



ES 300

Brake Vacuum Hose

Special Service Campaign VL-1

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Lexus ES 300

Overview	Lexus will be initiating a Special Service Campaign ("SSC" VL1) for certain 1997 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	<p>If a vehicle is operated in extremely cold conditions (below –18°F), moisture can accumulate and freeze in the vacuum brake hose. Should extremely cold weather persist for an extended period of time, the amount of ice in the hose could increase. In the worst case, it may block the vacuum in the hose, eliminate vacuum assist, and possibly lead to increased stopping distances.</p>
Repair	<p>This campaign involves replacing the brake vacuum hose. Refer to the attached technical instructions and accompanying video.</p> <p>Approximately 26,000 1997 ES 300 vehicles are involved: 5,191 vehicles in the 19 designated cold-weather states, 20,973 vehicles in non-designated states.</p> <p>The 19 designated cold-weather states are: Alaska, Colorado, Idaho, Illinois, Iowa, Kansas, Maine, Michigan, Minnesota, Montana, Nebraska, Nevada, New Hampshire, New York, North Dakota, South Dakota, Vermont, Wisconsin, and Wyoming.</p>
Customer Notifications	<p>Notification letters will be sent to vehicle owners in October, 1997. Two different owner letters will be used. The first, mailed to owners in the 19 designated cold-weather states, will encourage owners to contact their dealers and have the campaign modification performed as soon as possible. A second letter will be concurrently mailed to owners in non-designated states. This will advise them of the need to have the modification performed only if their vehicles will be operated in cold weather for an extended period.</p>
The SSC and Customer Satisfaction	<p>Throughout this Special Service Campaign, please make every effort to ensure a positive experience for each and every Lexus owner. This situation provides us all an opportunity to demonstrate Lexus' commitment to customer satisfaction. Please be sure our customers realize that we are genuinely interested in resolving this matter in a timely fashion.</p>

Special Service Campaign

Determine Your Demand

This Special Service Campaign only applies to 1997 ES 300s within 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	97	BF22G	V0001075–V0046672

NOTE: Canadian vehicles falling within this VIN range qualify under the same guidelines. The enclosed SSC summary report lists vehicles sold by your dealership.

The enclosed SSC summary report lists vehicles sold by your dealership.

From this list, determine the actual number of customers who should come back to your dealership for the Special Service Campaign.

Manpower and Facility Requirements

When reviewing your dealership's manpower and facility requirements for this Special Service Campaign, there are several items you need to consider.

- The repair time to replace the brake vacuum hose is 0.3 hours per vehicle.
- Fill the vehicle's gas tank with premium unleaded fuel.
- Wash the vehicle after the repair is completed.

Replacing the brake vacuum hose, filling the vehicle with fuel, and washing the vehicle should take approximately 45 minutes to one hour. Lexus will reimburse you via a warranty claim. You will be credited with 0.3 hours for replacing the brake vacuum hose, \$23.52¹ for refueling the vehicle, and \$26.50 for washing the vehicle and for campaign administration. See Work Order Closing/Claim Submission for the correct operation code.

¹Based on the 1998 Full Tank Fuel Program for pre-delivery of the ES 300.

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It is important that every effort be made to minimize the impact that this Special Service Campaign has on your other service customers. Estimate the number of SSC–related repairs your service department will perform, and then take the following actions to ensure adequate service capacity:

- Determine if you have sufficient manpower and facility space to process the number of involved vehicles for your dealership.
- 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.

Tools and Equipment

Performance of this campaign can be accomplished with standard tools. No Lexus Special Service Tools are required.

Technical Training

- Along with this booklet, your dealership was sent a video tape copy of the repair procedures to help with training and for future reference.
- We recommend that key customer contact personnel such as the Sales Manager and General Manager view this video tape to better understand the nature of this Special Service Campaign.
- We also recommend that one person at your dealership 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.
- Your District Service and Parts Manager or District Sales Manager will follow up to answer your questions and to monitor the progress of the campaign.

Special Service Campaign

**Parts
Availability/
Ordering**

Part Number	Part Name	Qty Per Vehicle
44773-33040	Hose, union to check valve	One

- This part number is not shared with Toyota vehicles.
- All dealers will have a quantity of these hoses installed on their DEALER STOCKING GUIDE (D.S.G.). This will ensure automatic ordering to your facing Parts Distribution Center (P.D.C.) when you sell or obligate inventory. The quantities assigned will be based upon the number of vehicles at your dealership requiring the campaign.
- There is sufficient inventory in the P.D.C. to complete this campaign. You are encouraged to order only those parts you'll need to repair the vehicles with service appointments. Individual dealer tracking will be made and irregularities in quantity ordering will be passed on to the Lexus Area Offices for their follow-up and correction.

TDN System

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

- The labor operation code has been transmitted to your dealership. If you have not received this code, call the TDN hotline (800-421-8154).
- Create a menu code using the new labor operation code established for this SSC.

Lexus ES 300

Menu Code: VL1

Labor Op. Code: 7519H1

Menu Option SC-2

MENU CODE CUSTOMIZATION		LEXUS DEALERSHIP 9/16/97	
Menu Code	VL1	Copy From:	
Start Date	9/16/97		
Stop Date	0/00/00		
Opcode & Combination	7519H1	(Enter "?0" Or Press Cmd/F19)	
Use Flat Rate Hours	Y	(Y/N)	
Description	SSC VL1 REPLACE THE BRAKE VACUUM HOSE		
Labor Hours30	(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/OPCODE P			
Invalid Opcode			
Cmd/F4: Reactivate	6: More Text	10: Return	19: View Flat Rate
5: Print	8: Attch Parts		Enter: Process S#001AA

Attach part numbers to Menu Code VL1

Command SC-8

MENU CODE CUSTOMIZATION		LEXUS DEALERSHIP 9/16/97 Page: 1 Of 1				
Menu Code	VL1	SSC VL1				
		REPLACE THE BRAKE VACUUM HOSE				
PARTS						
MC	PART NUMBER	QTY	DESCRIPTION	QUP	PER	DSG
LX	4477333040	1	HOSE, UNION TO CHECK	1	JOB	
Roll: Up/Down						
Cmd/F1: First Page						
2: View MC (Mfg Code)		7: Exit				
4: Delete		10: Return		S#001BA		

Special Service Campaign

Planning Your Communication Strategy

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

Q1. What is the condition?

A1. If the affected vehicles are driven in extremely cold climates (below -18°F) for an extended period, vehicles may encounter a condition where frozen moisture accumulates in the brake vacuum hose. This can result in the elimination of vacuum assist that may cause an increase in stopping distances.

Q2. What is the cause of this condition?

A2. When vehicles are driven at extremely cold temperatures (below -18°F) without frequent brake application, it is possible for moisture to enter the brake vacuum hose from engine surge tanks and freeze. If extremely cold temperatures persist for many days, the amount of frozen moisture will increase. In the worst case, this may result in the brake vacuum hose being obstructed by ice.

Q3. Which and how many vehicles are involved?

A3. 1997 model year Avalon produced between 7/23/96 and 2/11/97, 1997 model year Camry V6 produced between 7/29/96 and 2/11/97, and 1997 model year ES300 produced between 8/19/96 and 2/10/97. There are approximately 5,191 Lexus vehicles affected in the 19 cold states of the United States.

Q4. Which are the 19 affected cold States?

A4. Alaska, Colorado, Idaho, Illinois, Iowa, Kansas, Maine, Michigan, Minnesota, Montana, Nebraska, Nevada, New Hampshire, New York, North Dakota, South Dakota, Vermont, Wisconsin, and Wyoming.

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- Q5. Isn't it necessary to recall the vehicles driven in States other than the 19 identified States in the U.S.?
- A5. This problem occurs only under such extreme severe weather conditions where very cold temperatures remain for many days. Therefore, the subject areas have been defined to be where this very cold temperature lasts for long periods. However, if customers living in other States want the recall, they will be advised to bring their vehicle to a Lexus dealer and have the brake vacuum hose replaced.
- Q6. Why are you limiting the production range?
- A6. On production vehicles after 2/11/97, the brake vacuum hose and routing of the hose are different, and moisture does not accumulate.
- Q7. Why did it take over eight months to announce a recall?
- A7. Since the problem only occurs under extreme cold conditions, it took a long time to duplicate the problem, understand the issue and confirm a corrective measure.
- Q8. Will all the involved vehicles experience this condition?
- A8. No. This condition will only be experienced under extreme weather conditions where cold temperatures remain for a long period of time. Therefore, almost none of the involved vehicles will develop this condition.
- Q9. Do any other models experience same condition?
- A9. No. There are no other models affected by this condition.
- Q10. How many cases have been reported?
- A10. Three cases have been reported in Canada, none in the United States.

Special Service Campaign

Q11. Are there any accidents reported?

A11. No.

Q12. What is Lexus going to do?

A12. Owners of involved vehicles will receive a Recall notification during October, 1997. Lexus dealers will modify the vehicles with a new design brake vacuum hose. This modification will be performed at no cost to the vehicle owners.

Q13. What should owners of involved vehicles do?

A13. Owners who receive the notification should contact any authorized Lexus dealer and make an appointment to have the new design brake vacuum hose installed.

Q14. How long will the repair take?

A14. It will take approximately 15 minutes, however, washing and refueling each vehicle will add additional time.

Q15. Do we have parts?

A15. Yes, we have 6,200 in inventory.

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

- **Calls to Your Customers**

These are ES 300 customers that your dealership will be calling.

- ES300 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.
- ES300 owners not involved.
Assure any customers with vehicles outside of the involved VIN range that this repair is not needed.

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- Calls from Your Customers

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 individuals to answer these inquiries to assure 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. The contact person is:

- Mike Michels, Lexus Public Relations Manager
(310) 781-3282

Service Loaners

Ease of servicing is a critical aspect of the customer's perception of 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. (Note: You need to ensure a sufficient supply of parts is readily available.)

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 the customer's home or place of business.

Special Service Campaign

Contacting Customers

- Check each vehicle's service history before you contact the customer to see if any routine maintenance services are needed. Coordinating routine maintenance along with this SSC will minimize the 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.

