remote repairs are:

General Procedures for Lexus SSCs and LSCs

- If the customer is within 100 miles of the nearest Lexus dealership, the closest Lexus dealership will perform the repair provided that prior authorization for related expenses has been approved by the DSPM.
- If the customer is more than 100 miles from the nearest Lexus dealership, Lexus area associates or, Lexus national associates may perform the repair. Dealerships may also make these repairs but only with the authorization of the Area Coordinator (most likely the F.T.S.).
- Each situation will be handled on a case-by-case basis.
- Lexus will only pay for authorized costs that have been approved by DSPM or area offices.
- Alternatives include pick-up and redelivery of remotely located vehicles.

The Service Write-Up

Listed below are some general guidelines to use when the customer arrives at your dealership for an SSC/LSC:

- Explain how long the repair will take. Inform the customer that the special services (refueling, car wash) will require additional time at your dealership.
- Explain the type of repair involved.
- If the customer does not have an SSC/LSC notice:
 - Check the VIN against the national Service History File or TIS to see if the vehicle has been previously repaired under the Campaign.
 - Check the left front door hinge post for an SSC/LSC completion label.
 - If the vehicle falls outside of the above guidelines, explain that the vehicle does not require the Campaign repairs.
 - If the vehicle is eligible, explain the SSC/LSC repair procedure to the customer.
- If the customer has an appointment, pull the work order; otherwise, create a work order reflecting the need to complete the campaign.
- Issue the work order to the technician and include job instructions for the SSC/LSC.

**Preparing for the
Delivery after SSC/LSC
Completion**

- Wash/clean the vehicle inside and out.
- Fill the gas tank with the specified unleaded fuel
- Notify customer of completion and arrange for re-delivery or return of rental vehicle.

**Delivery of the Vehicle
After SSC/LSC
Completion**

The delivery of the vehicle is a very important part of ensuring a high level of customer satisfaction. Explain all SSC/LSC repairs to the customer and apologize for any inconveniences. Thank the customer for his or her time and their continuing patronage.

Follow-Up

Complete 100% after-service follow-up is critical to ensure complete customer satisfaction with the repairs performed and the service provided.

**Work Order Closing/
Claim Submission**

Each SSC/LSC dealer notification package will include information that explains the policies and procedures for preparation and submission of a warranty claim for reimbursement of a repair performed under the SSC/LSC.

NOTE: **Lexus warranty will only accept one claim per vehicle under the terms of an SSC/LSC. Please ensure that your dealership checks the National History File to see if the vehicle has been repaired under an SSC/LSC prior to servicing the vehicle.**

**Recap of Claim
Submission and General
Provisions of an SSC/LSC**

- Lexus will pay for gas tank fill-up (actual cost)
- Lexus will pay for washing the vehicle (not to exceed \$20 per vehicle)

General Procedures for Lexus SSCs and LSCs

- Lexus will provide a loaner vehicle if required (DSPM authorization required for more than one day)
- Lexus will pay for costs associated with remote repairs if required
- Lexus will pay for remote pick-up and delivery if required (DSPM authorization only)

Claiming Reimbursement for Special Services

You must use sublet to claim any special services required in conjunction with an SSC/LSC repair.

- Issue “**TW**” (Tow Vehicle)
 - Applicable if the nature of the SSC/LSC requires the vehicle to be towed to the dealership
 - Claim actual receipt amount as a sublet
- Issue “**RT**” (Rental)
 - Applicable to every vehicle if required
 - The loaner vehicle reimbursement rate cap is **one day** per repair unless otherwise authorized by DSPM
- Issue “**GA**” (Gas Tank Fill-Up)
 - Applicable to every vehicle
 - Claim actual fill-up amount
- Issue “**CW**” (Car Wash/Administrative Time)
 - Applicable to every vehicle
 - Amount not to exceed \$20.00 per vehicle
- Issue “**DE**” (Pick-Up and Delivery/**Remote Repairs**)
 - Applicable only under special circumstances (e.g. more than 100 miles from the nearest Lexus dealership)
 - Claim actual dealer cost
 - **F.T.S/C.S.O.M.** authorization is required for this expense
- Issue “**DE**” (Pick-Up and Delivery/Remote Repairs)
 - Applicable at dealer discretion

- Claim actual dealer cost

**Claim Preparation
Instructions**

NOTE: Each sublet must be a separate entry with:

- Unique invoice number
- Description
- Sublet Type
- Dollar Amount



ES 300

Air Conditioning Expansion

Valve Replacement

Special Service Campaign PL1

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Overview	Lexus will be initiating a Special Service Campaign ("SSC" PL-1) for certain 1992 and 1993 ES 300 vehicles. This booklet provides all the details necessary to plan and implement the SSC at your dealership. The key points of this Special Service Campaign are summarized below.
Condition	Under certain conditions, particularly in high temperature and high humidity areas, the air conditioning expansion valve in certain ES 300 vehicles may malfunction. As a result, there will be a gradual reduction of air conditioning efficiency and eventual loss of cabin cooling capability. The vehicle should operate normally in all other respects.
Repair	This campaign involves the inspection of the air conditioning system and injection of an anti-corrosion lubricant (Toyota ND6-AC Refrigerant Oil) OR, if necessary, replacement of the air conditioning expansion valve.
Customer Notification	Notification letters will be sent to vehicle owners beginning June 1, 1993. A copy of the letter can be found on page 34 of this booklet. You will be provided with a list of owners/vehicles so that you may begin contacting your customers as soon as you are prepared.
Vehicles Involved	Approximately 41,480 1992 and 1993 ES 300 vehicles are involved. Toyota will be conducting a concurrent campaign involving the same parts and repair procedures. Lexus dealers cannot submit claims directly for repairing Toyota vehicles.
The SSC and Customer Satisfaction	Throughout this Special Service Campaign, please make every effort to ensure a positive experience for each and every Lexus owner. This situation affords us all an opportunity to further demonstrate Lexus' commitment to customer satisfaction in the "Lexus Cares" tradition.

Determine Your Demand

Qualified vehicles are limited to the VIN range shown below. No other vehicles before or after this range are to be repaired under the provisions of this SSC.

Model	Model Year	VDS	Involved VIN Range
ES 300	92-93	VK13T	0001001–0129016

NOTE: Canadian vehicles falling within this VIN range qualify under the same guidelines.

- ◆ The enclosed SSC Summary Report lists vehicles sold by your dealership.
- ◆ From the list, determine the actual number of customers who should come back into your dealership for the Special Service Campaign.

Manpower and Facility Requirements

It is estimated that approximately 60% of the vehicles involved will need only to have the special anti-corrosion lubricant injected. This will take about 1/2 hour. The remaining 40% of the vehicles will need to have the expansion valve and possibly the liquid tube replaced, which takes approximately two hours. This works out to an average repair time of one hour per affected vehicle.

It is critical that every effort be made to minimize the impact this activity will have on your other service customers. Based upon your projections of the number of customers who may have the SSC performed in your service department, you need to take the following actions to ensure adequate capacity:

- ◆ Determine if you have sufficient manpower and facility space to process the number of vehicles in your area.
- ◆ Determine if you need to provide extended service hours, a second shift and/or Saturday appointments to accommodate the number of vehicles to be serviced.

Special Service Campaign

- ◆ Determine if you need to hire additional technicians either full or part time.

NOTE: Technicians must be “MACS” or “ASE” certified to perform the A/C type repairs in this campaign.

- ◆ Determine if you require additional equipment to service your customers' needs by repairing vehicles simultaneously.

Tools and Equipment

Refer to the following list to determine if you have the proper tools and equipment necessary to perform all aspects of the service. Ensure all coolant recovery and recharge equipment has been tested recently and is in excellent working order. The demand on this equipment will be substantial.

Air Conditioning Service Tool Set		Refrigerant Recovery Machine	
Vacuum Pump Assembly		Charging Cylinder	
Gas Leak Detector Assembly		AC Oil Injector Kit (TOY219721)	
Socket Hexagon Wrench 5 mm		Torque Wrench	
		Standard Tools	_____

Stop valves must be used to meet your local state regulations.

NOTE: Special Service Tool Part No. TOY219721 (AC Oil Injection Kit) has recently been shipped to your dealership, free of charge. Additional tool kits can be ordered through Owatonna Tool Co. (OTC) for \$28.91 each.

Technical Training

- ◆ Your dealership was sent a video tape copy of repair procedures and instructions for training and future reference along with this booklet.
- ◆ We also recommend that key customer contact personnel such as the Sales Manager and General Manager view this tape to better understand the nature of this Special Service Campaign.
- ◆ We recommend that one person be designated as the campaign coordinator. All inquiries about this campaign should be directed to this person to avoid dissemination of incorrect or inappropriate information.

Required Parts

(a) Anti-Corrosion Lubricant (**Supplied only in packages of 12 cans/package**).

Part Number	Part Name	Qty Per Vehicle
00263-09106	Toyota ND6 AC Refrigerant Oil Charge	One Can

(b) Expansion Valve, Liquid and Suction Tube, and O-rings

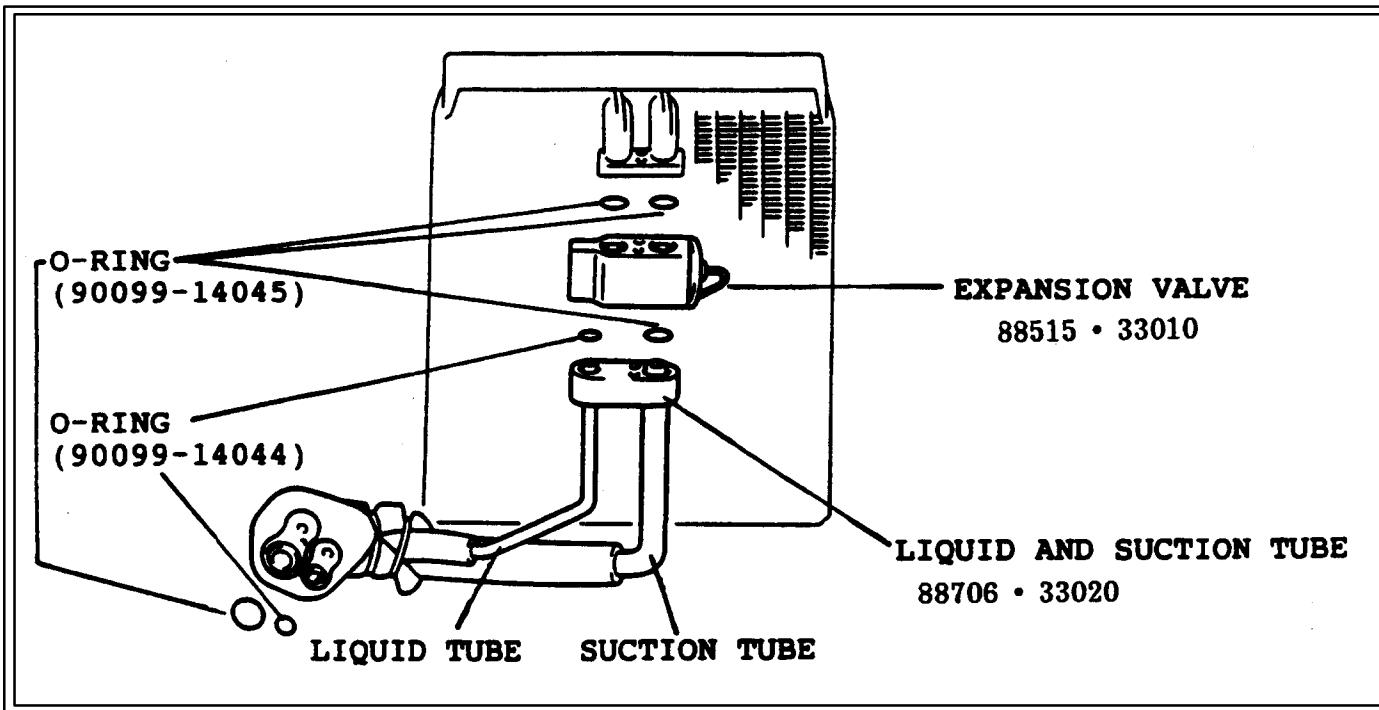
Model	Part Name	Part No.	Qty./Vehicle	
			With Tube Replacement	Without Tube Replacement
ES 300 VK13T	Cooler Expansion Valve	88515-33010	1	1
	Liquid Pipe Sub-Assy.	88706-33020	1	0
	O-Ring-Large	90099-14045	2*	4
	O-Ring-Small	90099-14044	0*	2

* Two each of large and small O-rings are provided with liquid tube.

Special Service Campaign

Parts Availability/Ordering

- ◆ Sufficient supplies of all SSC parts will initially be sent to you by including those part numbers on your Dealer Stocking Guide at the appropriate time.
- ◆ As used or obligated from your D.S.G., the automatic replenishment system will generate timely reorder quantities to your facing Parts Distribution Center (P.D.C.). This should ensure continuous supply of parts inventory into your dealership.
- ◆ You are encouraged to order only those quantities of parts that you have service appointments for. Individual dealer tracking will be made and irregularities in quantity ordering will be passed on to the Lexus Area Offices for their follow-up.
- ◆ An electronic mail message will be sent to all Lexus dealers indicating quantities and D.S.G. installation dates as roll out commences.



TDN System The following steps must be taken to prepare your TDN system for processing the SSC claims.

- ◆ Labor Operation codes were transmitted to your dealership. If you have not received these call the TDN hotline.
- ◆ Create menu codes using the new labor operation codes established for this SSC.