Remote Area Service Plan

- "Remote" is defined as those distances where a customer is 75 or more miles from the nearest Lexus dealership.
- Your DSPM will work with you to develop an action plan. Alternatives include:

- Pick-up and re-delivery of remotely located vehicles.
- Personnel performing repairs at remote locations (i.e., customer's home or place of business).

NOTE: Repairs at independent shops will not be necessary under this campaign.

- Guidelines to be used in performing remote repairs are:
 - If the customer is 75–200 miles from 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 200 miles from the nearest Lexus dealership, Lexus area associates or, if needed, Lexus national associates will perform the repair.
- Each situation will be handled on a case-by-case basis.
- Lexus will pay for authorized costs that have been approved by the DSPM or area office.

Lexus ES 300

CREATE APPOINTMENT

SI-1

APPOINTMENT/WORK ORDER ENTRY		LEXUS DEALERSHIP			
DRIVER					
Last Name ..	* JONES	Temp ..	(Press Help)		
First Name ..	* GLENNIS	Sal: * MRS	SSN .. 568649326 Prim Drvr:		
Address/PO ..	* 189 LAGUNITAS RD.	Hm Ph:	415 457 1926 Ext:		
Apartment ..	* P.O. BOX 1004	Wrk Ph:	Ext:		
City	* ROSS	State :	* CA Zip: * 94957 1004 U		
COMPANY					
Name	*	(Key Name And Press Enter)			
Address/PO ..	*	Temp ..	(Press Help)		
Suite	*	Phone :	Ext:		
City	*	State :	Zip: *		
VEHICLE					
VIN	* JT8BF22G2V0014811	Year.: * 97	Make	* LEXUS	
Model	* ES300	Color: * OYSTR	Miles In : *	7500	
License #...	*	State:	Miles Out:		
Stock #...	*	DOFU.: 11/19/96	Prod Date:		
APPOINTMENT					
Date	10/03/97	Time ..	9:00 A (A=AM,P=PM)	SC	* 332
Status		Loaner:	Hours:	Confirmed ..	
Prime Item ..	SSC VL1			Arrival Mag:	
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 S#021FA					

SI-1
CMD-12

APPOINTMENT/WORK ORDER ENTRY		LEXUS DEALERSHIP	
Consultant#:	332	Hat #:	
Driver Name:	JONES	VIN:	JT8BF22G2V0014811
Co. Name ..		Veh:	ES300 OYSTR
DRIVER		Stk:	Miles: 7500
Condition ..	01	Type: 2	(1=Cust,2=War,3=Int,4=Ext)
LN MENU/OPCODE	C	INSTRUCTIONS/NOTES	ESTIMATE
01 VL1		SSC VL1	.00
JONES Appointment/Condition 01 Saved			
Roll: Up/Down	Cmd/F7: Exit	Enter: Continue	Help: Options
SRVL21			

Special Service Campaign

RESERVE PARTS

SI-1
CMD-23

RESERVE PARTS ENTRY				LEXUS DEALERSHIP			
CUSTOMER/VEHICLE				9/16/97 Page: 1 Of 1			
SC # 332	Hat:		Driver	... JONES		
Mileage	.. 7500			Company	..		
VIN JT8BF22G2V0014811			Vehicle	.. 97 LEXUS	ES300	OYSTR
PARTS RESERVED							
MENU CODE	PART NUMBER	MC	QTY DESCRIPTION	ON	QTY	QTY	
VL1	4477333040	LX	1 HOSE, UNION TO CHECK	S HAND	RSV	AVAIL	
				100	1	99	
Roll: Up/Down 2: View MC (Mfg Code) 5: Print 10: Return							
Cmd/F1: First Page 4: Delete 7: Exit S#027AA							

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 the complete service will take about 45 minutes to one hour.
- Explain the type of repair involved.
- If the customer does not have an SSC notice:
 - Check the VIN against the National Service History File to see if the vehicle has been previously repaired under this campaign.
 - Check the left front door hinge post for an SSC completion label.
 - If there is no label, check the VIN against the SSC list.
 - If the vehicle is eligible, explain the campaign to the customer. Describe the procedure and the amount of time needed for the repair.
- If the customer has an appointment, pull up the work order, otherwise, create a work order reflecting the need to complete the SSC VL1 repair.
- Issue the work order to the technician and include job instructions for the SSC.

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Preparing for the Delivery After SSC Completion

- 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 the customer of completion.

Delivery of the Vehicle After SSC Completion

The delivery of the vehicle is a very important part of ensuring a high level of customer satisfaction.

- Explain all SSC repairs to the customer.
- Explain any additional service and/or maintenance work that was performed and any related charges.
- Thank the customer for his or her time and continued patronage. Also apologize for the inconvenience.

Follow-Up

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

The following information explains the policies and procedures for preparation and submission of a warranty claim for reimbursement of a repair performed under SSC VL1.

Operation Code	Description	Labor Hours
7519H1	Replace brake vacuum hose	0.3 hr./vehicle

NOTE: Lexus warranty will only accept one claim per vehicle under the terms of this Special Service Campaign. Please ensure that your dealership checks the National History File to see if the vehicle has been repaired under this campaign prior to servicing the vehicle.

Recap of Claims Submission and General Provisions of the SSC

- 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.

Special Service Campaign

Claiming Reimbursement for Special Services

You must use sublet to claim any special services required in conjunction with the special service campaign repair.

- Issue “GA” (Gas Tank Fill–up)
 - Applicable to every vehicle.
 - Amount claimed is \$23.52.
- Issue “CW” (Car Wash/Administration Time)
 - Applicable to every vehicle.
 - Amount claimed is \$26.50.
- Issue “RT” (Rental Car)
 - Applicable only under extenuating circumstances.
 - Must be authorized by a DSPM.
- Issue “DE” (Pick–up and Delivery/Remote Repair)
 - Applicable only under special circumstances (e.g., more than 75 miles from the nearest Lexus dealer).
 - Claimed at actual dealer cost.
 - Applicable only under special circumstances (e.g., more than 75 miles from the nearest Lexus dealer).
 - Claimed at actual dealer cost.
 - DSPM authorization is always required for this expense.

TDN Claim Preparation Instructions

NOTE: Each sublet must be a separate entry with:

- Unique Invoice Number
- Description
- Sublet Type
- \$ Amount

In Repair Order Management, select claim type “SC” (Special Service Campaign).

Lexus ES 300

INVOICING

Create Invoice

SI-3

INVOICING ENTRY		LEXUS DEALERSHIP	
R/O	0004771	S/C: 332	Hat#:
Driver Name:	JONES	VIN:	JT8BF22G2V0014811
Co. Name ...		Veh:	ES300 OYSTR
DRIVER		Stk:	Miles: 7500
Condition ..	01	Type: 2	(1=Cust,2=War,3=Int,4=Ext)
LN MENU/OPCOD	C L	TEC ACT	TM FLG TM INSTRUCTIONS/NOTES
01 VL1	354	.30	SSC VL1
02			
		Dept: S	SERVICE DEPT.
			LABOR
			23.70
			.00

Roll: Up/Down Cmd/F12: Total Enter: Process Help: Options SRVL23C

Condition Total

SI-3
CMD-12

SERVICE INVOICE CONDITION TOTAL		LEXUS DEALERSHIP	
		9/22/97	
R/O #:	0004772	Condition: 01	Type: Warranty
Prime Item:	VL1	Department: SERV	
TOTAL AMOUNTS		WARRANTY INFORMATION	
COST	SALE	ACCT	DESCRIPTION
18.00	23.70	4420	WARR MECH LBR-L
19.18	27.81		PARTS
50.02	50.02	4460	SUBLET RPR MECH
.00	.00	7195	SUPPLY&SM TOOLS
.00	.00	7185	FREIGHT-P&A
.00	.00	4770	TIRES,GAS,OIL &
.00	.00	7193	SUPPLY&SM TOOLS
.00	.00		MISCELLANEOUS
.00	.00		MISCELLANEOUS
101.53		Condition Total	
=====			

Cmd/F10: Return 23: View Parts
12: Total (Continue) Enter: Process S#L23WA

Special Service Campaign

INVOICING

Claim Information

SI-3
CMD-12

SERVICE INVOICE CONDITION TOTAL		LEXUS DEALERSHIP	
		9/16/97	
R/O #: 0004771	Condition: 01	Type: Warranty	Dept ..: SERV
Prime Item: SSC VL1		Claim #: 000144	
WARRANTY CLAIM INFORMATION			
Operation Code ..:	7519H1	Comb:	
Claim Type	SC (Help: Claim Types)	RO Mileage ..:	* 7500
Repair Date	9/16/97	DOFU	* 11/19/96
Original Part #..:	(Help) T1:	T2:	T3:
Condition :			
Cause			
Remedy			
AUTHORIZATION		PARTIAL/REQUEST AMTS	ORIGINAL REPAIR ORDER
Ath #	(CMD 16)	Labor	RO Number..:
Ath. Type		Sublet	RO Date...:
A/C Compressor:		Parts	RO Mileage:
ADDITIONAL T3 CODES:		Total00
Cmd/F10: Return		13: Warranty Help	23: View Parts
12: Total (Continue)	16: Auth Info.	Enter: Process	S#L23WB

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SUBLET INFORMATION – Example of Transportation Costs to Make Remote Repairs

Condition Total

SI-3
CMD-22 (from
Condition screen)

INVOICING ENTRY				LEXUS DEALERSHIP	
R/O: 0004771				S/C: 332	Hat#:
				VIN: JT8BF22G2V0014811	
DESCRIPTION	FLUIDS	UNITS	COST	SALE	
OIL 5-30	.00		.00	.00	
OIL 20-50	.00		.00	.00	
DIFF FLUID80-90	.00		.00	.00	
DEXTRON III	.00		.00	.00	
MISC CHARGE	.00		.00	.00	
TIRE TAX	.00		.00	.00	
SUBLET REPAIRS FOR R/O# 0004771 - CONDITION 01					
P.O. #	INVOICE #	TYPE	VENDOR/DESCRIPTION	COST	% SALE
23454	23454	DE	TRANSPORTATION COSTS	125.00	125.00
			TO SEND TECH		
				.00	.00
				.00	.00
				.00	.00
				.00	.00