Menu Code ND1
Labor Op. Code: 350041

Menu Option SC-2

MENU CODE CUSTOMIZATION	
Menu Code	ND1
Start Date	5/13/93
Stop Date	0/00/00
Opcode & Combination	350041
Use Flat Rate Hours	Y
Description	AC REFRIGERANT OIL CHARGE INSPECT & ADD ND6 REFRIGERANT OIL
Labor Hours	0.6
Labor Level	(0-9, P, F or Blank)
Override Labor Amount ...	(nnnn.nn)
Total Operation Estimate :	(nnnn.nn)
Suppress Hours & Amount	(Y/N)
On Sub-Menu Codes	MENU/OPCODE P
MENU/OPCODE P MENU/OPCODE P MENU/OPCODE P MENU/OPCODE P	
Page 1 05/13/93 09:23:49	
Cmd/F4: Terminate 6: More Text 8: Attach Parts 19: View Flat Rate 5: Print 7: Exit 10: Return Enter: Process \$001AA	

Menu Code ND2
Labor Op. Code: 350042

MENU CODE CUSTOMIZATION	
Menu Code	ND2
Start Date	5/13/93
Stop Date	0/00/00
Opcode & Combination	350042
Use Flat Rate Hours	Y
Description	INSPECT & ADD ND6 REFRIGERANT OIL AFTER RECOVERY & RECHARGE
Labor Hours	1.0
Labor Level	(0-9, P, F or Blank)
Override Labor Amount ...	(nnnn.nn)
Total Operation Estimate :	(nnnn.nn)
Suppress Hours & Amount	(Y/N)
On Sub-Menu Codes	MENU/OPCODE P
MENU/OPCODE P MENU/OPCODE P MENU/OPCODE P MENU/OPCODE P	
Page 1 05/13/93 09:29:30	
Cmd/F4: Reactivate 6: More Text 8: Attach Parts 19: View Flat Rate 5: Print 7: Exit 10: Return Enter: Process \$001AA	

Special Service Campaign

Menu Code ND3 Labor Op. Code: 350043

Page 1 05/13/93 09:30:55	
MENU CODE CUSTOMIZATION 5/13/93	
Menu Code	ND3 Copy From:
Start Date	5/13/93
Stop Date	0/00/00
Opcode & Combination	350043 OIL CHARGE WITH NO LEAKS FOUND
Use Flat Rate Hours	Y (Y/N)
Description	INSPECT & ADD ND6 REFRIGERANT AFTER TEST FOR NO LEAKS
Labor Hours	0.9 (nnn.nn)
Labor Level	(0-9, P, F or Blank)
Override Labor Amount ...	(nnnn.nn)
Total Operation Estimate :	(nnnn.nn)
Supress Hours & Amount	(Y/N)
On Sub-Menu Codes	
MENU/OPCODE P MENU/OPCODE P MENU/OPCODE P MENU/OPCODE P	

Menu Code ND4 Labor Op. Code: 350044

Page 1 05/13/93 09:31:50	
MENU CODE CUSTOMIZATION 5/13/93	
Menu Code	ND4 Copy From:
Start Date	5/13/93
Stop Date	0/00/00
Opcode & Combination	350044 REPLACE ONE EXPANSION VALVE
Use Flat Rate Hours	Y (Y/N)
Description	REPLACE EXPANSION VALVE
Labor Hours	2.2 (nnn.nn)
Labor Level	(0-9, P, F or Blank)
Override Labor Amount ...	(nnnn.nn)
Total Operation Estimate :	(nnnn.nn)
Supress Hours & Amount	(Y/N)
On Sub-Menu Codes	
MENU/OPCODE P MENU/OPCODE P MENU/OPCODE P MENU/OPCODE P	

Cmd/F4: Reactivate 6: More Text 8: Attach Parts 19: View Flat Rate
5: Print 7: Exit 10: Return Enter: Process \$001AA

Menu Code ND5
Labor Op. Code: 350046

Page 1
05/13/93 09:33:09

MENU CODE CUSTOMIZATION 5/13/93

Menu Code: ND5 Copy From: ND5

Start Date: 5/13/93

Stop Date: 0/00/00

Opcode & Combination: 350046 CUSTOMER REIMBURSEMENT

Use Flat Rate Hours: N (Y/N)

Description: CUSTOMER REIMBURSEMENT FOR PRIOR REPAIRS

Labor Hours: (nnnn.nnn)

Labor Level: (0-9, P, F or Blank)

Override Labor Amount ...: (nnnn.nnn)

Total Operation Estimate : (nnnn.nnn)

Suppress Hours & Amount On Sub-Menu Codes: (Y/N)

MENU/OPCODE P MENU/OPCODE P MENU/OPCODE P MENU/OPCODE P

Cmd/F4: Reactivate 6: More Text 8: Attach Parts 19: View Flat Rate
5: Print 7: Exit 10: Return Enter: Process \$#001AA

◆ Attach part numbers to Menu Code ND1

Page 1
05/24/93 12:46:24

MENU CODE CUSTOMIZATION 5/24/93 Page: 1 Of 1

Menu Code: ND1 INSPECT & ADD ND6 REFRIGERANT OIL

PARTS

MC	PART NUMBER	QTY	DESCRIPTION	QUP	PER	DSG
LX	002639106	1	LEX A/C REFRIG OIL	1	JOB	
LX	88523300	1	COOLER EXPANSION VAL	1		
LX	9009914020	1	PIPE,LIQUID	1		
LX	9009914045	4	RING,O	1		
LX	9009914044	2	RING,O	1		

Roll: Up/Down 2: View MC (Mfg Code) 7: Exit
Cmd/F1: First Page 4: Delete 10: Return \$#001BA

Planning Your Communication Strategy

It is important that you develop a communication strategy to communicate effectively. The following are some general statements that can be used when explaining the Special Service Campaign to customers.

1. Affected Vehicles

- Q1. Which models are affected?
A1. The affected model is the 1992 & 1993 Lexus ES 300.
- Q2. How many vehicles are involved?
A2. Approximately 41,480 vehicles in the U.S.
- Q3. Is this a world-wide campaign?
A3. No. The expansion valve malfunction occurs only under certain conditions, particularly high temperatures and humidity. The areas with the right combination of these conditions is limited to the U.S., mainly the Southern areas.

2. Condition

- Q1. What is the function of the expansion valve?
A1. The expansion valve controls the volume of liquid refrigerant which flows into the evaporator and is converted into a gaseous state.
- Q2. What is the condition?
A2. Under conditions of high temperature and high humidity, a chemical reaction of the refrigerant may cause gradual corrosion within the expansion valve causing it to malfunction.
- Q3. How will this malfunction affect the air conditioning system?
A3. The malfunction will be evidenced by a gradual reduction in the efficiency of the air conditioning system and eventual loss of cabin cooling capability.
- Q4. How was this condition discovered?
A4. Last summer Toyota Motor Corporation received a report from the U.S. and immediately began an investigation.

- Q5. Does this condition affect the safety of the vehicle?
- A5. No. This condition does not affect safety.
- Q6. What effect does this condition have on the environment?
- A6. The amount and possibility of refrigerant being released into the environment are negligible, but due to Lexus' concern for the environment, we have taken steps to eliminate even the slightest possibility.

3. Remedy

- Q1. How has the condition been remedied?
- A1. The expansion valve has been modified to include a special surface treatment.
- Q2. What will Lexus do in the marketplace?
- A2. To prevent the chemical reaction from occurring, a protectant will be injected with lubricant and refrigerant into the A/C system. If the chemical reaction has already occurred, the expansion valve will be replaced with a new one.
- Q3. Why aren't expansion valves replaced on all affected vehicles?
- A3. The protectant will stop the chemical reaction from occurring and therefore, it is unnecessary to replace the existing expansion valve.
- Q4. How long will this procedure take?
- A4. Approximately 1/2 hour for injection of the protectant OR approximately 2 hours for replacement of the expansion valve.
- Q5. What should owners do?
- A5. When Lexus has completed the necessary preparations, owners will be notified by first class mail and requested to bring their vehicle into the local Lexus dealer to conduct this campaign.

Special Service Campaign

You will have two general types of communications with customers concerning this Special Service Campaign:

◆ **Outbound Calls**

These are customers that your dealership will be calling.

These will include:

- ES 300 owners involved in the SSC.

You may want to use the list provided in this package to begin calling your customers as soon as your preparations are completed.

- ES 300 owners not involved.

You may want to call these customers as well to address any concerns that they might have. You can use your TDN system to run a report of all ES 300's sold at your dealership that are outside the campaign parameters.

◆ **Inbound Calls**

It is important to institute a system to respond to customers calling your dealership for more information regarding the SSC. We recommend designating an individual or certain individuals to answer these inquiries to assure that callers get accurate and consistent information.

Calls from the Media

We ask that you refer any calls from the media or government agencies directly to Lexus headquarters in Torrance. The contact person is:

- Art Garner, Lexus Public Relations Manager
(310) 781-3282

Service Loaners Ease of servicing is a critical aspect of the customer's perception as to how well the SSC is handled. It is extremely important that every effort be made to conduct the SSC with minimal inconvenience to the customer.

- ◆ After determining the number of vehicles per day you will be scheduling, verify that you have an adequate supply of service loaners available for customers.
- ◆ Because of the relatively short amount of time it takes to complete the service you may want to develop a while-you-wait program. Items needed would include:
 - Sufficient supply of parts
 - A dedicated work area, properly equipped
 - Dedicated technicians who are properly trained and certified

It is important to recognize that customers must know how long they will be required to wait. Every effort must be made to have the vehicle finished when promised.

- ◆ Consider a pick-up and delivery service at customer's home or place of business.
- ◆ Check the service history of each customer before you contact them to see if any other routine maintenance or services need to be performed at the same time. This will help minimize a customer's perception of being inconvenienced.
- ◆ Begin contacting the customers on your SSC lists to schedule appointments and reserve parts using the TDN system.
- ◆ Make sure you schedule appointments to coincide with the receipt of all necessary parts.
- ◆ Be sure to have the information provided on page 9 so that you are able to respond to any questions the owner might have.

Special Service Campaign

Remote Area Service Plan

- ◆ **Your DSPM will work with you to develop an action plan.**

Alternatives include:

- Pick-up and re-delivery of remotely located vehicles
- Performing repairs in a location other than a Lexus dealership
- ◆ Each situation will be handled on a case-by-case basis.
- ◆ **Lexus will pay for certain related costs. DSPM or area office authorization is required.**

CREATE APPOINTMENT

SI-1

		Page 1
		05/14/93 09:48:40
<p>APPOINTMENT/WORK ORDER ENTRY</p> <p>DRIVER</p> <p>Last Name ...: * BROWN Temp ..: (Press Help) First Name...: * RAYMOND Sal: * MRS SSN ..: 313523588 Street: * 326 LA JOLLA ST Hm Ph: 310 494 7210 Ext: Apt/PO Box: Wrk Ph: 310 424 9100 Ext: City: * LONG BEACH State : * CA Zip: * 90803 4846 D COMPANY Name: * (Key Name And Press Enter) Street: * Temp ..: (Press Help) Suite/PO Box: Phone : Ext: City: * State : * Zip: *</p> <p>VEHICLE No R/O History VIN: * JT8VK13T1N0017312 H Year.: * 92 Make: * LEXUS Model: * ES300 Color: * GARNET Miles In : * 27564 License #...: Stock #... Hat: DOFU.: 11/08/91 Prod Date: 9/91 APPOINTMENT Date: 6/03/93 Time.: 9:00 A (A=AM,P=PM) SC: * 500 Status: Loaner: Hours: Confirmed : Prime Item : SSC PLI INSPECTION Arrival Msg: Cmd/F1: Chg Drv/Co. 3: Clear Scrn 6: Company Note 9: Loaner Vehicle 2: Chg Vehicle 5: Driver Note 8: Vehicle Note 12: Conditions \$#021FA</p>		

RESERVE PARTS

SI-1
CMD 23

		Page 1																																										
		05/14/93 10:04:11																																										
<p>RESERVE PARTS ENTRY</p> <p>5/14/93 Page: 1 Of 1</p> <p>CUSTOM/VEHICLE SC #: 500 Hat: Driver ..: BROWN Mileage ..: 25438 Company ..: VIN: JT8VK13T1N0017312 Vehicle ..: 92 LEXUS ES300 GARNET PARTS RESERVED</p> <table border="1"><thead><tr><th>MC</th><th>QTY</th><th>DESCRIPTION</th><th>ON</th><th>QTY</th><th>QTY</th></tr><tr><th></th><th></th><th></th><th>S</th><th>HAND</th><th>RSV</th></tr></thead><tbody><tr><td>NO1</td><td>0026309104</td><td>LX 1 NB6 A/C REFRIG OIL</td><td>99</td><td>1</td><td>98</td></tr><tr><td>NO1</td><td>8851533010</td><td>LX 1 COOLER EXPANSION VAL</td><td>9</td><td>1</td><td>8</td></tr><tr><td>NO1</td><td>8870633020</td><td>LX 1 PIPE,LIQUID</td><td>Y</td><td>9</td><td>1</td></tr><tr><td>NO1</td><td>9009914045</td><td>LX 4 RING,O</td><td>Y</td><td>7</td><td>4</td></tr><tr><td>NO1</td><td>9009914044</td><td>LX 2 RING,O</td><td>Y</td><td>9</td><td>2</td></tr></tbody></table> <p>Roll: Up/Down 2: View MC (Mfg Code) 5: Print 10: Return Cmd/F1: First Page 4: Delete 7: Exit \$#027AA</p>			MC	QTY	DESCRIPTION	ON	QTY	QTY				S	HAND	RSV	NO1	0026309104	LX 1 NB6 A/C REFRIG OIL	99	1	98	NO1	8851533010	LX 1 COOLER EXPANSION VAL	9	1	8	NO1	8870633020	LX 1 PIPE,LIQUID	Y	9	1	NO1	9009914045	LX 4 RING,O	Y	7	4	NO1	9009914044	LX 2 RING,O	Y	9	2
MC	QTY	DESCRIPTION	ON	QTY	QTY																																							
			S	HAND	RSV																																							
NO1	0026309104	LX 1 NB6 A/C REFRIG OIL	99	1	98																																							
NO1	8851533010	LX 1 COOLER EXPANSION VAL	9	1	8																																							
NO1	8870633020	LX 1 PIPE,LIQUID	Y	9	1																																							
NO1	9009914045	LX 4 RING,O	Y	7	4																																							
NO1	9009914044	LX 2 RING,O	Y	9	2																																							

Special Service Campaign

The Write-Up

Listed below are some general guidelines to use when the customer arrives at your dealership for the Special Service Campaign:

- ◆ Explain that in about half the cases the repairs will only take about 1/2 hour. And in the other half of the cases, when the expansion valve must be replaced, the repairs will take about 2 hours.
- ◆ Explain the types of repairs involved.
- ◆ If the customer does not have an SSC notice:
 - Check the left front door hinge post near the door check for an SSC completion label or the National History File to see if the vehicle has been previously repaired or inspected under this campaign.
 - If there is no label, check the VIN against the SSC list.
 - If the vehicle is eligible, explain the campaign, the procedure and the amount of time needed for the inspection/repair to the customer.
- ◆ Input the usual necessary information into the TDN system to create a work order (VIN, mileage, etc.).
- ◆ Issue the work order to the technician, and include job instructions for the SSC.