Cmd/F2: View Sublet Types 6: Move Fluid 8: Move Sublet 10: Return S#023BA

SI-3
CMD-12

SERVICE INVOICE CONDITION TOTAL				LEXUS DEALERSHIP	
				9/22/97	
R/O #: 0004772				Condition: 01	Type: Warranty
Prime Item: VL1				Department: SERV	
TOTAL AMOUNTS				WARRANTY INFORMATION	
COST	SALE	ACCT	DESCRIPTION	CLAIM#	DESCRIPTION
18.00	23.70	4420	WARR MECH LBR-L		WARRANTY CLAIMS-LEX
19.18	27.81		PARTS		
125.00	125.00	4460	SUBLET RPR MECH		
.00	.00	7195	SUPPLY&SM TOOLS		
.00	.00	7185	FREIGHT-P&A		
.00	.00	4770	TIRES,GAS,OIL &		
.00	.00	7193	SUPPLY&SM TOOLS		
.00	.00		MISCELLANEOUS		
.00	.00		MISCELLANEOUS		
176.51			Condition Total		
=====					

Cmd/F10: Return 23: View Parts
12: Total (Continue) Enter: Process S#L23WA

Special Service Campaign

SUBLET INFORMATION – Example of Remote Area Service

SI-3
CMD-22
(from Condition screen)

INVOICING ENTRY				LEXUS DEALERSHIP	
R/O	0004772	S/C: 332	Hat#:	VIN: JT8BF22G2V0014811	
FLUIDS					
DESCRIPTION	UNITS	COST	SALE		
OIL 5-30	.00	.00	.00		
OIL 20-50	.00	.00	.00		
DIFF FLUID80-90	.00	.00	.00		
DEXTRON III	.00	.00	.00		
MISC CHARGE	.00	.00	.00		
TIRE TAX	.00	.00	.00		
SUBLET REPAIRS FOR R/O# 0004772				CONDITION 01	
P.O. #	INVOICE #	TYPE	VENDOR/DESCRIPTION	COST	% SALE
23454	23454	GA	FUEL FILL-UP	23.52	23.52
			FOR SSC VL1		
23454A	23454A	CW	CAR WASH AND ADM TIME	26.50	26.50
			FOR SSC VL1		
23454B	23454B	RT	RENTAL CAR	45.00	45.00
3434	3434	TW	SMITH TOWING CO.	37.00	37.00
				.00	.00
Cmd/F2: View Sublet Types 6: Move Fluid 8: Move Sublet 10: Return S#023BA					

Condition Total

SI-3
CMD-12

SERVICE INVOICE CONDITION TOTAL				LEXUS DEALERSHIP	
				9/22/97	
R/O #: 0004772	Condition: 01	Type: Warranty	Department: SERV		
Prime Item: VL1					
TOTAL AMOUNTS				WARRANTY INFORMATION	
COST	SALE	ACCT	DESCRIPTION	CLAIM#	DESCRIPTION
18.00	23.70	4420	WARR MECH LBR-L		WARRANTY CLAIMS-LEX
19.18	27.81		PARTS		
132.02	132.02	4460	SUBLET RPR MECH		
.00	.00	7195	SUPPLY&SM TOOLS		
.00	.00	7185	FREIGHT-P&A		
.00	.00	4770	TIRES,GAS,OIL &		
.00	.00	7193	SUPPLY&SM TOOLS		
.00	.00		MISCELLANEOUS		
.00	.00		MISCELLANEOUS		
183.53		Condition Total			
=====					
Cmd/F10: Return				23: View Parts	
12: Total (Continue)				Enter: Process	
				S#L23WA	

Lexus ES 300

WARRANTY INFORMATION SCREEN

SERVICE INVOICE CONDITION TOTAL		LEXUS DEALERSHIP 9/16/97	
R/O #: 0004771	Condition: 01	Type: Warranty	Dept ...: SERV
Prime Item: SSC VL1			Claim #: 000144
WARRANTY CLAIM INFORMATION			
Operation Code ..:	7519H1	Comb:	
Claim Type	SC (Help: Claim Types)	RO Mileage ..:	* 7500
Repair Date	9/16/97	DOFU	* 11/19/96
Original Part #..:	(Help) T1:	T2:	T3:
Condition :			
Cause			
Remedy ...:			
AUTHORIZATION		PARTIAL/REQUEST AMTS ORIGINAL REPAIR ORDER	
Ath #	310345CMD 16)	Labor	RO Number..:
Ath. Type	g	Sublet	RO Date...:
A/C Compressor:	-	Parts	RO Mileage:
		Total00
ADDITIONAL T3 CODES:			
Cmd/F10: Return		13: Warranty Help	23: View Parts
12: Total (Continue)		16: Auth Info.	Enter: Process S#L23WB

NOTE: Authorization is required for expenses incurred for remote service or for pick-up and delivery in remote locations.

SERVICE INVOICE CONDITION TOTAL		LEXUS DEALERSHIP 9/22/97	
REPAIR AUTHORIZATION INFORMATION			
Last Name	JONES		
First Name	GLENNIS		
Company Name			
Warranty	Y (Y/N)		
Goodwill	N (Y/N)		
Reason For Expense:	SSC VL1 REMOTE REPAIRS REQ DSPM AUTH.		
CR Case #			
TA Case #			
BBB Case #			
Legal Case #			
PARTIAL ADJUST AMOUNTS			
	TOTAL CLAIM DEALER AMOUNT	CUSTOMER AMOUNT	REQUESTED AMOUNT
Labor	23.70	.00	23.70
Parts + Markup:	27.81	.00	27.81
Sublet	125.00	.00	125.00
Total	176.51	.00	176.51
Repair Authorization Information Updated			
Cmd/F10: Return	Enter: Process		S#L23WF

Special Service Campaign

REPAIR ORDER MANAGEMENT – Adding Fuel Costs

CW-1
CMD-22

INVOICING ENTRY				LEXUS DEALERSHIP	
R/O: 0004772				S/C: 332	Hat#:
				VIN: JT8BF22G2V0014811 .	
FLUIDS					
DESCRIPTION	UNITS	COST	SALE		
OIL 5-30	.00	.00	.00		
OIL 20-50	.00	.00	.00		
DIFF FLUID80-90	.00	.00	.00		
DEXTRON III	.00	.00	.00		
MISC CHARGE	.00	.00	.00,		
TIRE TAX	.00	.00	.00		
SUBLET REPAIRS FOR R/O# 0004772				CONDITION 01	
P.O. #	INVOICE #	TYPE	VENDOR/DESCRIPTION	COST	% SALE
23454	23454	GA	FUEL FILL-UP	23.52	23.52
			FOR SSC VL1		
23454A	23454A	CW	CAR WASH AND ADM TIME	26.50	26.50
			FOR SSC VL1		
				.00	.00
				.00	.00
				.00	.00

Cmd/F2: View Sublet Types 6: Move Fluid 8: Move Sublet 10: Return S#023BA

Lexus ES 300

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. It must begin with the letter “A” 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 a mile).

Original Part Number: Not required on an SSC Claim.

Operation Code: Enter operation code 7519H1 for this SSC.

Combination Code: Not allowed for this SSC.

Total Hours: Enter the total labor hours allowed for this SSC. (Total hours allowed is 0.3.)

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.

Special Service Campaign

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 required for an SSC claim.

Replacement Part Number: Enter the part number for the brake vacuum hose (44773–33040).

Replacement Parts Quantity: Enter “1” in this field.

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 dealer’s 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 the sublet. Paper claims only allow one sublet code entry. Therefore, enter notation “Car Wash” and “Administration” separately.

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

Lexus ES 300

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 45%.

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 required for an SSC claim.

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.

Brake Vacuum Hose Replacement

25

Lexus ES 300

SAFETY RECALL NOTICE - VL1 Lexus ES300 - USA: Recall States

Dear Lexus Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect which relates to motor vehicle safety exists in certain 1997 model year ES300 vehicles. If your vehicle is used in extremely cold climates for an extended period, a condition may be encountered where accumulated moisture may temporarily freeze in the brake vacuum hose. This will eliminate vacuum assist to the brakes, possibly leading to increased stopping distances. This could result in an accident.

What is the problem?

When these vehicles are driven at extremely cold temperatures without frequent brake application, it is possible for moisture to enter the brake vacuum hose from engine surge tanks and freeze. If extremely cold temperatures exist for many days, the amount of frozen moisture will increase. In the worst case, this may result in a brake vacuum hose blocked by ice. This will eliminate vacuum assist to the brakes, possibly leading to increased stopping distances. This could result in an accident.

What will Lexus do?

Any Lexus dealer will install a new design brake vacuum hose to prevent this condition at NO COST to you.

What Should You Do?

Contact any authorized Lexus dealer and make an appointment to have a new design brake vacuum hose installed as soon as possible.

The labor time for installation of the new design brake vacuum hose is approximately 15 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Please present this notice to the dealer when you bring the vehicle in for the repair.

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

What if you have other questions?

Please contact any Lexus dealer or call:

**Lexus Customer Satisfaction Department at
1-800-25-LEXUS (1-800-255-3987)**

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 800-424-9393 (Washington, D.C. area residents may call 366-0123).

We have sent this notice in the interest of your continued satisfaction with our products and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.
Sincerely,

LEXUS DIVISION
Toyota Motor Sales, U.S.A., Inc.

Special Service Campaign

PRODUCT UPDATE NOTICE - VL1 Lexus ES300 - USA: Non-Recall States

Dear Lexus Owner:

This notice is being sent to advise you that Lexus is conducting a recall on 1997 model year ES300 vehicles in the following 19 States of the U.S.

Alaska	Michigan	North Dakota
Colorado	Minnesota	South Dakota
Idaho	Montana	Vermont
Illinois	Nebraska	Wisconsin
Iowa	Nevada	Wyoming
Kansas	New Hampshire	
Maine	New York	

What is the problem?

When these vehicles are driven at extremely cold temperatures without frequent brake application, it is possible for moisture to enter the brake vacuum hose from engine surge tanks and freeze. If extremely cold temperatures exist for many days, the amount of frozen moisture will increase. In the worst case, this may result in a brake vacuum hose blocked by ice. This will eliminate vacuum assist to the brakes, possibly leading to increased stopping distances. This could result in an accident.

What Should You Do?

If you believe that there is a possibility for your vehicle to be operated under the conditions described above, please contact any authorized Lexus dealer and make an appointment to have a new design brake vacuum hose installed.

The labor time for installation of the new design brake vacuum hose is approximately 15 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Please present this notice to the dealer when you bring the vehicle in for the repair.

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

What if you have other questions?

Please contact any Lexus dealer or call:

**Lexus Customer Satisfaction Department at
1-800-25-LEXUS (1-800-255-3987)**

We have sent this notice in the interest of your continued satisfaction with our products and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.
Sincerely,

LEXUS DIVISION
Tovota Motor Sales, U.S.A., Inc.

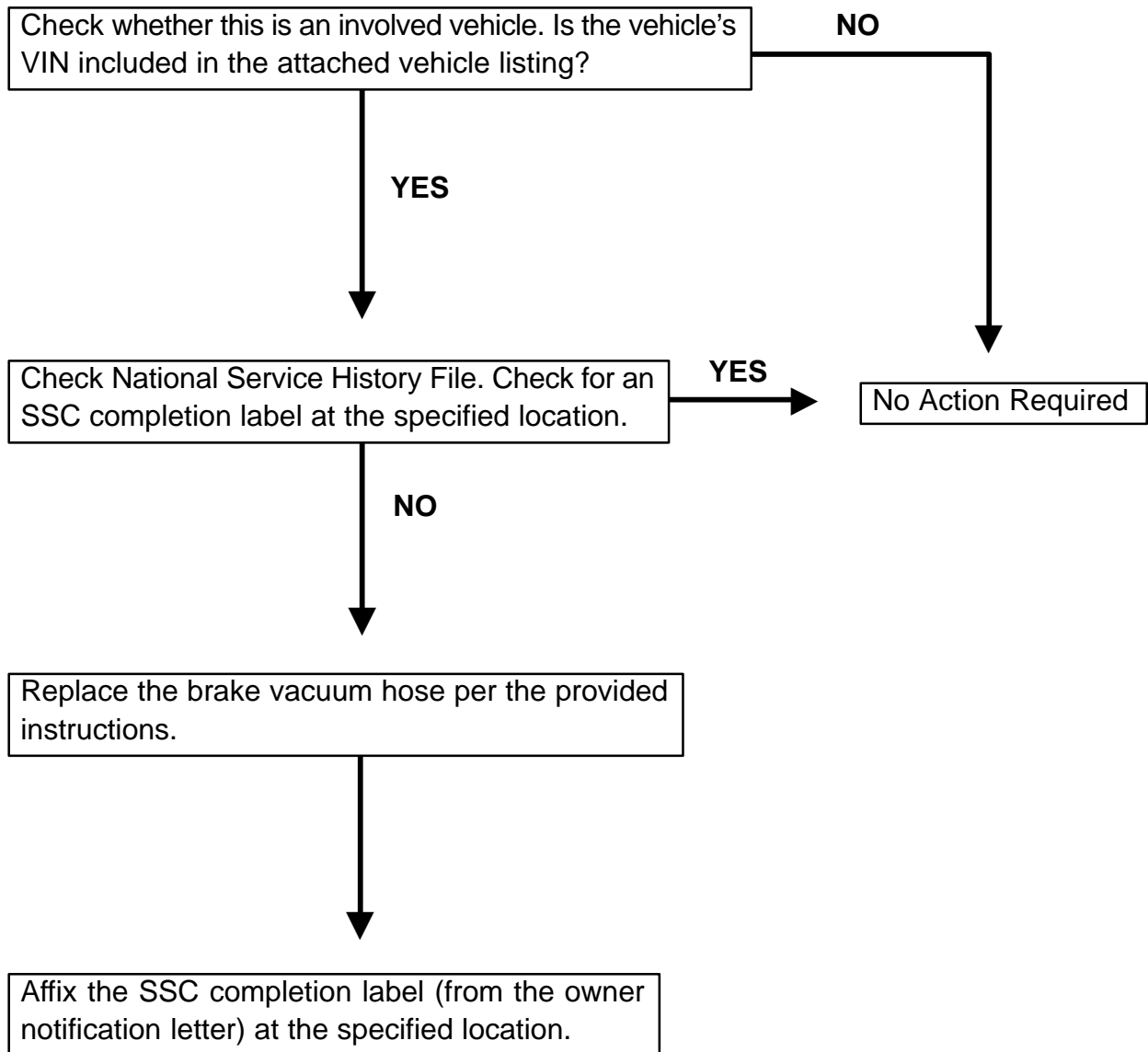
Lexus ES 300

Technical Instructions

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Repair Procedures Flow Chart



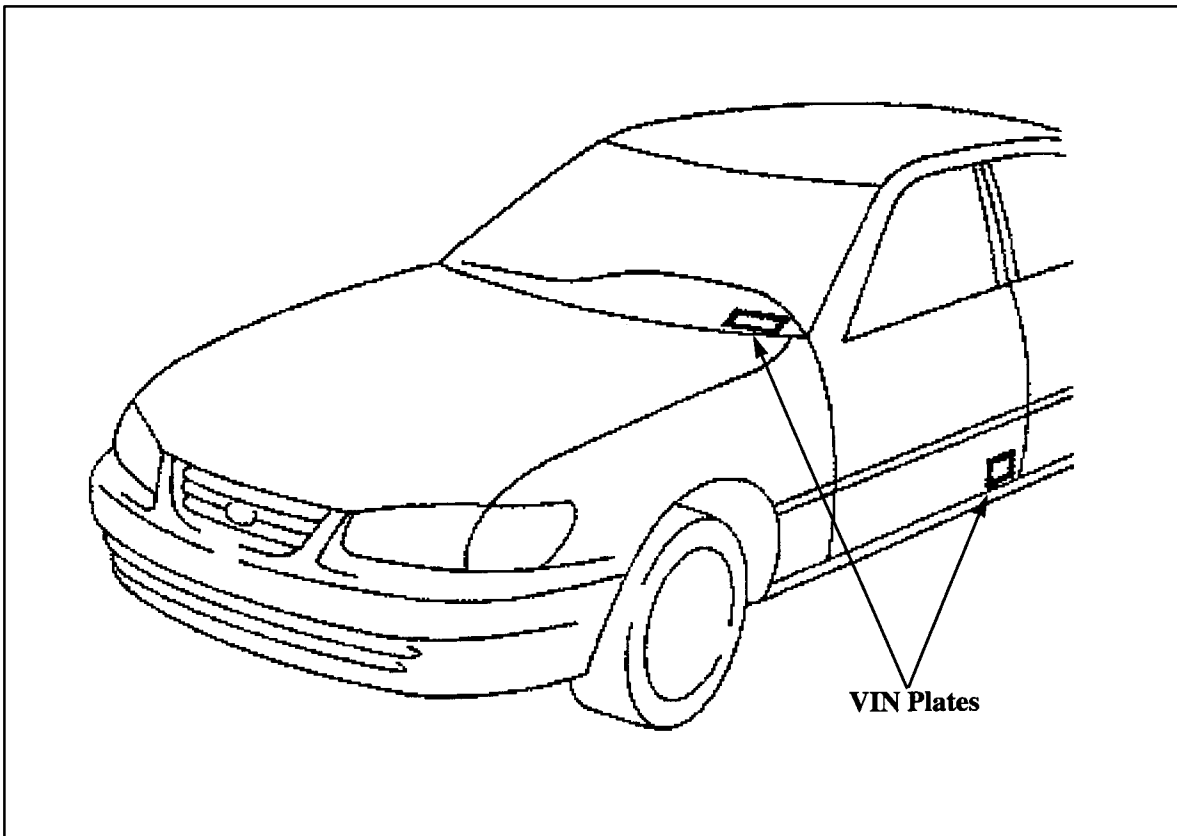
VIN Location

1. Check the Vehicle Identification Number (VIN).
 - (a) Locate one of the Vehicle Identification Number (VIN) plates.
 - (b) Are the last eight digits within the following range: V0001075 – V00046672

NOTE: ES 300s with VINs V5000001 and up are NOT included in this campaign.

NO: Assure the customer that the brake vacuum hose on his or her ES 300 is okay and is not involved in the SSC. No further action is necessary.

YES: Check for an SSC–VL1 Completion Label affixed to the left door hinge post near the door check.