WORK ORDER ENTRY

SI-2

		Page 1
		05/14/93 12:23:49
APPOINTMENT/WORK ORDER ENTRY		
Consultant#:	500	Hat #:
Driver Name:	BROWN	VIN: JT8VK13T1N0017312 H
Co. Name ::		Veh: ES300 GARNET
DRIVER	! VEHICLE	! RSV PARTS
Condition ::	01	Type: 2 (1=Cust,2=War,3=Int,4=Ext) Dept: S SERVICE DEPT.
LN MENU/OPCODE	C	INSTRUCTIONS/NOTES ESTIMATE
01 PRIME ITEM	SSC PLI INSPECTION	.00
Roll: Up/Down Cmd/F7: Exit Enter: Continue Help: Options SRVL21		

Preparing for the Delivery After SSC Completion	<ul style="list-style-type: none">◆ Wash/clean each vehicle inside and out.◆ Fill the gas tank with premium unleaded fuel. This cost will be charged as an SSC expense.◆ Notify customer of completion.
Delivery of the Vehicle After SSC Completion	<p>The methods used to re-deliver the vehicle after performing the SSC are an important factor in achieving high levels of customer satisfaction in this activity.</p> <ul style="list-style-type: none">◆ Thoroughly explain to the customer all SSC and any other work performed.◆ Explain any additional work and/or charges if other services were performed.◆ Thank each customer.
Follow-Up	<p>100% after-service follow-up is critical to the overall success of the program.</p> <p>NOTE: The costs of car washes and loaners/pick-up and delivery in your normal servicing area (100 miles) are not reimbursable under this campaign.</p>

Special Service Campaign

Work Order Closing/Claim Submission

The following information explains the policies and procedures for preparation and submission of a warranty claim for reimbursement of an inspection or repair performed under SSC PL-1.

Operation Code	Description	Labor Hours
350041	Add “Toyota ND6 AC refrigerant oil charge” with protector only.	0.6 hr./vehicle
350042	Add “Toyota ND6 AC refrigerant oil charge” after recovery and recharge of refrigerant	1.0 hr./vehicle
350043	Add “Toyota ND6 AC refrigerant oil charge” after confirming no leaks of gas at the drain hose.	0.9 hr./vehicle
350044	Replacement of expansion valve including liquid tube (if required).	2.2 hr./vehicle
350046	Customer reimbursement for previous repairs.	

NOTE: Lexus Warranty will only accept one claim per vehicle under the terms of this Special Service Campaign. Please ensure that the claim for your dealer is submitted under the correct operation code at the time of submission. Also, please ensure that your dealership checks the National History File to see if the vehicle has been repaired or inspected under this campaign prior to servicing the vehicle.

Recap of Claims Submission & General Provisions of the SSC

- ◆ Only one of the five labor operation codes can be used per vehicle claim.
- ◆ Lexus will pay for gas tank fill-up.
- ◆ Lexus will pay for costs associated with remote repairs, remote pick-up and delivery and loaner cars, **with DSPM authorization only.**

Claiming Reimbursement for Special Services	<p>You must use a sublet to claim any special services required in conjunction with the special service campaign repair.</p> <ul style="list-style-type: none">◆ 'GA' (Gas Tank Fill-up)<ul style="list-style-type: none">• Applicable to every vehicle.◆ 'RT' (Rental Car)<ul style="list-style-type: none">• Applicable only under extenuating circumstances.• Must be authorized by a DSPM.◆ 'DE' (Pick-up and Delivery)<ul style="list-style-type: none">• Applicable only under special circumstances (e.g., more than 100 miles from nearest Lexus dealer).• Claimed at actual dealer cost.• DSPM authorization is always required for this expense.◆ 'ZZ' (Remote Repair)<ul style="list-style-type: none">• Applicable only under special circumstances (e.g., 200+ miles from nearest Lexus dealer which requires using an alternate repair facility).• Claimed at actual dealer cost.• DSPM authorization is always required for this expense.
TDN Claim Preparation Instructions	<p>NOTE: Each sublet must be a separate entry with:</p> <ul style="list-style-type: none">• Unique Invoice Number• Description• Sublet Type• \$ Amount <ul style="list-style-type: none">◆ In Repair Order Management select claim type 'SC' (Special Service Campaign) unless the dealer is requesting reimbursement for a remote repair or pick-up and delivery of the customer's vehicle. If you are claiming for remote repair or pick-up and delivery of a customer's vehicle you <u>must</u> use 'RG' (Regular) claim type. Refer to the TDN section of this manual (page 19) for examples of claim preparation via TDN.

Special Service Campaign

INVOICING – Inspection Only Example

Create Invoice
SI-3

Page 1 05/14/93 12:38:30					
INVOICING ENTRY					
R/O	0022996	S/C: 500	Mat#:	VIN: J18VK1311N0017312	
Driver Name:	BROWN		Veh:	ES300	GARNET
Co. Name ..:			Stk:	Miles: 25438	
DRIVER ..:		! VEHICLE	!	!	
Condition ..	01	Type: 2	(1=Cust,2=War,3=Int,4=Ext)	Dept: S SERVICE DEPT.	
LN MENU/OPCODE	C L TEC ACT TM FLG TM	INSTRUCTIONS/NOTES		LABOR	
01 PRIME ITEM		SSC PL1 INSPECTION		.00	
02 NDI	314	.60	INSPECT & ADD NDI REFRIGERANT	36.00	
03		OIL		.00	
Roll: Up/Down Cmd/F12: Total Enter: Process Help: Options SRVL23C					

Condition Total
SI-3
CMD-12

Page 1 05/14/93 12:41:46					
SERVICE INVOICE CONDITION TOTAL					
R/O #:	0022996	Condition: 01	Type: Warranty	5/14/93 Department: SERV	
Prime Item:	SSC PL1 INSPECTION			! WARRANTY INFORMATION	
TOTAL AMOUNTS					
COST	SALE	ACCT	DESCRIPTION	CLAIM#	DESCRIPTION
14.00	36.00	4420	WARR MECH LBR		WARRANTY CLAIMS-LEX
.00	.00		PARTS		
.00	.00	4460	SUBLET RPR MECH		
.00	.00	7193	SUPPLY/SM TOOLS		
.00	.00	7185	FREIGHT-P&A		
.00	.00	4770	TIRES,GAS,OIL &		
.00	.00	3143	TIRE TAX		
.00	.00		MISCELLANEOUS		
.00	.00		MISCELLANEOUS		
36.00				Condition Total	
=====					
Cmd/F10: Return 12: Total (Continue)			23: View Parts Enter: Process	S\$L23WA	

INVOICING – Inspection Only Example

Claim Information
SI-3
CMD-12

05/14/93 Page 1 12:44:27							
SERVICE INVOICE CONDITION TOTAL							
5/14/93							
R/O #:	0022996	Condition:	01	Type:	Warranty	Dept.:	SERV
Prime Item:	SSC PLI INSPECTION	Claim #:	000005				
WARRANTY CLAIM INFORMATION							
Operation Code	* 350041	Comb:					
Claim Type	SL (Help: Claim Types)	RO Mileage	* 25438				
Repair Date	* 5/14/93	DOFU	* 11/08/91				
Original Part #.:	(Help)	T1:	T2:	T3:			
Condition							
Cause							
Remedy							
AUTHORIZATION			PARTIAL ADJ. AMOUNTS		ORIGINAL REPAIR ORDER		
Auth #		Labor		RU Number.:			
Auth. Type		Sublet		RO Date.			
A/C Compressor:		Parts		RO Mileage:			
Total00				
ADDITIONAL T3 CODES:							
Cmd/F10: Return 12: Total (Continue)		13: Warranty Help 23: View Parts		Enter: Process S#L23W8			

Special Service Campaign

INVOICING-Expansion Valve Replacement

Create Invoice
SI-3

Page 1
05/14/93 12:46:00

INVOICING ENTRY					
R/O	0022996	S/C: 500	Hat#:	WIN: JT8UK13T1N0017312	
Driver Name:	BROWN			Veh: ES300	GARNET
Co. Name ..:				Stk:	Miles: 25438
DRIVER ..:		! VEHICLE	!	!	!
Condition ..	02	Type: 2	(1=Custom, 2=War, 3=Int, 4=Ext)	Dept: S SERVICE DEPT.	
LN MENU/OPCODE	C L TEC ACT TM FLG TM	INSTRUCTIONS/NOTES			LABOR
01 PRIME ITEM		SSC INSPECTION			
02 NO4	314	2.20	REPLACE EXPANSION VALVE	132.00	
03					.00

Roll: Up/Down Cmd/F12: Total Enter: Process Help: Options SRVL230

◆ Attach reserved parts

Condition Total
SI-3
CMD-12

Page 1
05/20/93 14:19:09

SERVICE INVOICE CONDITION TOTAL					
R/O #:	8003115	Condition:	01	Type: Warranty	5/20/93 Department: SERV
Prime Item:	SSC INSPECTION				
TOTAL AMOUNTS					
COST	SALE	ACCT	DESCRIPTION	! WARRANTY INFORMATION	
33.00	120.00	4420	WARR MECH LBR-L	CLAIM#	DESCRIPTION
35.71	46.42		PARTS		SERVICE & PARTS RECV
115.00	115.00	4460	SUBLET RPR MECH		
.00	.00	4780	NON-AUTO MERCHA		
.00	.00	4781	FREIGHT		
.00	.00	4770	TIRES.GAS.OIL &		
.00	.00	4770	TIRES.GAS.OIL &		
.00	.00		MISCELLANEOUS		
.00	.00		MISCELLANEOUS		
281.42			Condition Total		
=====					
Cmd/F10: Return			23: View Parts		
12: Total (Continue)			Enter: Process		
					SRL23WA

INVOICING—Expansion Valve Replacement Example

Claim Information
SI-3
CMD-12

Page 1 05/14/93 12:59:19			
SERVICE INVOICE CONDITION TOTAL 5/14/93			
R/O #: 0022996	Condition: 02	Type: Warranty	Dept.: SERV
Prime Item: SSC INSPECTION			
WARRANTY CLAIM INFORMATION			
Operation Code .: *	350044	Comb:	
Claim Type .: .	SC (Help: Claim Types)	RD Mileage .:	25438
Repair Date .: .	5/14/93	DOFU .: .	11/08/91
Original Part #:.	(Help) T1: (2: T2: T3:)		
Condition .:			
Cause .: .			
Remedy .: .			
AUTHORIZATION		PARTIAL ADJ. AMOUNTS	
Ath # .: .	Labor .: .	RO Number .: .	ORIGINAL REPAIR ORDER
Ath. Type .: .	Sublet .: .	RO Date .: .	
A/C Compressor: .	Parts .: .	RO Mileage: .	
	Total .: .00		
ADDITIONAL T3 CODES:			
Cmd/F10: Return	13: Warranty Help	Enter: Process	
12: Total (Continue)	23: View Parts		\$L23W8

Special Service Campaign

SUBLET INFORMATION—Example of Transportation Costs to Make Remote Repairs

SI-3
CMD-22

Page 1
05/14/93 13:01:11

INVOICING ENTRY		S/C: 500	Hatt#:	VIN: JT8VK13T1N0017312
R/O: 002299A		FLUIDS		
DESCRIPTION	UNITS	COST	SALE	
OIL		.00	.00	
GEAR OIL		.00	.00	
TRANS FLUID		.00	.00	
GAS		.00	.00	
TIRE TAX		.00	.00	
BATTERY DISPOSAL		.00	.00	
SUBLET REPAIRS FOR R/O# 002299A - CONDITION 02				
P.O. #	INVOICE #	TYPE	VENDOR/DESCRIPTION	COST % SALE
23454	23454	ZZ	TRANSPORTATION COST TO SEND TECHNICIAN	125.00 125.00
				.00 .00
				.00 .00
				.00 .00
				.00 .00
Cmd/F2: View Sublet Types 6: Move Fluid 8: Move Sublet 10: Return \$#0238A				

Condition Total
SI-3
CMD-12

Page 1
05/20/93 14:19:09

SERVICE INVOICE CONDITION TOTAL					5/20/93
R/O #:	8003115	Condition:	01	Type: Warranty	Department: SERV
Prime Item:	SSC INSPECTION				
TOTAL AMOUNTS			! WARRANTY INFORMATION		
COST	SALE	ACCT	DESCRIPTION	CLAIM#	DESCRIPTION
33.00	120.00	4420	WARR MECH LBR-L		SERVICE & PARTS RECV
35.71	46.42		PARTS		
115.00	115.00	4460	SUBLET RPR MECH		
.00	.00	4780	NON-AUTO MERCHA		
.00	.00	4781	FREIGHT		
.00	.00	4770	TIRES.GAS.OIL &		
.00	.00	4770	TIRES.GAS.OIL &		
.00	.00		MISCELLANEOUS		
.00	.00		MISCELLANEOUS		
281.42			Condition Total		
=====					
Cmd/F10: Return			23: View Parts		
12: Total (Continue)			Enter: Process		
					\$#L23WA

SUBLET INFORMATION—Example of Costs to Transport Vehicle to Dealership

SI-3
CMD-22

INVOICING ENTRY				
R/O	0022996	S/C: 500	Mat#:	VIN: JF8VK18T1H0017312
DESCRIPTION	UNITS	FLUIDS COST	SALE	
OIL	.00	.00	.00	
GEAR OIL	.00	.00	.00	
TRANS FLUID	.00	.00	.00	
GAS	.00	.00	.00	
TIRE TAX	.00	.00	.00	
BATTERY DISPOSAL	.00	.00	.00	
SUBLET REPAIRS FOR R/O# 0022996 - CONDITION 01				
P.O. # INVOICE #	TYPE	VENDOR/DESCRIPTION	COST	% SALE
34554	34554	HL SMITH'S TOWING	80.00	80.00
1232	1232	RT RENTAL CAR	35.00	35.00
			.00	.00
			.00	.00
			.00	.00
			.00	.00
Cmd/F2: View Sublet Types 6: Move Fluid 8: Move Sublet 10: Return \$#0238A				

Condition Total
SI-3
CMD-12

SERVICE INVOICE CONDITION TOTAL				
R/O #:	0022996	Condition:	01	Type: Warranty Department: SERV
Prime Item: SSC PLI INSPECTION				
TOTAL AMOUNTS				
COST	SALE	ACCT	DESCRIPTION	WARRANTY INFORMATION
14.00	36.00	4420	WARR MECH LBR	000005 WARRANTY CLAIMS-LEX
.00	.00		PARTS	
115.00	115.00	4460	SUBLET RPR MECH	
.00	.00	7193	SUPPLY6SH TOOLS	
.00	.00	7185	FREIGHT-F&M	
.00	.00	4770	TIRES,GAS,OIL &	
.00	.00	3143	TIME TAX	
.00	.00		MISCELLANEOUS	
.00	.00		MISCELLANEOUS	
151.00				Condition Total
=====				
Cmd/F10: Return 12: Total (Continue)			23: View Parts Enter: Process	\$#L23WA

Special Service Campaign

WARRANTY INFORMATION SCREEN

Page 1 05/14/93 13:08:21		
SERVICE INVOICE CONDITION TOTAL 3/14/93		
R/O #: 0022996	Condition: 01	Type: Warranty
Prime Item: SSC INSPECTION		Cost: .00
WARRANTY CLAIM INFORMATION		
Operation Code: * 350044	Claim #: 000000	
Claim Type: * RG (Help: Claim Types)	RD Mileage: * 25428	Comb:
Repair Date: * 5/14/93	RD Date: * 11/08/93	
Original Part #: 8851533010 (Help)	FI: 99	TO: 99
Condition: INSPECTION/REPLACEMENT OF EXPANSION VALVE		
Cause: SSC PL1 - CUSTOMER 125 MILES FROM NEAREST		
Remedy: LEXUS DEALER		
AUTHORIZATION		
Auth #: 315034	PARTIAL ADJ. AMOUNTS	ORIGINAL REPAIR ORDER
Auth. Type: 6	Sublet: .00	RD Number: .00
A/C Compressor: -	Parts: .00	RD Date: .00
	Total: .00	RD Mileage: .00
ADDITIONAL T3 CODES:		
Cmd/F10: Return	I3: Warranty Help	Enter: Process
12: Total (Continue)	23: View Parts	\$1,2348

NOTE: Authorization required for expenses incurred for remote service or pickup and delivery in remote locations.