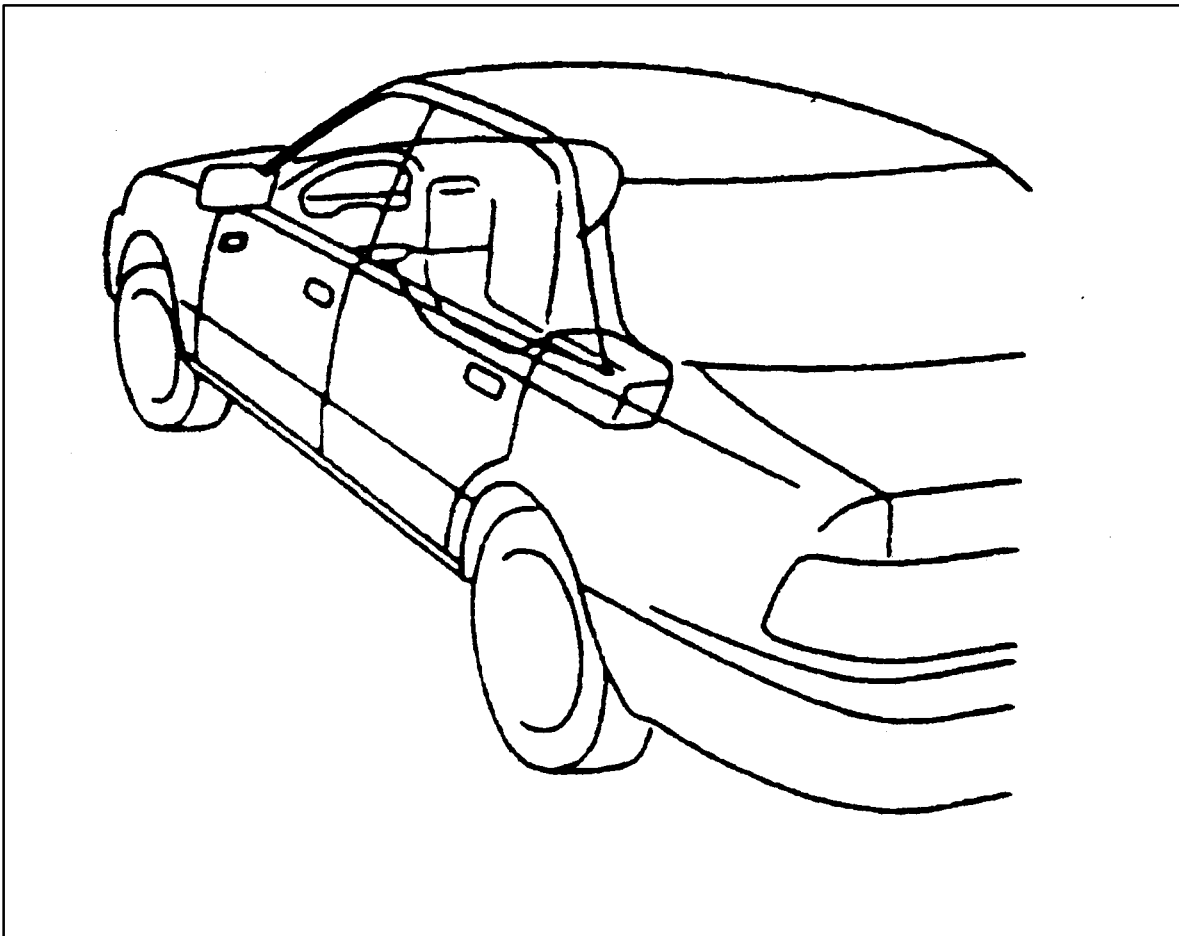


VIN Location

2. Is an SSC VL1 Completion Label present?

YES: The Special Service Campaign has already been performed on the vehicle. No further action is necessary.

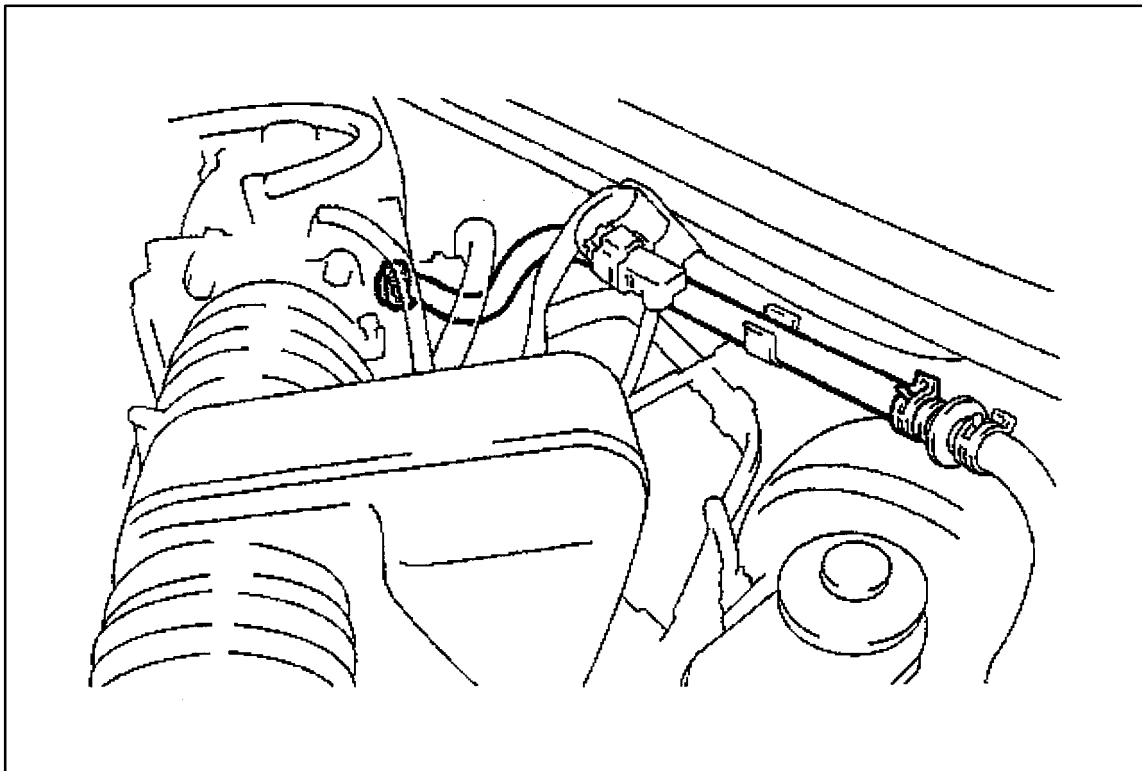
NO: Continue with SSC VL1 as outlined on the following pages.



Brake Vacuum Hose Replacement Procedure

REMOVAL

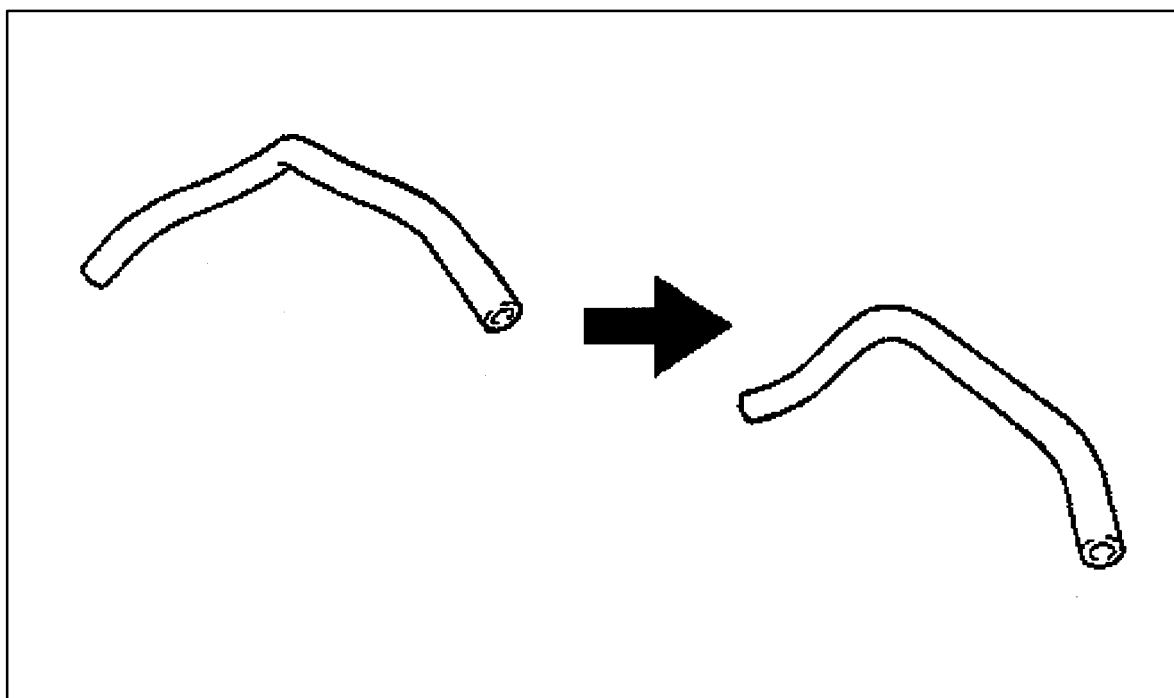
1. Use pliers to slide the 2 vacuum hose clamps off the fittings at the plenum union and at the check valve.
2. Remove the vacuum hose from the clamp on the firewall.
3. Disconnect the vacuum hose from the plenum and check valve. Remove the hose from the vehicle.
4. Remove the 2 hose clamps from the old brake vacuum hose, and discard the old hose.



Brake Vacuum Hose Replacement Procedure

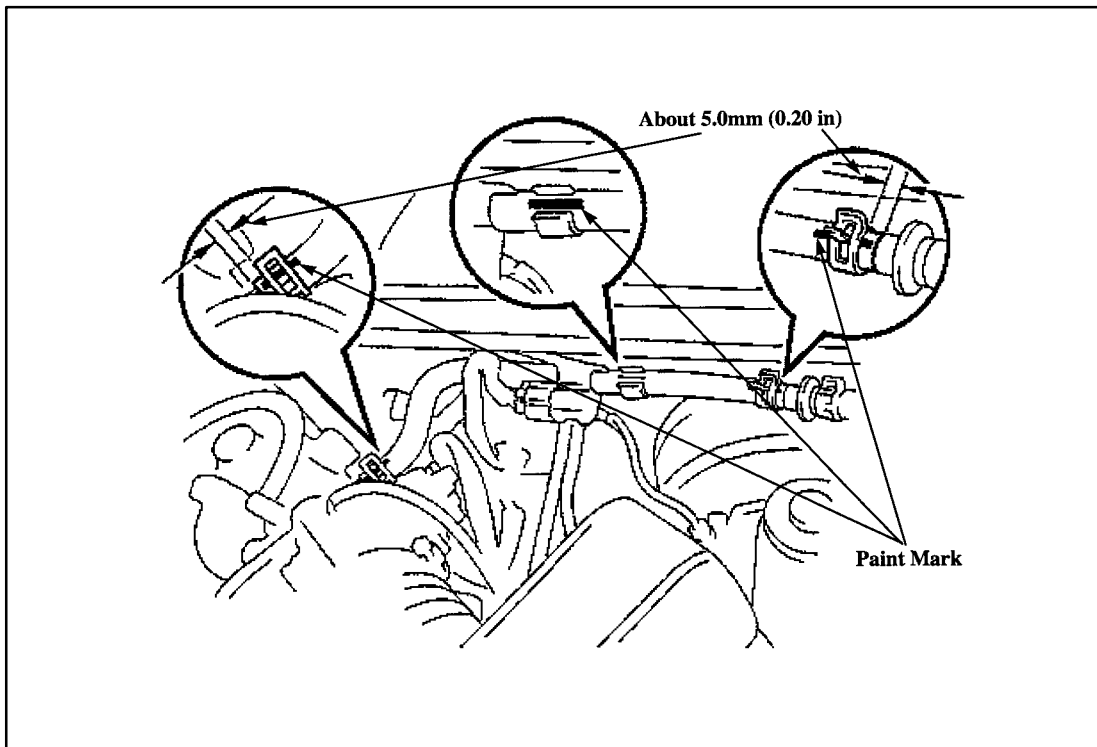
INSTALLATION

1. Obtain the new brake vacuum hose, part number 44773-33040.
2. Slide the 2 hose clamps onto the ends of the new hose.



Brake Vacuum Hose Replacement Procedure

3. Connect the vacuum hose to the plenum and to the check valve. Install the vacuum hose so the paint marks face upward as shown in the illustration.
4. Press the vacuum hose into place in the clamp on the firewall.
5. Slide a hose clamp over the plenum union fitting and over the check valve fitting.



SSC Completion Label Installation

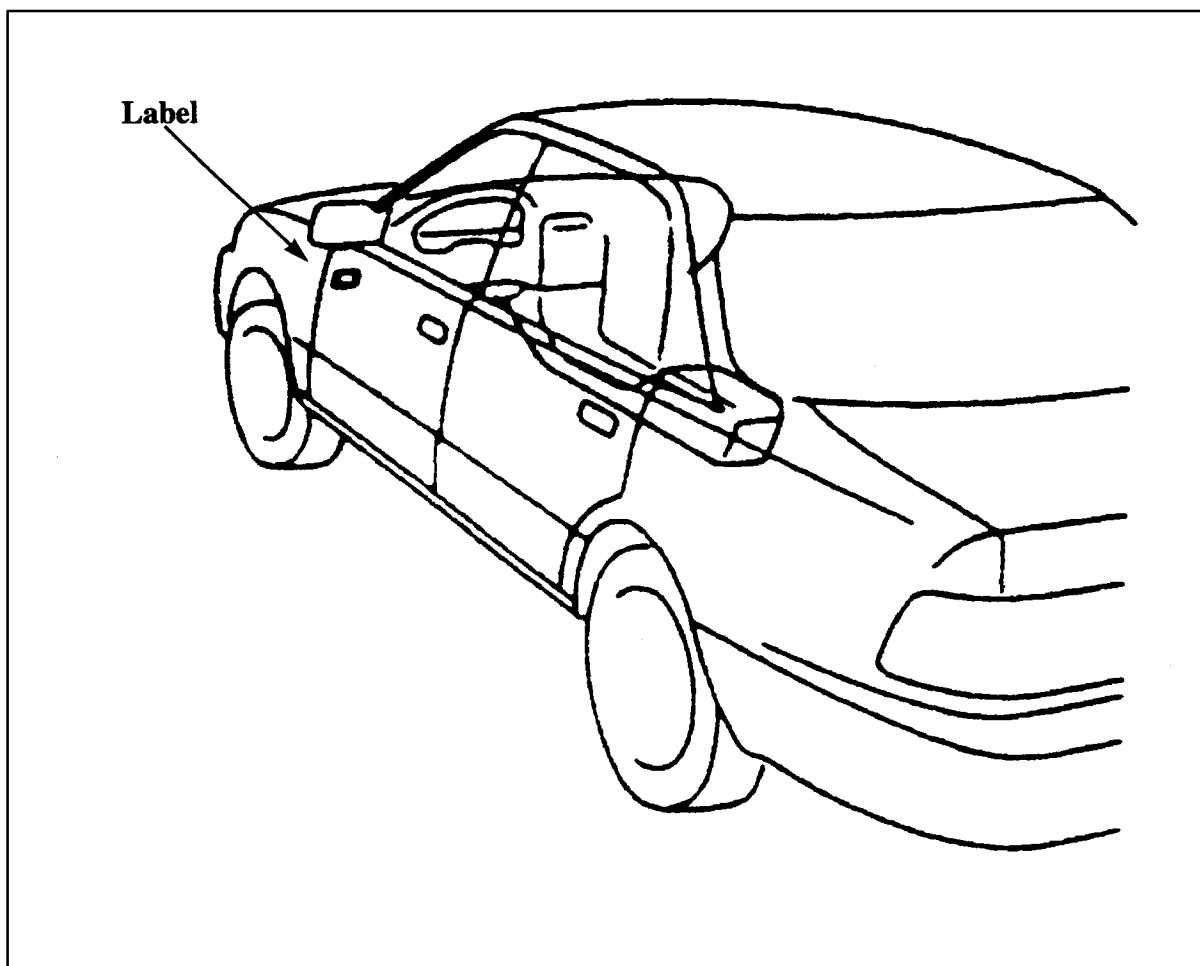
1. After completing the Special Service Campaign, fill out the SSC completion label. Write in VL1, the date of the repair, and your dealer code.

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

SSC VL1	Date
TOYOTA MOTOR SALES, U.S.A., INC.	
DEALER CODE NO.	
00410-01917	

SSC Completion Label Installation

2. Affix the label to the left front door hinge post near the door check.





1994 ⓘ 1998 ES 300

**Steering Wheel Set Nut
(Tsutsumi Built Vehicles Only)**

Special Service Campaign XL-7

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PREPARING FOR THE SSC

Overview

Lexus is initiating a Special Service Campaign (SSC). The XL–7 SSC is for 1994 through 1998 model year ES 300s built at the Tsutsumi plant. It is important to note that ES 300s built in the Kyushu plant are not involved in this SSC. This SSC is an opportunity to strengthen the relationships we have established with our valued customers and demonstrate the Lexus service experience to customers who may not have visited your dealership recently. This handbook provides all the details necessary to plan and implement the SSC at your dealership. Key points on the SSC are summarized below.

XL–7 Condition

The steering wheel set nut may not be sufficiently tight in certain 1994 through 1998 model year Tsutsumi built ES 300 vehicles. This may cause an abnormal steering vibration and looseness. If the owner continues to operate the vehicle with this condition, in the worst case, the nut may eventually come off and the steering wheel may separate from the steering shaft. This can result in a loss of vehicle control, increasing the risk of an accident.

XL–7 Repair

The XL–7 SSC involves tightening the steering wheel set nut to the specified torque.

Customer Notification

Notification letters will be sent in phases to the owners of affected vehicles beginning in late November 1999. This letter will advise owners of the need to have the vehicle repair performed.

Steering Wheel Set Nut on 1994 ☐ 1998 Tsutsumi Built ES 300s

SSC & Customer Satisfaction

The Special Service Campaign provides us with an opportunity to demonstrate the Lexus commitment to total customer satisfaction. By implementing the XL-7 SSC in an organized and efficient manner, we can nurture our relationships and strengthen these associations. Throughout the 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.

Determine Your Demand

SSC XL-7

The XL-7 Special Service Campaign only applies to 1994 through 1998 ES 300s built at Tsutsumi within the VIN ranges below. It is important to note that ES 300s built at Kyushu are not involved in this SSC. No other vehicles before or after these ranges are to be repaired under the provisions of this SSC.

Model	Year	VIN Range	
		VDS	Ranges
ES 300	1994	GK13T	R0001027 ☐ R0074672
	1995	GK13T	S0055163 ☐ S0129614
	1996	BF12G	T0128626 ☐ T0186198
	1997	BF22G	V0001020 ☐ V0083880
	1998	BF28G	W0082398 ☐ W0141594

The enclosed SSC summary report lists vehicles sold by your dealership. From this list, please determine the actual number of customers who should come back to your dealership for this SSC.

Manpower and Facility Requirements

Your dealership must plan ahead to accommodate the additional service volume generated as a result of this SSC. It is the intent of Lexus to have 100% of SSC repairs completed by the end of April 2000.

In reviewing your dealership's manpower and facility requirements for this Special Service 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?
- The special Enterprise Rent-A-Car arrangement that started with SSC WL–1 is also in effect for XL–7. See page 10 for further details.

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

- ⇒ Importance of Lexus customer care for each SSC 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.

Tools and Equipment

No special tools or equipment are required for this SSC.

Technical Training

The back of this handbook contains the repair procedures for this SSC.

We suggest that all service department staff who will be directly involved in completing the repair or supporting the SSC should review the repair procedures to prepare for this SSC.

We also recommend that one person at your dealership be designated as the Campaign Coordinator.

Your District Operations Manager will meet with you to answer your questions and monitor the progress of the SSC.

TDN System

The following steps must be taken to prepare your TDN System for processing SSC claims:

- The labor operation code has been transmitted to your dealership. Remember that each dealership must request and apply it to the dealer system. If your dealership has not received the code, call the TDN hotline at **(800-421-8154)**
- Create a menu code in TDN Menu Option SC-2 using the new labor operation code established for this SSC.

Menu Code: XL7
Labor Op. Code: 9525K1

Planning Your Communication Strategy

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

Q1: What is the condition?

A1: The steering wheel set nut may not be sufficiently tight in certain 1994 – 1998 model year, Tsutsumi built, ES300 vehicles. This may cause an abnormal steering vibration and looseness. If the owner continues to operate the vehicle with this condition, in the worst case, the nut may eventually come off and the steering wheel may separate from the steering shaft. This can result in a loss of vehicle control, increasing the risk of an accident.

Q2: Are there any warnings that this condition has occurred?

A2: Yes. A vehicle with this condition may experience an abnormal steering vibration or looseness of the steering wheel.