REPAIR ORDER MANAGEMENT-Adding Fuel Costs

Page 1 05/14/93 13:18:27					
REPAIR ORDER MANAGEMENT					
R/O: 0022994	ASM: 500	Mat#: VIN: JT8VK1317P0201530			
FLUIDS					
DESCRIPTION	UNITS	COST	SALE		
OIL	.00	.00	.00		
GEAR OIL	.00	.00	.00		
TRANS FLUID	.00	.00	.00		
GAS	.00	.00	.00		
TIRE TAX	.00	.00	.00		
BATTERY DISPOSAL	.00	.00	.00		
SUBLET REPAIRS FOR R/O# 0022994 - CONDITION 01					
P.O. #	INVOICE #	TYPE	VENDOR/DESCRIPTION	COST	X SALE
12675	12675	GA	FUEL FILL UP 12/150	12.32	12.32
				.00	.00
				.00	.00
				.00	.00
				.00	.00
Cmd/F2: View Sublet Types 6: Move Fluid 8: Move Sublet 10: Return \$0238A					

CW1
CMD-22

Paper Claim Submission

Please use the following instructions in the event that a paper claim must be submitted. The following claim instructions list required information field by field corresponding to the format of the Lexus Warranty Paper Claim Form. If information is not required for SSC claim submission it will be noted.

Dealer Number: Enter the 5-digit number assigned to your dealership by Lexus.

Claim Number: Enter the 6-digit claim number that your dealership has assigned to the claim. The claim number must be unique and must begin with the letter "A" and be followed by numeric characters.

Repair Order Number: Enter the repair order number from the invoice created at the time of the repair.

In-Service Date: Enter the date the vehicle was first put into service (enter in MM-DD-YY format).

Vehicle Identification Number: Enter the complete 17-digit VIN number from the vehicle that was repaired.

Repair Date: Enter the date the vehicle was repaired (MM-DD-YY format).

Repair Miles: Enter the vehicle mileage at the time of repair (do not enter tenths of miles).

Original Part Number: Not required on an SSC claim.

Operation Code: Enter the 6-digit operation code that indicates which SSC inspection or inspection/replacement was performed.

Combination Code: Not allowed with the SSC repairs.

Total Hours: Enter the total labor hours allowed for the SSC inspection or inspection/replacement that was performed.

Sublet Invoice Number: Enter only if a special service was provided to the customer as per the guidelines on the previous pages of this manual.

Sublet Type: Enter the 2-digit sublet type-code only if a special service was provided to the customer as per the guidelines on the previous pages of this manual.

Sublet Description: Enter a brief description of the sublet only if a special service was provided to the customer as per the guidelines on the previous pages of this manual.

T-1 Code: Not required for an SSC claim.

T-2 Code: Not required for an SSC claim.

T-3 Codes: Not used for an SSC claim.

Replacement Part Number: Enter any parts replaced as per the SSC repair guidelines. Refer to the previous warranty instructions for a list of appropriate replacement parts by operation code.

Replacement Parts Quantity: Enter the number of each part replaced.

Original R.O./Installed Date/Installed Miles: Not required for an SSC claim.

Authorization Number: Enter an authorization number if authorization is required as per the guidelines on the previous pages of this manual.

Authorization Type: Enter authorization type "G" only if an authorization number has also been entered and is required as per the guidelines on the previous pages of this manual.

Labor Amount: Enter the total dollar amount to be claimed for the labor portion of the repair. This figure is calculated as the dealers authorized warranty labor rate multiplied by the allowable labor hours for the repair performed.

Sublet Amount: Enter the total dollar amount to be claimed for sublet.

Parts Amount: Enter the total dollar amount to be claimed for any replacement part. This figure is calculated as the total dealer cost of all parts replaced.

Parts Mark-up: Enter the total dollar amount to be claimed for parts mark-up. This figure is calculated as the total parts amount claimed multiplied by 30% if 1992 vehicle and 45% if 1993 vehicle.

Claim Total: Enter the total amount to be claimed for the repair. This figure is calculated as the total of labor, sublet, parts and parts mark-up.

Battery Ship Code/Cell Readings: Not used at this time.

Partial Adj. Labor/Sublet/Parts: Not used for SSC claims.

Condition/Cause/Remedy: Enter a description of the repair and the conditions requiring use of the "Pick-up and Delivery" or "Remote Repair" special services. If a C/C/R is entered, something must be written in all three lines of the field.

Special Service Campaign

Add "Toyota ND6 AC refrigerant oil charge" with protector only.

LEXUS		DEALER NO	CLAIM NO			
		61234	A12345			
WARRANTY CLAIM						
R.O. NUMBER	IN-SERVICE DATE	VEHICLE IDENTIFICATION NUMBER	REPAIR DATE	REPAIR MILEAGE	ORIGINAL PART NUMBER	
093725	11-06-91	JT8VK13T0N0018046	05-27-93	24,537		
OPERATION NO.	COMBINATION CODES	TOTAL HOURS	INVOICE NUMBER	TYPE	DESCRIPTION	
350041		0.6	093725	GA	Fuel Fill-Up	
REPLACEMENT PART NO.	QUAN.	REPLACEMENT PART NO.	QUAN.	REPLACEMENT PART NO.	QUAN.	
0026309106	1					
FOR SERVICE PARTS ONLY			AUTHORIZATION		CLAIM SUMMARY	
ORIG. R.O. NO.	INST. DATE	INST. MILES	AUTHORIZATION NO.	AUTH. TYPE	LABOR	31 20
					SUBLET	14 31
FOR PARTS ONLY			PARTIAL ADJUSTMENT AMOUNT			
BATTERY SHIP CODE _____ CELL READINGS _____			LABOR		PARTS	227
			SUBLETS		PARTS MARK-UP	68
			PARTS		CLAIM TOTAL 48 46	
CONDITION:						
CAUSE:						
REMEDY:						
DEALER SIGNATURE	<i>K. C. Traut</i>				DATE	5-29-93
						5M 00240-30007 9/89

Add “Toyota ND6 AC refrigerant oil charge” after recovery and recharge or refrigerant.

Special Service Campaign

Add “Toyota ND6 AC refrigerant oil charge” after confirming no leaks of gas at the drain hose.

DEALER SIGNATURE

K. C. Tracy

DATE 05-26-93

5M 00240-30007 9/89

Replacement of expansion valve including liquid tube (if required).

		WARRANTY CLAIM		DEALER NO	CLAIM NO			
R.O. NUMBER	IN-SERVICE DATE	VEHICLE IDENTIFICATION NUMBER	REPAIR DATE	REPAIR MILEAGE	ORIGINAL PART NUMBER			
095321	11-06-91	JT8VK13TON0018046	06-03-93	24,537				
LABOR		SUBLET			TROUBLE CODE			
OPERATION NO.	COMBINATION CODES	TOTAL HOURS	INVOICE NUMBER	TYPE	DESCRIPTION	T1	T2	T3
350044		2.2	095321	GA	Fuel Fill-Up			
PARTS								
REPLACEMENT PART NO.	QUAN.	REPLACEMENT PART NO.	QUAN.	REPLACEMENT PART NO.	QUAN.			
0026309106	1							
8851533010	1							
8870633020	1							
9009914045	2							
FOR SERVICE PARTS ONLY			AUTHORIZATION		CLAIM SUMMARY			
ORIG. R.O. NO.	INST. DATE	INST. MILES	AUTHORIZATION NO.	AUTH. TYPE	DEALER AMOUNTS			
					LABOR	114	40	
					SUBLET	12	34	
FOR BATTERIES ONLY			PARTIAL ADJUSTMENT AMOUNT		PARTS	73	49	
BATTERY SHIP CODE	LABOR				PARTS MARK-UP	22	05	
CELL READINGS	SUBLETS				CLAIM TOTAL	222	28	
PARTS								
CONDITION:								
CAUSE:								
REMEDY:								
DEALER SIGNATURE <u>K.E. Tranty</u>					DATE	06-04-93		
89-LEX-250 5M 00240-30007 9/89								

Special Service Campaign

Customer reimbursement for previous repairs.

SPECIAL SERVICE CAMPAIGN – SSC PL1

Dear Lexus Owner:

Lexus would like to announce a special service program for the air conditioning system of certain ES300 model Lexus vehicles.

What is the condition?

- Under certain high temperature and high humidity conditions, the air conditioning expansion valve may malfunction. This malfunction will be evidenced by a gradual reduction of air conditioning efficiency and eventually a loss of cooling capability.

What will Lexus do?

- Lexus will inspect and, if necessary, repair your vehicle's air conditioning system as follows:
 - If the system is functioning correctly, a special anti-corrosion lubricant will be injected into the system to protect the components at **NO COST** to you.
 - If the expansion valve is not performing correctly, it will be replaced and the system recharged at **NO COST** to you.
 - If your basic new vehicle warranty is still in effect, **any** necessary recharging or other A/C system repairs will be performed at **NO COST** to you within the guidelines of Lexus' new vehicle warranty policy.
 - If recharging or other repairs are necessary, and your new vehicle warranty has expired, there may be some items for which you will be charged. Your Lexus dealer will provide you with an estimate before repairs are performed.

What should you do?

- Make an appointment with your Lexus dealer at your earliest convenience to have this inspection performed. Please do not delay as this inspection should be performed as soon as possible. Present this notice to your Lexus dealer when you bring your vehicle in for the inspection.
- The work will take approximately 60 minutes. However, it may be necessary to make your vehicle available for a longer period of time, depending upon the dealer's work schedule or if your vehicle required repairs beyond the injection of the anti-corrosive lubricant.
- If you have previously paid for the replacement of your expansion valve, please present the invoice to your dealer for reimbursement.

What if you have other questions?

- Please contact your local Lexus dealer or:

Lexus Customer Assistance Center
1-800-255-3987
Monday-Friday, 6 AM to 6 PM PDT

We would like to thank you for your cooperation and wish to apologize for any inconvenience this may cause you.

Thank you for driving a Lexus.

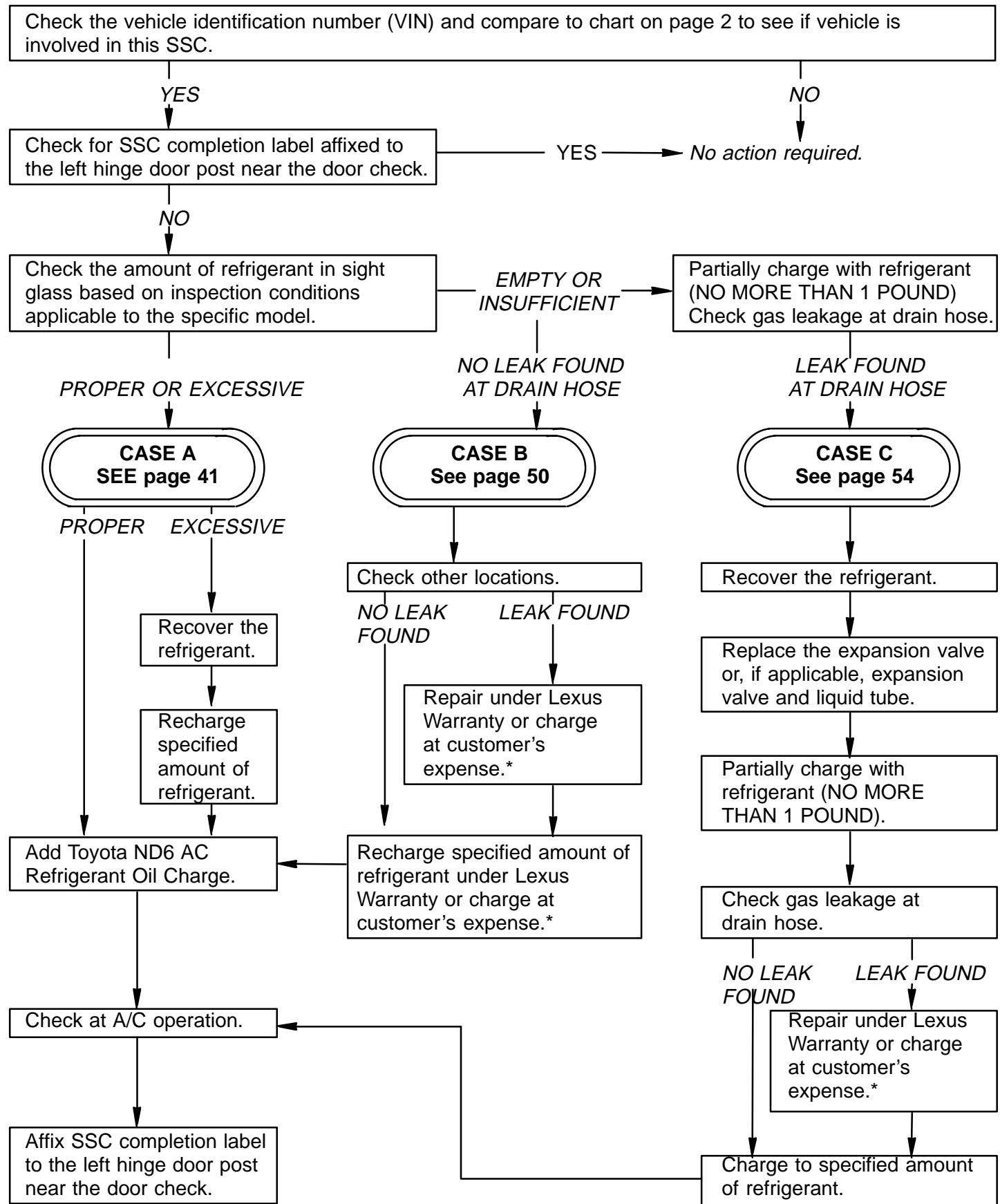
Sincerely,

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

Technical Instructions
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Inspection and Repair Procedures Flow Chart

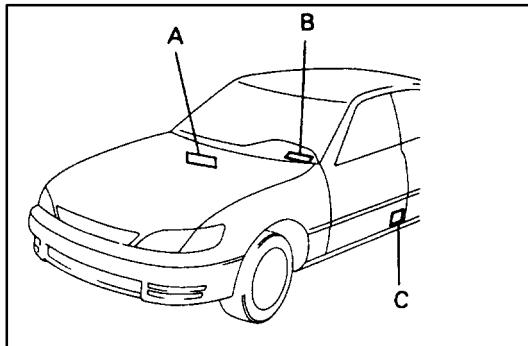


* See original for footnote text.