Q3: What can an owner do if they experience an abnormal steering vibration or looseness of the steering wheel?

A3: Owners of the involved vehicles should contact their local Lexus dealer to have the steering wheel set nut inspected.

Q4: Which and how many vehicles are involved?

A4: 1994 through 1998 model year, Tsutsumi built, ES300 vehicles are involved. Approximately 177,000 vehicles were sold in the United States. ES300s built at the Kyushu, Japan plant are not affected.

Q5: What is the production period of the affected vehicles?

A5: The affected vehicles were produced from July 1993 through July 1998.

Q6: Are there any other Toyota or Lexus vehicles involved?

A6: Yes, certain 1995 through 1998 model year Tsutsumi built, Camry vehicles are also involved in this recall.

Steering Wheel Set Nut on 1994 - 1998 Tsutsumi Built ES 300s

Q7: How many cases of this condition have been reported?

A7: There have been no reported cases of this condition in Lexus vehicles. Nine Toyota cases (which may be related to this condition) have been reported for the vehicles involved.

Q8: Have there been any accidents reported?

A8: There have been no reported cases of accidents for the vehicles involved in this recall.

Q9: What is Lexus going to do?

A9: Owners of the involved vehicles will receive a recall notification by first class mail. Lexus dealers will tighten the steering wheel set nut to the proper torque setting. This repair will be performed at **NO COST** to the vehicle owners.

Q10: How long will the repair take?

A10: The repair will take approximately 30 minutes, however, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Q11: If an affected vehicle experienced a previous steering looseness problem, which has been corrected, is it necessary to bring the vehicle to a Lexus dealer?

A11: Yes, although the repair was conducted, any Lexus dealer will tighten the steering wheel set nut to the proper torque setting. This repair will be performed at **NO COST** to the vehicle owner.

Calls to Your Customers

- Customers **involved** in the SSC
 - ⇒ Although each affected vehicle owner will receive a notification letter, we would like your dealership to use the customer list provided in the SSC package to help manage your service volume. *Note: The customer list provided is based on Lexus owner database. SSC notices will be mailed to owners identified by using R.L. Polk registration data.* We strongly suggest that your dealership's service management and consulting staff review the list and proactively contact customers for prompt

Lexus Special Service Campaign XL–7

service. Also let them know how valuable a customer they are and that this Special Service Campaign is being undertaken by Lexus to keep their confidence in the Lexus brand.

- Customers **not involved** in the SSC
⇒ Assure any customers with vehicles outside of the involved VIN range 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 the SSC. We recommend designating an individual to answer these inquiries to ensure that callers get accurate, consistent information.
- The Lexus Website (www.lexus.com) will also address customer concerns. A special section will help answer questions regarding procedures and affected vehicles.

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 contacts at Lexus are:

Nancy Hubbell, Lexus Public Relations Manager

(310) 781–3282

Holly Ferris, Lexus Public Relations Administrator

(310) 781–3279

**Implementing
the XL-7 SSC**

**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.

{Preferred}

Lexus Customer Confidence System (LCCS)

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

{Preferred}

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.

Enterprise Rent-A-Car

Recognizing that loaner car capacity may become an issue, Lexus is continuing **special arrangements with Enterprise Rent-A-Car** to supplement the demand. The specially negotiated price includes a \$35.00 per day charge for premium cars and an \$11.99 per day rate, plus applicable taxes, for full collision protection (C.D.W.). The total is \$46.99, plus tax, in all 48 contiguous states except for New York where the rate structure is different due to state laws covering the sale of a Collision Damage Waiver.

An important feature to this preferred rental arrangement is that this rate entitles your customers to any available Enterprise vehicle including luxury vehicles. So please provide them with a selection of the best available vehicles. Also please employ the strategy (where practical) that SSC customers receive Lexus vehicles and Enterprise vehicles are reserved for regular service customers.

Lexus Dealer Fleet (non-Lexus vehicles)

A rate of \$35.00 per day may be claimed if using this option.

Other Car Rental Agencies (Other than Enterprise)

Lexus Special Service Campaign XL–7

In most cases, a rate of \$35.00 plus tax per day may be claimed if using this option.

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 DOM. In addition, loaner car requests that exceed two days must carry proper DOM 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 DOM will work with you to develop and authorize an action plan.

Guidelines to be used in performing remote repairs are:

- 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 DOM.
- 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 DOM 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 the SSC:

- Explain that the actual service will take about half an hour and 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 notice:
 - ⇒ Check the VIN against the national Service History File to see if the vehicle has been previously repaired under this Campaign.
 - ⇒ Check the left front door hinge post for an SSC completion label.
 - ⇒ If there is no label, check the VIN against the SSC list.
 - ⇒ If the vehicle is outside the affected VIN range, explain that the vehicle does not require the Campaign repairs.
 - ⇒ If the vehicle is eligible, explain the SSC to the customer; describe the procedure and the amount of time needed for the repair.

Lexus Special Service Campaign XL–7

- If the customer has an appointment, pull the work order, otherwise, create a work order reflecting the need to complete the SSC XL–7 repair.
- Issue the work order to the technician and include job instructions for the SSC.

Preparing for the Delivery After SSC Completion

- Because this service requires the vehicle's battery to be disconnected, make sure that the clock has been reset, seat number one memory reset and that any preset stations have been programmed back into the audio system.
- Wash/clean the vehicle inside and out.
- Fill the gas tank with premium unleaded fuel. (This actual fill-up cost will be charged as a SSC expense.)
- Notify customer of completion and arrange for re-delivery or return of rental vehicle.
- Remind those customers with optional memory seat that the number two seat memory will need to be reset.

Delivery of the Vehicle After the SSC Completion

The delivery of the vehicle is a very important part of ensuring a high level of customer satisfaction:

- Explain all SSC repairs to the customer.
- Apologize for any inconveniences and emphasize desire to protect the relationship.
- 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

The following information explains the policies and procedures for preparation and submission of a warranty claim for reimbursement of a repair performed under the SSC XL-7.

Repair	Claim Type	Opcode	Labor Hours*	Sublet
Tighten Nut to Specific Torque	SC	9525K1	0.5	GA (fuel), TW (tow), RT (loaner vehicle), DE (pick-up and delivery or remote repair) or CW (car wash) as required and substantiated by invoices.

* Includes 0.1 labor hours for administrative time.

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

Recap of Claim Submission and General Provisions of the SSC

- Lexus will pay for gas tank fill-up (actual cost)
- Lexus will provide a loaner vehicle
- Lexus will pay for costs associated with remote repairs
- Lexus will pay for remote pick-up and delivery (DOM authorization only)

Claiming Reimbursement for Special Services

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

Lexus Special Service Campaign XL–7

- Issue **TW** (Tow Vehicle)
 - ⇒ Applicable to every vehicle
 - ⇒ Claim actual receipt amount as a sublet
 - ⇒ You may utilize Amoco or any agency providing Lexus type service
- Issue **RT** (Rental Car)
 - ⇒ Applicable to every vehicle
 - ⇒ Special Service Campaign customers may also be given dealer owned Lexus or L.C.C.S. vehicles at the normal reimbursement rate of \$44.00 per day
 - ⇒ Lexus has negotiated a special day rate of \$46.99 plus tax per day with Enterprise Rent–A–Car as an option (includes C.D.W., Collision Damage Waiver insurance)
 - ⇒ Dealer loaner vehicles or other car rental agencies will be reimbursed at the rate of \$35.00 per tax per day
 - ⇒ The loaner vehicle reimbursement rate cap is two days per repair unless otherwise authorized by DOM
- 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
 - ⇒ Claim \$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

Steering Wheel Set Nut on 1994 ☐ 1998 Tsutsumi Built ES 300s

⇒ **F.T.S/A.O.M.** authorization is required for this expense

- Issue ☐**DE**☐ (Pick-Up and Delivery/**Remote Repairs**)

⇒ Applicable at dealer discretion

⇒ Claim actual dealer cost

TDN Claim Preparation Instructions

NOTE: Each sublet must be a separate entry with:

- Unique invoice number
- Description
- Sublet Type
- Dollar Amount
- In Repair Order Management, select claim type ☐**SC**☐ (Special Service Campaign)

SSC-XL7 1994-1998 ES300 STEERING WHEEL SET NUT SAFETY RECALL NOTICE

Dear Lexus Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Lexus has determined that a defect, which relates to motor vehicle safety exists in certain 1994 – 1998 model year ES300 vehicles manufactured in one of two ES300 assembly plants. Your vehicle has been identified as requiring this recall.

WHAT IS THE PROBLEM?

The steering wheel set nut is not sufficiently tight in certain 1994–1998 model year ES300 vehicles. If you continue to operate the vehicle with this condition, you may experience an abnormal steering vibration or looseness of the steering wheel. In the worst case, the nut could eventually come off and the steering wheel may separate from the steering shaft. This can result in a loss of vehicle control, increasing the risk of an accident.

WHAT WILL LEXUS DO?

Any Lexus Dealer will torque the steering wheel set nut to the proper specification **at NO COST** to you.

WHAT SHOULD YOU DO?

Contact any authorized Lexus dealer and make an appointment to inspect the steering wheel set nut as soon as possible.

The labor time for inspecting the set nut is approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Please present this notice to the dealer when you bring the vehicle in for the repair.

If you no longer own the vehicle, please indicate so on the enclosed postage paid form, providing us with the name and address of the new owner.

WHAT IF YOU HAVE OTHER QUESTIONS?

Please contact any Lexus dealer or call the Lexus Customer Assistance Center at 1-800-255-3987.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 800-424-9393 (Washington, D.C. area residents may call 366-0123).