VIN Location

NOTE: The technician must be MACS or ASE refrigerant recovery certified to perform the procedures in this booklet.

Determine if special service applies to vehicle as follows:



1. Check the Vehicle Identification Number (VIN).

- Locate one of the Vehicle Identification Number (VIN) plates.
- Are the last seven digits within the following range: 0001001 – 0129016?

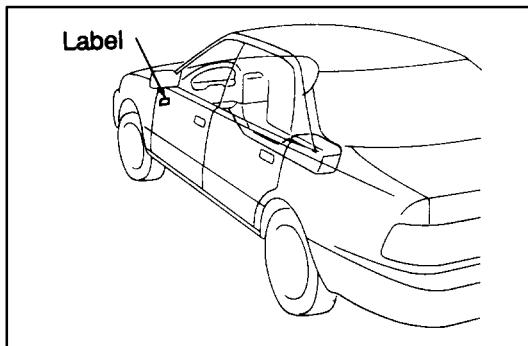
NO: Assure customer that the A/C on their ES 300 is okay. No further action is necessary.

YES: Check for a SSC-PL1 Completion Label affixed to the left door hinge post near the door check.

2. Is an SSC PL1 Completion Label present?

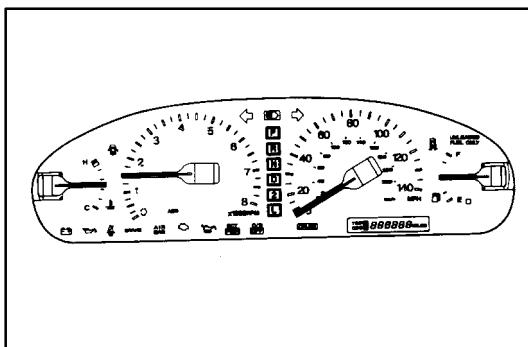
YES: Special Service has already been performed. No further action is necessary.

NO: Continue with the special service procedure by inspecting the A/C Sight Glass (below).

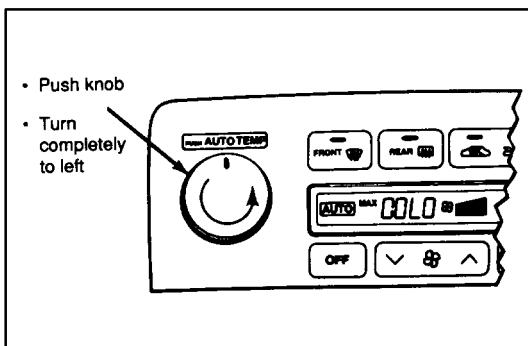


Sight Glass Inspection of Refrigerant Volume

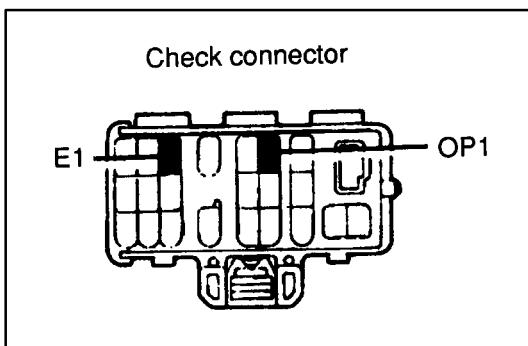
Inspect A/C Sight Glass as follows:



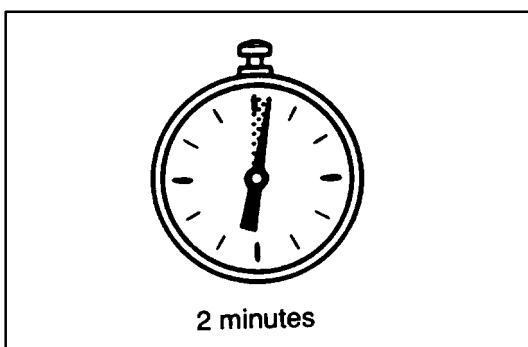
1. Start the engine and maintain 1500 RPM.



2. Set the A/C controls to AUTO – MAX COOL.



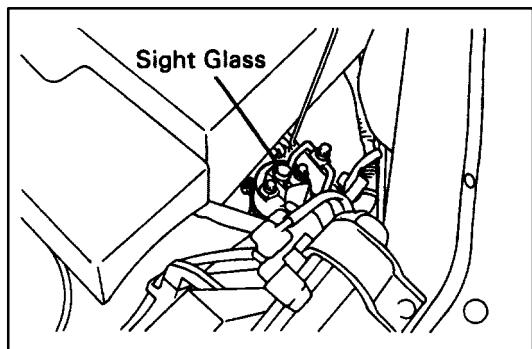
4. At the Under Hood Diagnostic Connector jump OP1 to E1 to maintain a stable fan speed.



5. Run the engine at 1500 RPM with the doors open for at least 2 minutes to stabilize the A/C system.

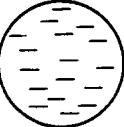
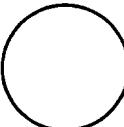
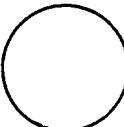
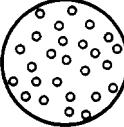
NOTE: Every A/C sight glass shows air bubbles both immediately after starting and after switching from one condition to another. So, it is necessary to wait 2 minutes after any A/C operating condition has changed.

Sight Glass Inspection of Refrigerant Volume



6. While continuing to run the engine at 1500 RPM, check the sight glass. Compare the sight glass on the vehicle to the ones shown in the Refrigerant Volume Inspection Table (below).

REFRIGERANT VOLUME INSPECTION TABLE

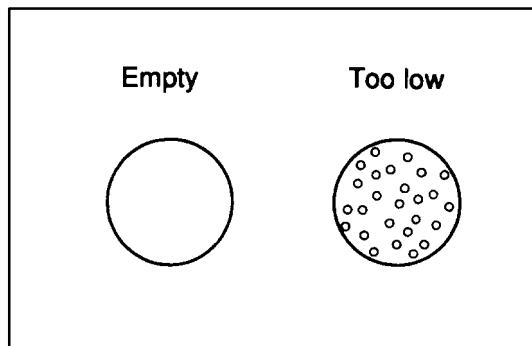
Conditions in sight glass	Refrigerant Volume	Symptom	Service Procedure
	Correct	With the compressor operating, the refrigerant flow in the sight glass will be transparent with no air bubbles and a clear indication of fluid moving through the system.	Proceed to Case A (See Page 41)
 Clear	Too High	With the compressor operating, the sight glass will be clear with no indication of refrigerant flow because it is so full that fluid flow cannot be detected.	
 Clear	Empty	With the compressor not operating, the sight glass is again clear with no fluid flow.	Proceed with A/C Drain Hose Leak Check (See Page 49)
	Too Low	With the compressor operating, bubbles will be seen continuously in the sight glass.	

Drain Hose Leak Inspection

Proceed with the drain hose leak inspection if the sight glass inspection (see page 39) indicated that the refrigerant volume is low or empty.

Equipment needed for this procedure:

- (a) A/C gas leak detector
- (b) Refrigerant
- (c) Charging tools and equipment

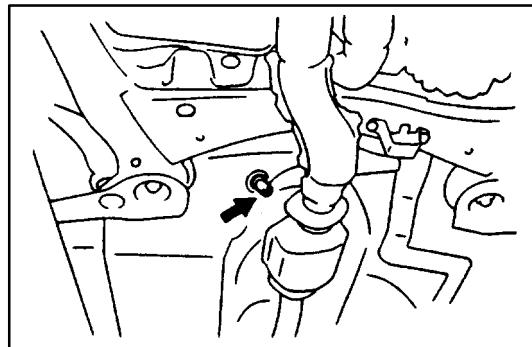


1. Ensure the A/C system is at least partially charged:

- (a) Is the A/C system partially charged or empty?

Yes: Partially charged—Perform the Drain Hose Leak Inspection Procedure (below).

No: Empty—Add no more than 450 g (1 lb.) refrigerant and perform the Drain Hose Leak Inspection Procedure (below).



2. Perform Drain Hose Leak Inspection:

- (a) Use an A/C gas leak detector to determine if refrigerant gas is leaking from the A/C drain hose.

Gas NOT present at the drain hose: Follow Procedure for Case B, page 50.

Gas IS present at the drain hose: Follow Procedure for Case C, page 54.

SPECIAL SERVICE IF REFRIGERANT VOLUME IS PROPER OR EXCESSIVE

Depending on the refrigerant volume indicated by inspecting the sight glass, proceed as follows:

Refrigerant Volume Correct: Proceed to "Addition of Toyota ND6AC Refrigerant Oil Charge" (below).

Refrigerant Volume Too High: Take the following actions:

1. Recover refrigerant (following procedures in the equipment and service manuals).
2. Recharge with correct amount of refrigerant:
950 g + 50 g (33.51 oz + 1.8 oz, 2.1 lb + 0.1 lb)
3. Proceed to "Addition of Toyota ND6AC Refrigerant Oil Charge" (below).

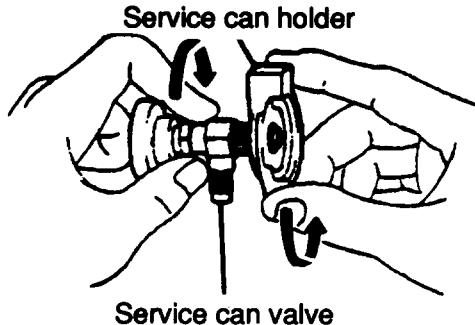
ADDITION OF TOYOTA ND6AC REFRIGERANT OIL CHARGE

NOTE: Before starting this operation, please read and observe all cautions and warnings on the refrigerant oil charge can.

Equipment needed for this operation:

- (a) One can of Toyota ND6AC Refrigerant Oil Charge
(Part No. 00263-09106)
- (b) AC R-12 vacuum pump
- (c) AC Oil Injection Kit (Supplied to dealer). Special Service Tool Part No. TOY219721.
- (d) Shop towel

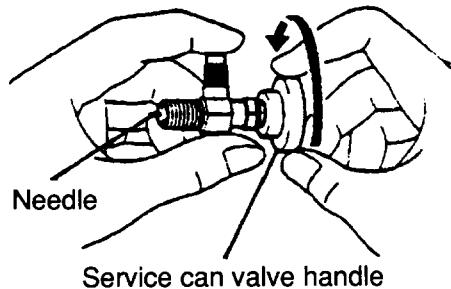
Procedure for Case A



SERVICE TOOL CHECK

Perform the service tool check as follows:

- 1. Verify the operation of the Special Service Tool.**
 - (a) Turn the service can valve counterclockwise.
 - (b) Remove the service can valve from the service can holder.



- 2. Turn the service can valve handle clockwise until it is fully seated. Make sure that the valve puncture needle protrudes fully.**

NOTE: When you perform the AC refrigerant oil injection for the first time, or if the oil injection service can valve and holder assembly from the Special Service Tool has been accidentally opened to the atmosphere, it must be evacuated first.

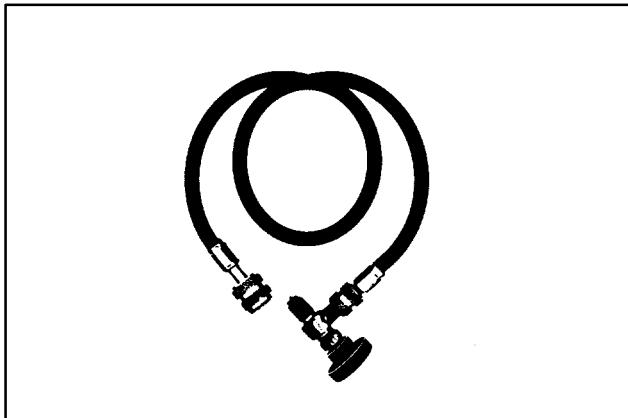
SERVICE TOOL EVACUATION PROCEDURE

Evacuate the service tool as follows:

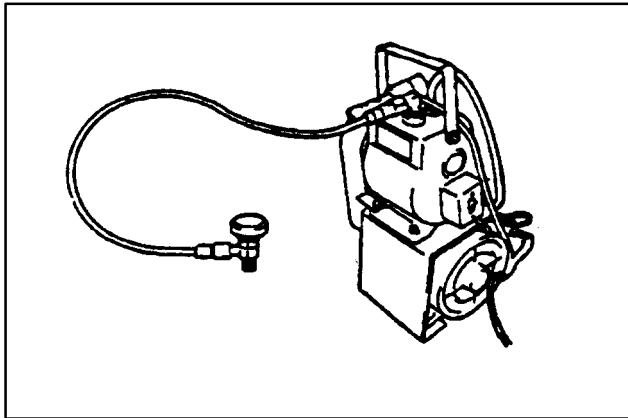
- 1. Check that the vacuum pump fitting has a Shrader valve. If the vacuum pump does not have a Shrader valve, use an adapter hose that does.**

NOTE: In this procedure, you are to install the hose with the small end attached to the valve (this is opposite of the normal setup).

Procedure for Case A



2. To evacuate the service can valve and hose assembly, first attach smaller end of hose (without check valve) onto the service can valve.



3. Next, attach the larger hose end with check valve to the Shrader valve on the vacuum pump.
4. Start the vacuum pump and allow it to run for approximately 2 minutes or until the vacuum gauge on the vacuum pump shows no more movement.
5. Quickly remove the hose connection from the vacuum pump BEFORE switching off the pump to keep air from entering the hose.

NOTE: Make sure all hose connections are tight.

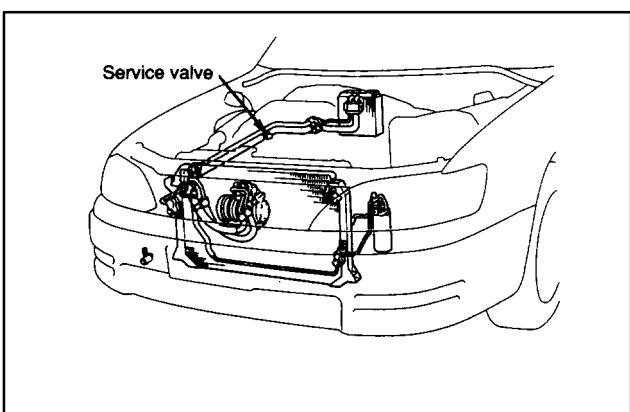
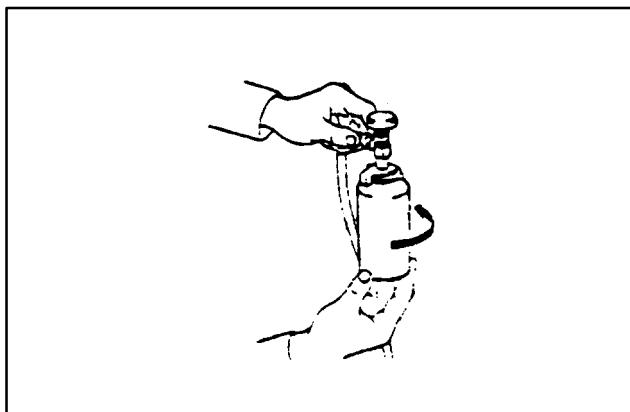
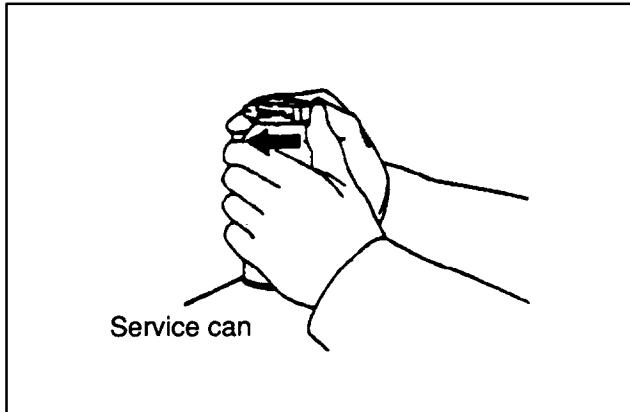
NOTE: If you turn off the vacuum pump before disconnecting the hose, the hose will be contaminated with air and you will have to repeat the evacuation procedure.

Procedure for Case A

SPECIAL OIL INJECTION SERVICE:

Proceed with the following Special Oil Injector Service only after you have checked the operation of the Special Service Tool and evacuated the service valve and hose assembly (if required).

1. **Install the service can holder on the ND6AC refrigerant oil charge can.**



2. **With the service can valve still closed, quickly spin the oil charge can (and holder) clockwise to the service can valve as far as it will go.**

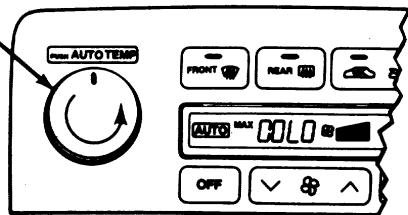
NOTE: Be sure to turn the service can valve quickly onto the service can holder until it seats snugly against the refrigerant oil can. This will prevent refrigerant from escaping to the atmosphere when the valve needle punctures the top of the can.

3. **Remove the cap from the low pressure charge valve on the vehicle. Attach the larger end of the hose to the low pressure charging valve (service valve).**

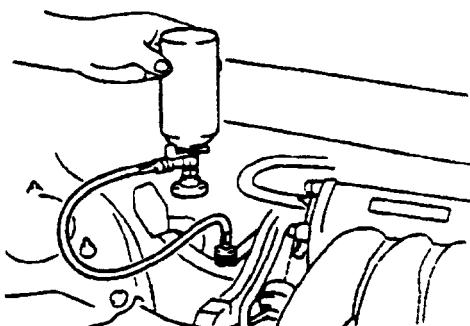
NOTE: Use a shop towel when doing this to shield your hands from any refrigerant that may escape from the A/C system.

Procedure for Case A

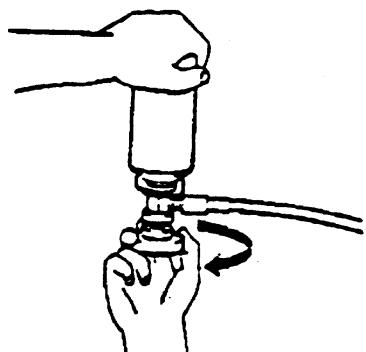
- Push knob
- Turn completely to left



4. Run the engine at approximately 1,500 RPM and set the A/C control to AUTO—MAX COOL.



5. Turn the refrigerant oil charge can upside down to make sure all of the oil is forced into the system by gas pressure.

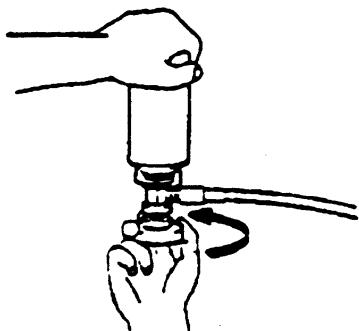


6. Open the service can valve.

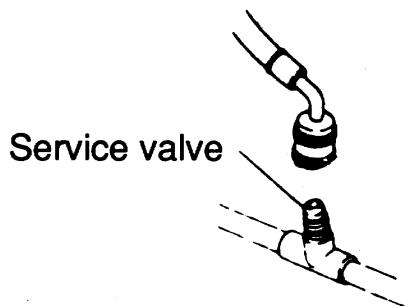


7. Warm the refrigerant oil charge can with your hands or a warm towel. (This will allow the refrigerant oil charge to empty more easily.)

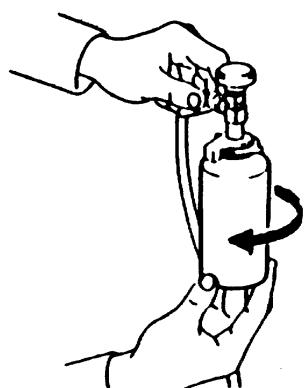
Procedure for Case A



8. When charging is complete, close the service can valve fully.



9. Stop the engine and disconnect the charging hose from the vehicle's low pressure charging valve (service valve).

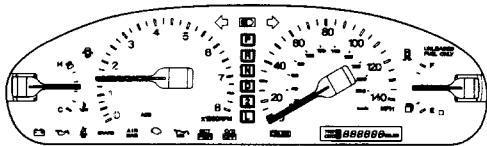


10. Remove the service can valve from the service can holder and the refrigerant oil charge can.

11. Remove the service can holder from the refrigerant oil charge can by moving the lever counterclockwise.

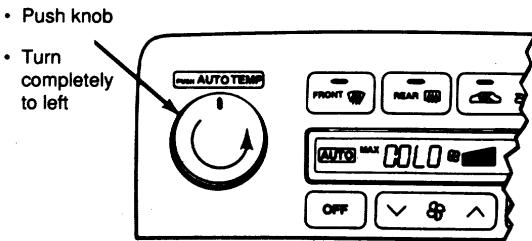
CAUTION: Do not open the service can valve between services. If the valve is opened, you will have to evacuate the service can valve and hose again.

Performance Testing the A/C System

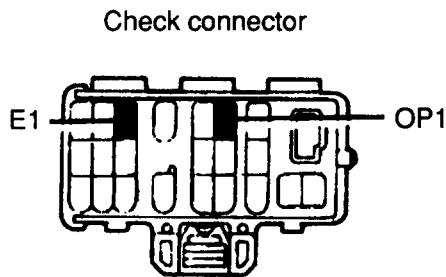


Proceed with Performance Testing the A/C System after completing the Special Oil Injection Service.

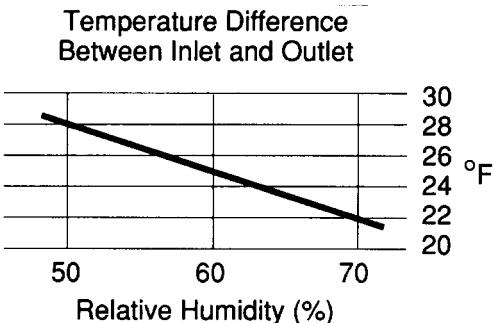
1. Start the engine and maintain 1,500 RPM.



2. Set the A/C to AUTO — MAX COOL.
3. Fully open all doors.

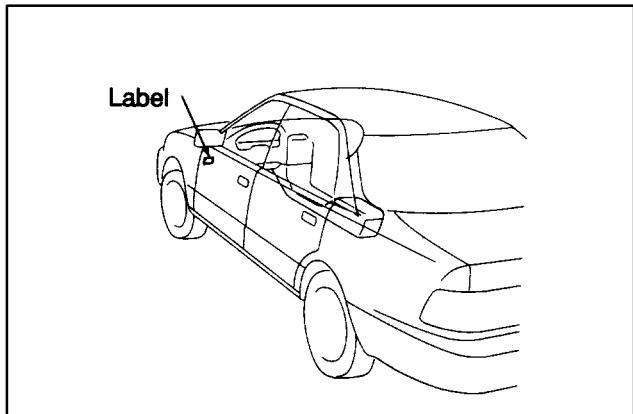


4. At the Under Hood Diagnostic Connector jump OP1 to E1 to maintain a stable fan speed.
5. Position one thermometer in the center duct and one thermometer near the A/C inlet. (NOT laying on the carpet.)



6. After 5 minutes of operation compare the difference between the inlet temperature and the center duct temperature to the Performance Test Chart. System performance is acceptable if temperature difference is greater than the specified minimum (as shown).

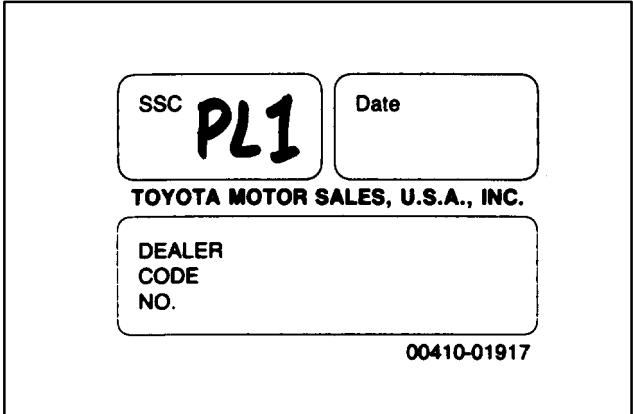
SSC Completion Label Installation



1. After completing the special service and successfully performance testing the A/C system, affix an SSC completion label to the left front door hinge post near the door check.

NOTE: An SSC completion label is enclosed in the owner's letter. Additional labels, in sheets of 50 (P/N 00410-01917) can be ordered through the non-parts system on a 1459 order form or through the TDN system.

2. Fill out the label.

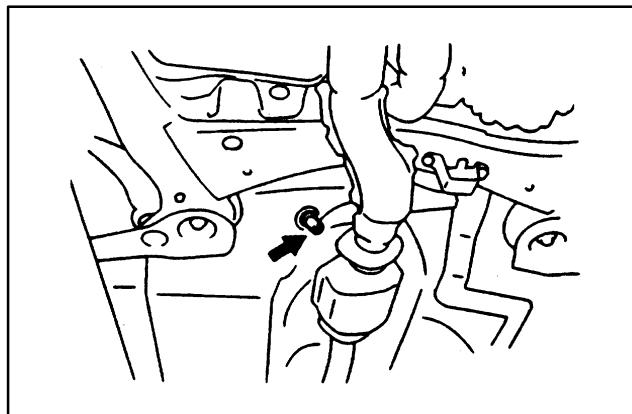
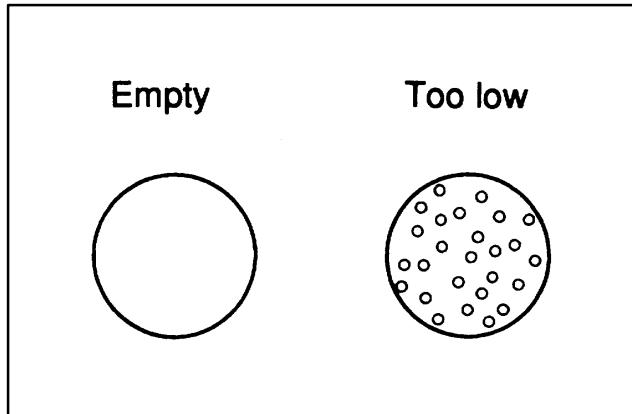


Drain Hose Leak Inspection

Proceed with the drain hose leak inspection if the sight glass inspection (see page 39) indicated that the refrigerant volume is low or empty.

Equipment needed for this procedure:

- (a) A/C gas leak detector
- (b) Refrigerant
- (c) Charging tools and equipment



1. Ensure the A/C system is at least partially charged:

- (a) Is the A/C system partially charged or empty?

YES: Partially charged – Perform the Drain Hose Leak Inspection Procedure (below).

NO: Empty – Add no more than 450 g (1 lb) of refrigerant and perform the Drain Hose Leak Inspection Procedure (below).

2. Perform Drain Hose Leak Inspection:

- (a) Use an A/C gas leak detector to determine if refrigerant gas is leaking from the A/C drain hose.

Gas NOT present at the drain hose – Follow Procedure for Case B, page 50.

Gas IS present at the drain hose – Follow Procedure for Case C, page 54.

Procedure for Case B

GAS LEAK INSPECTION FOR LOCATIONS OTHER THAN DRAIN HOSE

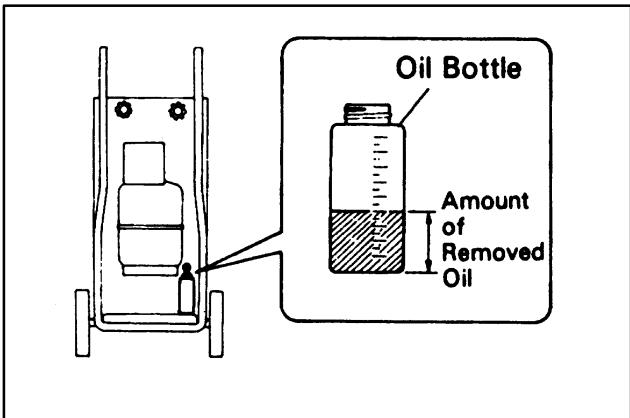
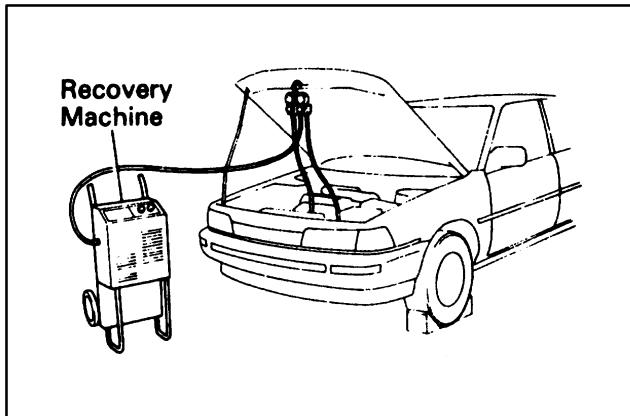
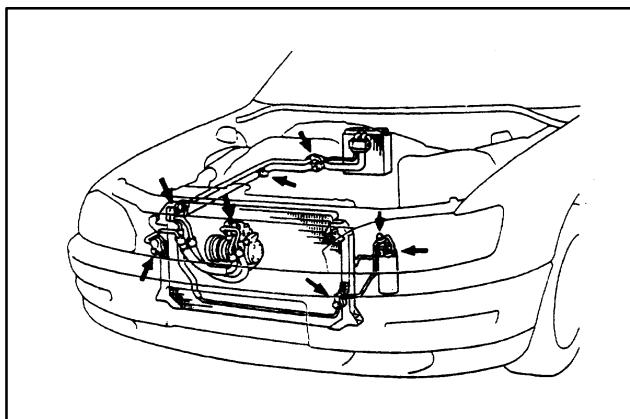
Equipment needed for this procedure:

- (a) A/C gas leak detector

NOTE: Before proceeding verify that the customer has given prior consent and understands that the A/C fault is not part of the special service. Repairs are either:

- (a) Covered by Lexus Basic Warranty Policy
- (b) Charged to customer

1. **Use a leak detector to determine whether the gas is leaking from the locations shown by the arrows.**

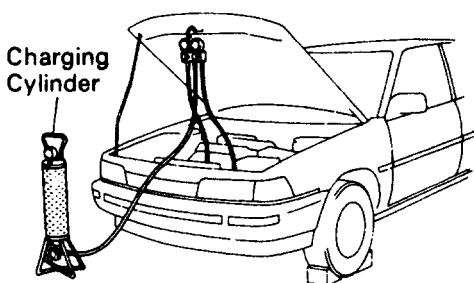


Leak Found:

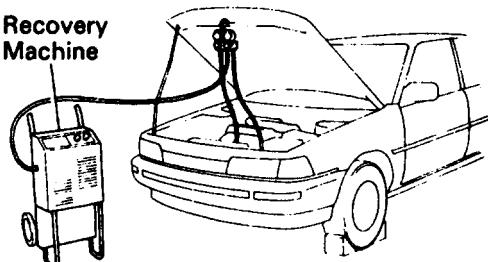
- (a) Recover the refrigerant following cautions and procedures in the appropriate service equipment and manuals.

NOTE: When refrigerant is recovered, compressor oil is recovered with the refrigerant. When recharging a system that has been evacuated, DO NOT reuse the old compressor oil. Measure the amount of compressor oil removed and add the same amount of NEW Toyota ND Oil 6 Compressor Oil (Part No. 88899-28040) into the system.

Procedure for Case B



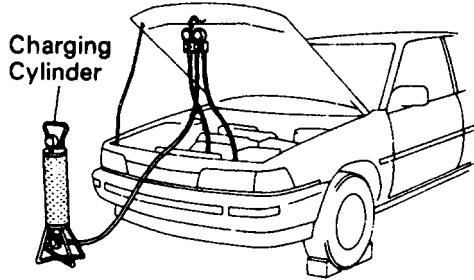
- (b) Complete the repair following procedures in the appropriate service manual.
- (c) Evacuate for 10 minutes.
- (d) Check for air tightness for 5 minutes.
- (e) Partially recharge system.
- (f) Re-check for leaks using a gas leak detector.
- (g) Fully re-charge system.
- (h) Follow "Addition of Toyota ND6AC Refrigerant Oil Charge Procedure" as shown on page 41 of this booklet.



No Leak Found:

- (a) Recover the refrigerant following cautions and procedures in the appropriate service equipment and manuals.

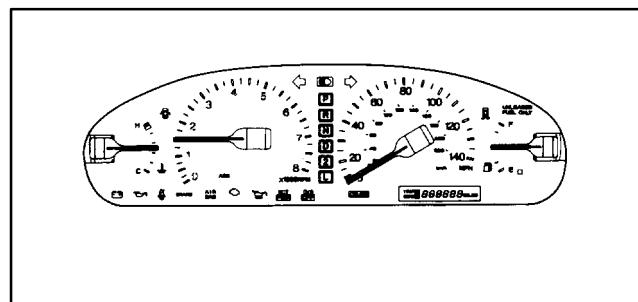
NOTE: When refrigerant is recovered, compressor oil is recovered with the refrigerant. When recharging a system that has been evacuated, DO NOT reuse the old compressor oil. Measure the amount of compressor oil removed and add the same amount of NEW Toyota ND Oil 6 Compressor Oil (Part No. 88899-28040) into the system.



- (b) Fully recharge the system.
- (c) Follow "Addition of Toyota ND6AC Refrigerant Oil Charge Procedure" as shown on page 41 of this booklet.

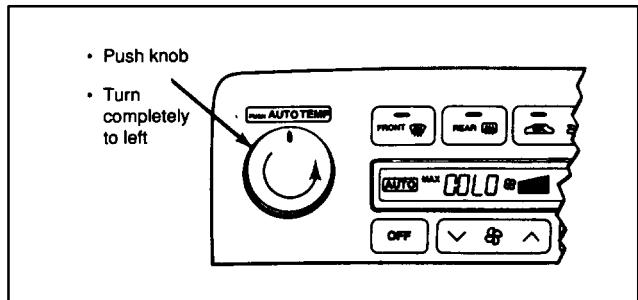
After the system has been fully recharged and no leaks are detected, conduct a Performance Test of the A/C System (page 52).

Performance Testing the A/C System

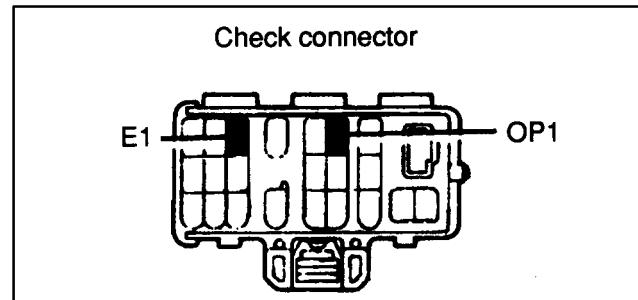


Proceed with Performance Testing the A/C System after completing the Special Oil Injection Service.

1. Start the engine and maintain 1,500 RPM.

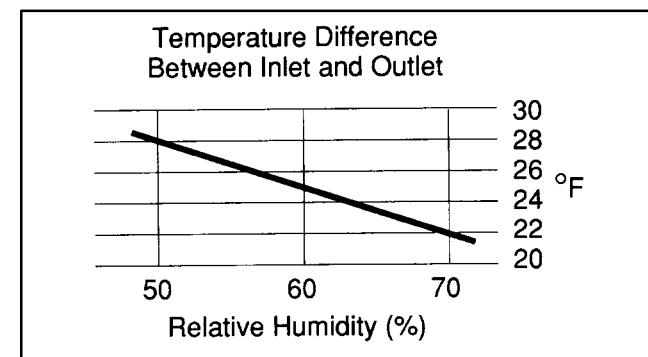


2. Set the A/C to AUTO — MAX COOL.
3. Fully open all doors.



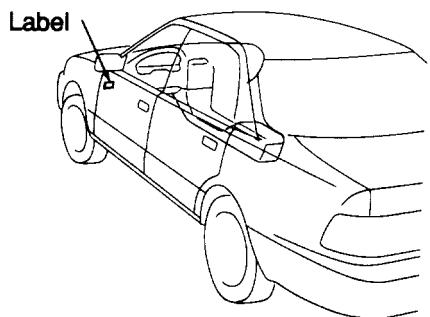
4. At the Under Hood Diagnostic Connector jump OP1 to E1 to maintain a stable fan speed.

5. Position one thermometer in the center duct and one thermometer near the A/C inlet. (NOT laying on the carpet.)



6. After 5 minutes of operation compare the difference between the inlet temperature and the center duct temperature to the Performance Test Chart. System performance is acceptable if temperature difference is greater than the specified minimum (as shown).

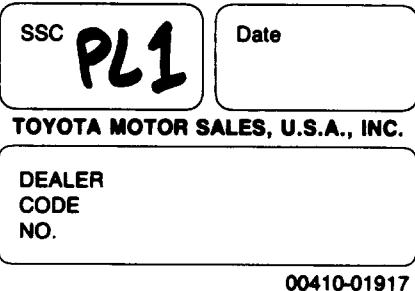
SSC Completion Label Installation



1. After completing the special service and successfully performance testing the A/C system, affix an SSC completion label to the left front door hinge post near the door check.

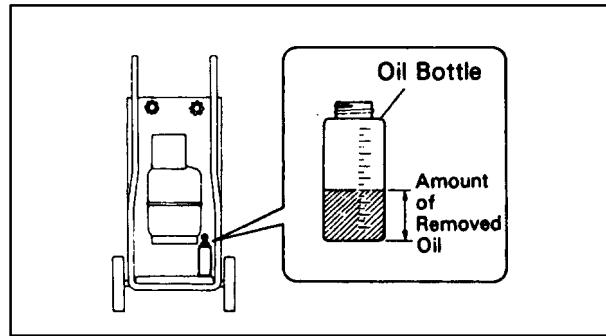
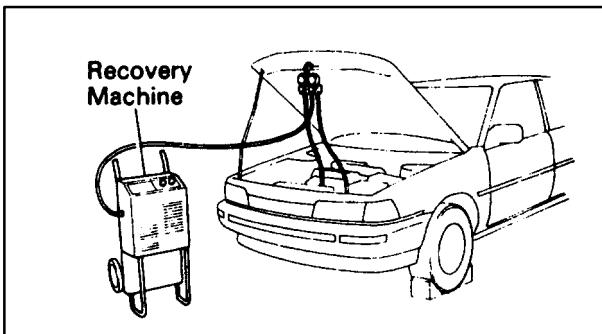
NOTE: An SSC completion label is enclosed in the owner's letter. Additional labels, in sheets of 50 (P/N 00410-01917) can be ordered through the non-parts system on a 1459 order form or through the TDN system.

2. Fill out the label.



SPECIAL SERVICE IF REFRIGERANT VOLUME IS LOW OR EMPTY

NOTE: Before replacing parts recover the refrigerant. Always use a recovery machine when recovering the refrigerant. (Follow equipment instructions and precautions.)



NOTE: When refrigerant is recovered, compressor oil is recovered with the refrigerant. When recharging a system that has been evacuated, DO NOT reuse the old compressor oil. Measure the amount of compressor oil removed and add the same amount of NEW Toyota ND Oil 6 Compressor Oil (Part No. 88899-28040) into the system.

EXPANSION VALVE AND LIQUID AND SUCTION TUBES INSPECTION

1. Obtain the audio system security code (if the customer has one).

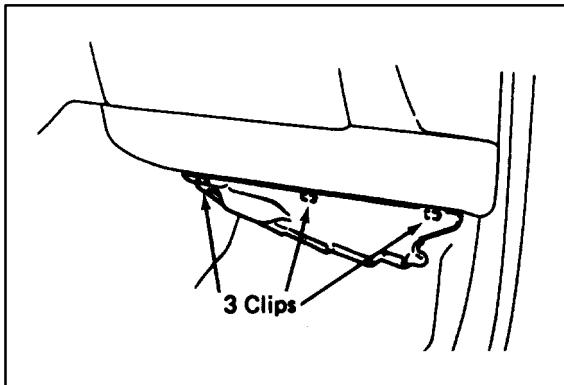
NOTE: With the ignition off, the red LED on the radio will flash if the audio system has a code.

2. Clear audio system security code.

3. Record on the back of the RO the 6 AM and 12 FM preset radio stations.

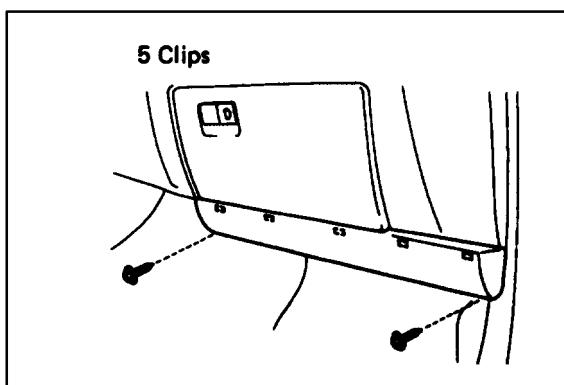
4. Disconnect the negative terminal of the battery.

Procedure for Case C



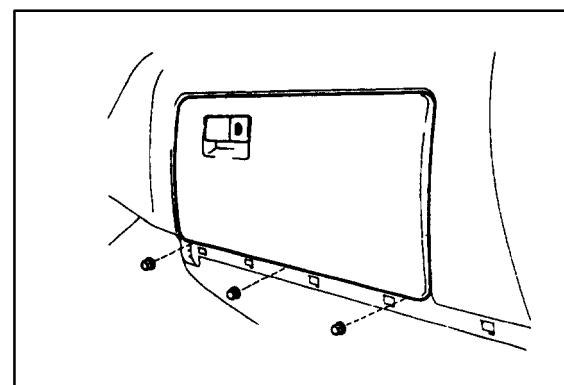
5. Pull off the Under Cover No. 2.

NOTE: The cover is held in place by three clips.



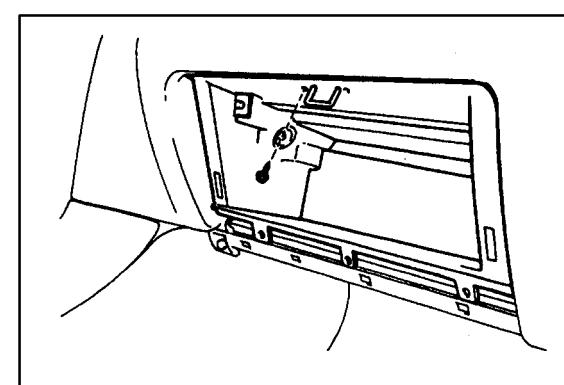
6. Remove the instrument lower panel No. 2:

- Remove two screws.
- Pull off the lower panel. (Held in place with five clips.)



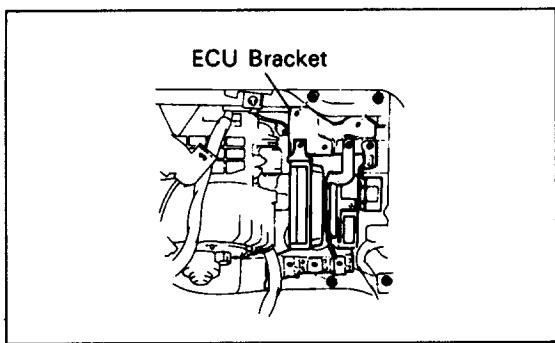
7. Remove the glove compartment door:

- Disconnect the damper ring from the door check arm.
- Remove three nuts.
- Remove the door.



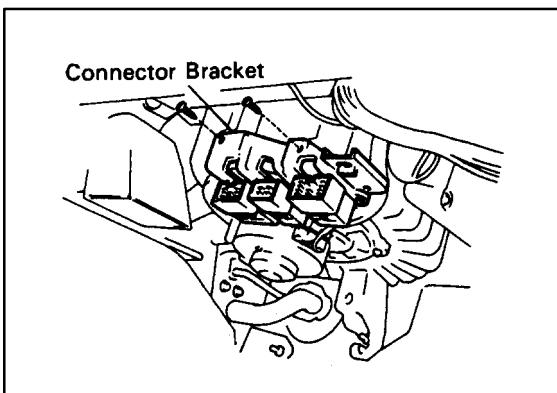
8. Remove the glove compartment:

- Remove the screw.
- Pull out the glove compartment.



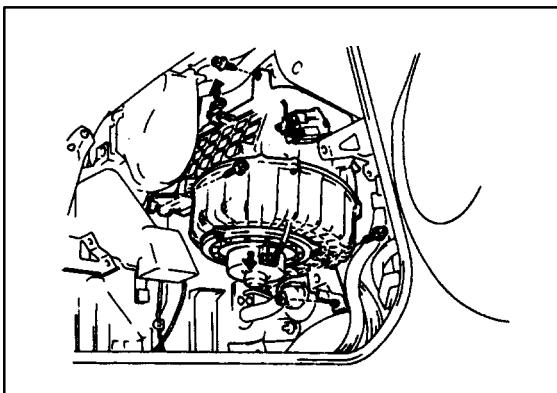
9. Remove the engine ECU and ECU bracket:

- Disconnect the connectors from the engine ECU.
- Remove the nut on top of the ECU bracket and the bolt in the far back.
- Remove the ECU and ECU bracket as one assembly.



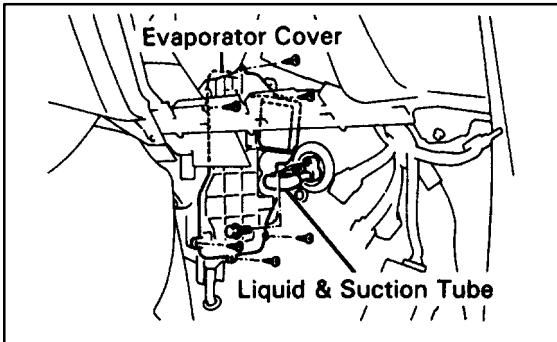
10. Remove the connector bracket:

- Disconnect the connector from the connector bracket.
- Remove the two screws and the bracket.



11. Remove the blower unit:

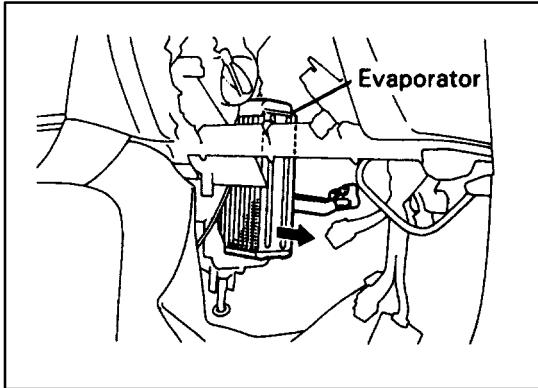
- Disconnect the connectors from the blower unit.
- Remove the three screws and one nut, and blower unit.



12. Remove the evaporator cover:

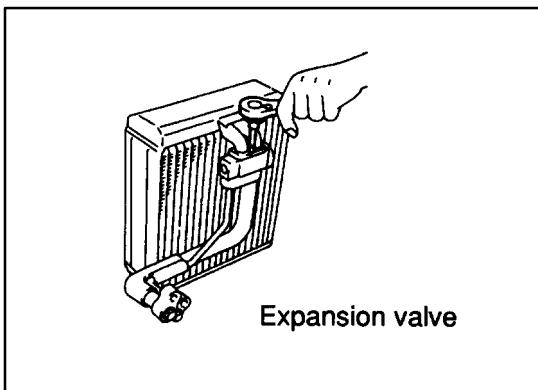
- Remove two bolts for the liquid and suction tubes.
- Remove eight screws and evaporator cover.

Procedure for Case C



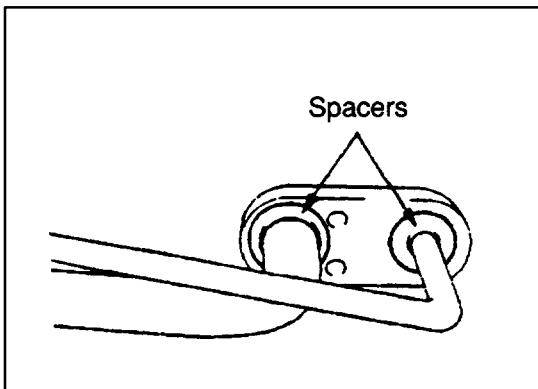
13. Remove the evaporator:

- Pull out the evaporator.



14. Remove the expansion valve and the liquid and suction tubes:

- Remove the 2 bolts using a hexagon wrench.
- Remove the expansion valve from the evaporator.



15. Inspect the liquid and suction tubes to determine if the spacers are gold colored (made of zinc-plated steel).

IF the spacers are gold colored, replace the tubes.

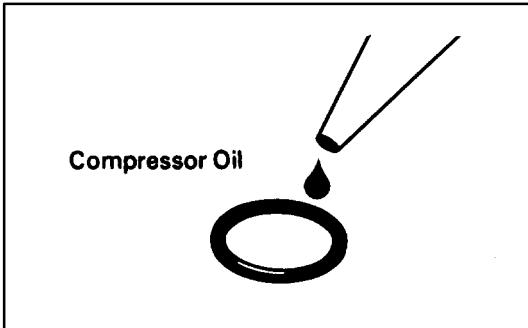
IF the spacers are NOT gold covered, DO NOT replace the tubes.

NOTE: Replace all o-rings with new ones. Large o-ring Part # 90099-14045 Small o-ring Part # 90099-14044

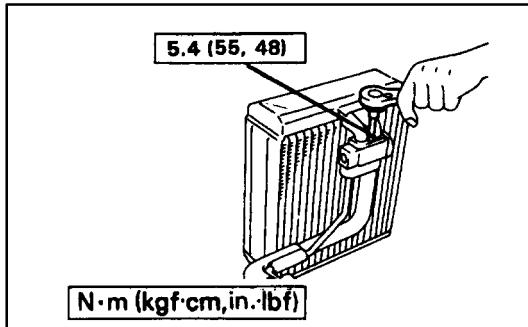
- 2 o-rings (1 large and 1 small) between the expansion valve and the evaporator.
- 2 o-rings (1 large and 1 small) between the expansion valve and the liquid and suction tubes.
- 2 o-rings (1 large and 1 small) where the liquid and suction tubes join the vehicle tubes at the engine wall.

NOTE: 2 large and 2 small o-rings come with Part # 88706-33020 tube.

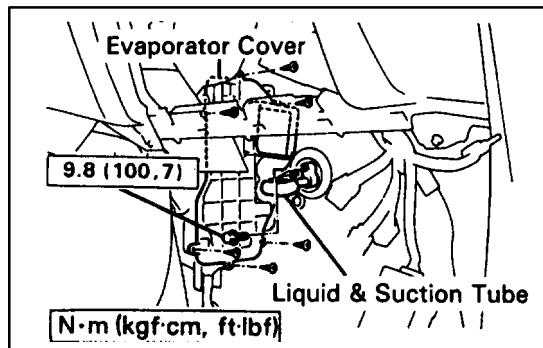
Procedure for Case C



16. Apply a few drops of compressor oil to o-ring fittings for easy tightening and to prevent leaking of refrigerant gas.



17. Install a new expansion valve with tubes that do not have gold-colored spacers. Tighten to specified torque.
Torque: 5.4 N·m (55 kg·cm, 48 in·lb)

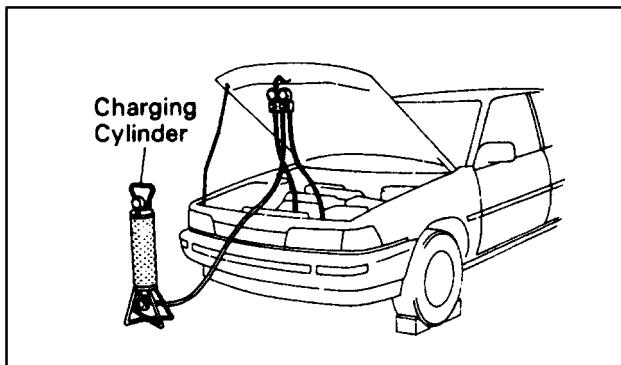


18. Reinstall the evaporator and cover. Tighten liquid and suction tubes to specified torque.
Torque: 8.8 N·m (100 kg·cm, 7 ft·lb)

19. Reinstall the blower unit.
20. Reinstall the connector bracket.
21. Reinstall ECU and ECU bracket.
22. Reinstall glove compartment and glove compartment door.
23. Reinstall instrument lower panel.
24. Reinstall under cover No. 2.

25. Reconnect negative battery terminal.
26. Reset customer preset radio stations.
27. Reset the clock to the correct time.
28. Reset audio system security code to same code
that you entered in step 1. DO NOT ENTER A
CODE IF CUSTOMER HAD NO CODE.

After completing the repair, perform the following procedures:



1. Evacuate A/C system for 10 minutes.
2. Check for air tightness for 5 minutes.
3. Partially recharge system.
4. Re-check for leaks using a gas leak detector.

RE-INSPECTION RESULT AND ACTION

Leak Found:

- (a) Recover refrigerant.
- (b) Repair leaks, evacuate, and recharge.
- (c) Re-inspect for leaks.

NOTE: Leaks are either:

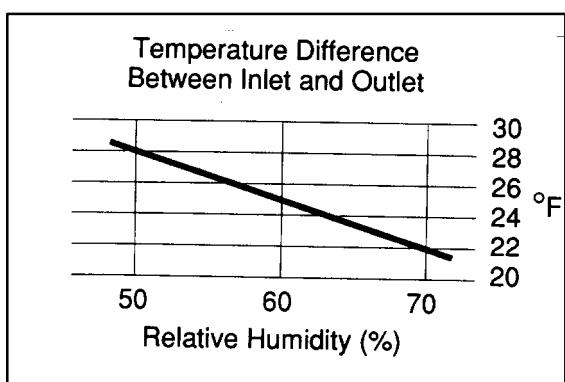
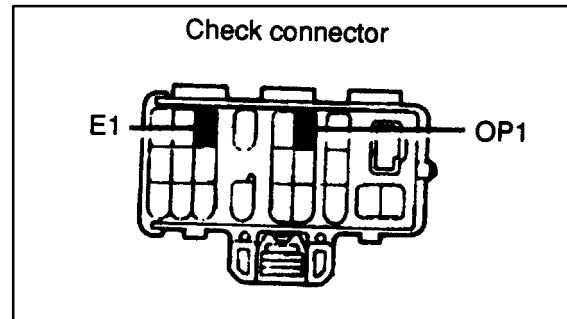
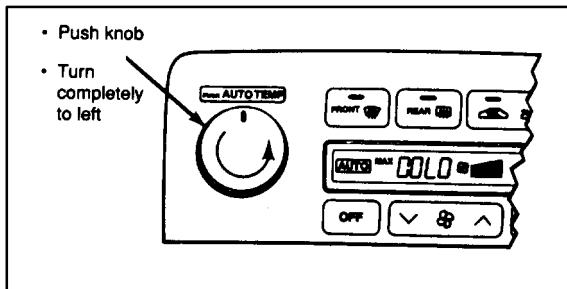
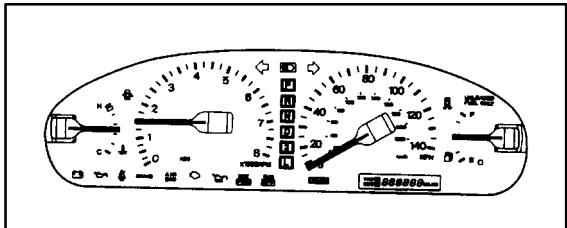
- (a) Covered by Lexus Basic Warranty Policy.
- (b) Charged at customer's expense (ensure customer gives approval before repair).

No Leak Found:

- (a) Continue to charge the A/C system until full.
- (b) Re-check for leaks using a gas leak detector. (If leaks are found repeat the Evacuation, Recharge, and Re-inspection procedure.)
- (c) Repeat A/C System Performance Test (below).

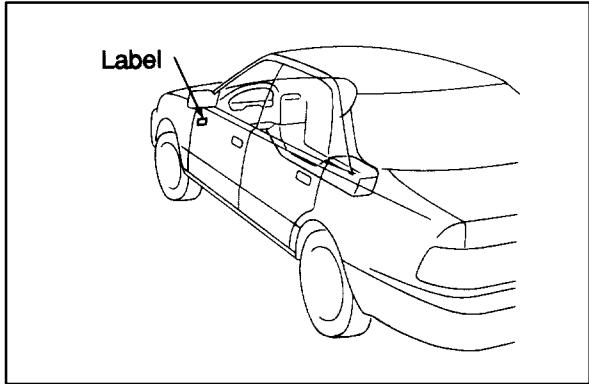
Performance Testing the A/C System

Proceed with Performance Testing the A/C System after completing the repair and recharging the system.



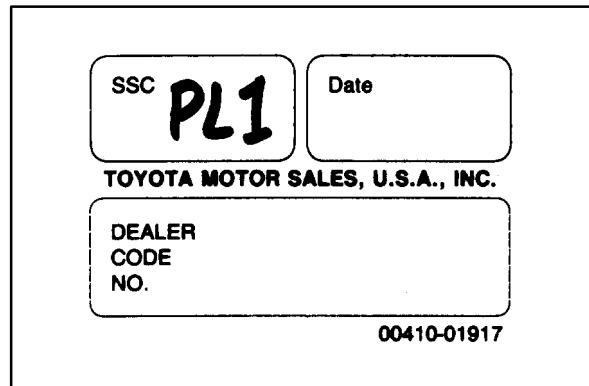
1. Start the engine and maintain 1,500 RPM.
2. Set the A/C to AUTO — MAX COOL.
3. Fully open all doors.
4. At the Under Hood Diagnostic Connector jump OP1 to E1 to maintain a stable fan speed.
5. Position one thermometer in the center duct and one thermometer near the A/C inlet. (NOT laying on the carpet.)
6. After 5 minutes of operation compare the difference between the inlet temperature and the center duct temperature to the Performance Test Chart. System performance is acceptable if temperature difference is greater than the specified minimum (as shown).

SSC Completion Label Installation



1. After completing the special service and successfully performance testing the A/C system, affix an SSC completion label to the left front door hinge post near the door check.

NOTE: An SSC completion label is enclosed in the owner's letter. Additional labels, in sheets of 50 (P/N 00410-01917) can be ordered through the non-parts system on a 1459 order form or through the TDN system.



2. Fill out the label.

Torque:

Expansion valve x evaporator: 5.4 N·m

(55 Kg·cm, 48 in·lb)

Liquid and Suction Tube x A/C unit: 9.8 N·m

(100 Kg·cm, 7 ft·lb)

Refrigerant Charging Volume:

Specified amount: 950 g + 50 g

(33.51 oz + 1.76 oz, 2.1 lb + 0.1 lb)