We have sent this notice in the interest of your continued satisfaction with our products and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

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

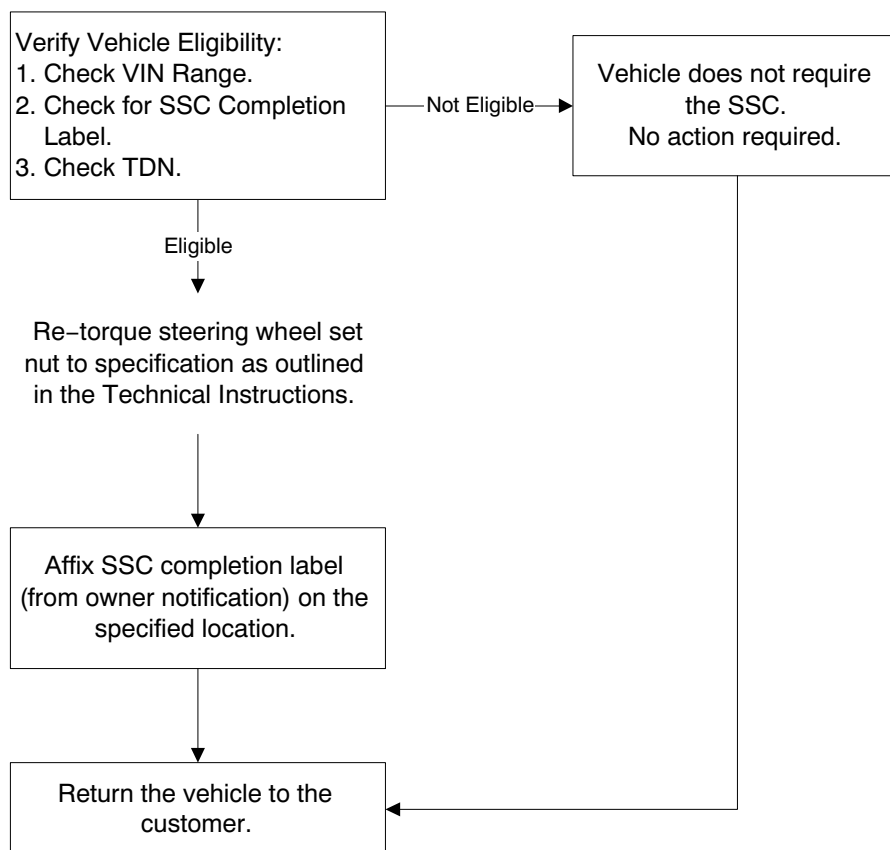
Technical Instructions

Steering Wheel Set Nut on 1994 1998 Tsutsumi Built ES 300s

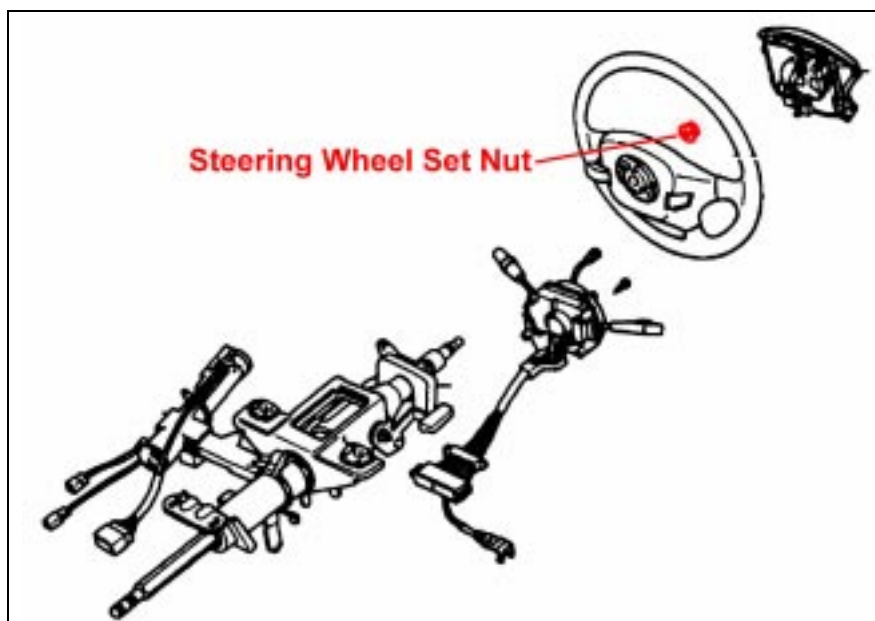
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1. OPERATION FLOW CHART



2. LOCATION OF AFFECTED PART



3. AFFECTED VIN RANGE

Model	Year	VIN Range*	
		VDS	Ranges
ES300	1994	GK13T	R0001027 through R0074672
	1995	GK13T	S0055163 through S0129614
	1996	BF12G	T0128626 through T0186198
	1997	BF22G	V0001020 through V0083880
	1998	BF28G	W0082398 through W0141594

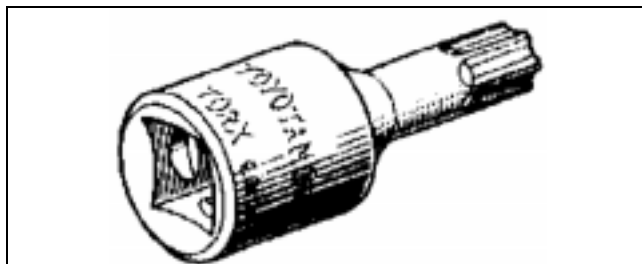
*Please note that Kyushu built ES300s are not affected and are not included in the above VIN range. As always confirm Lexus Service History to verify vehicle eligibility.

4. PREPARATION

Parts

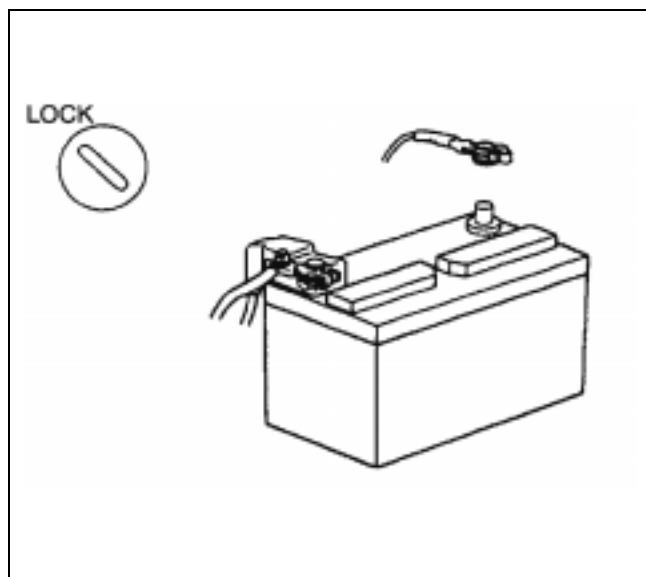
No replacement parts are necessary.

Tools



- 09042-00010 Torx Socket T30
- Torque Wrench
- Standard Tools

5. WORK PROCEDURE

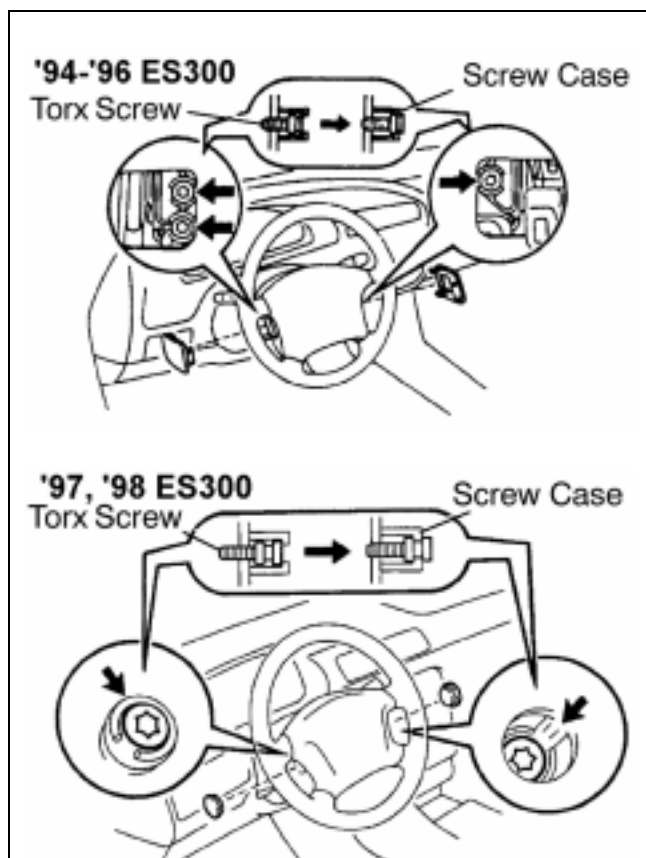


1. DISCONNECT NEGATIVE (-) BATTERY TERMINAL

- Record radio station presets.
- Set memory seat to position 1. (If equipped)
- Turn the ignition key to the **LOCK** position.
- Disconnect negative (-) battery terminal.

CAUTION:

Do not remove the Steering Wheel Pad until a minimum of 90 seconds has passed since the ignition key was set in the **LOCK** position and the battery had been disconnected.



2. REMOVE STEERING WHEEL PAD

NOTE:

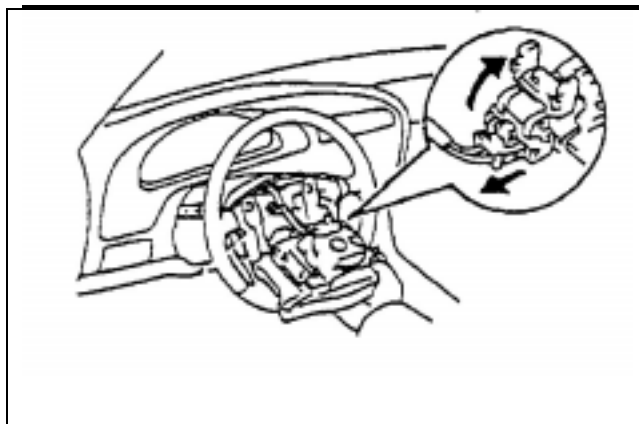
If the airbag is disconnected with the ignition in the **ON** or **ACC** position, a **DTC** will be recorded.

- Turn the steering wheel so the front wheels face straight ahead.
- Remove the two covers behind the steering wheel to expose the Torx screws.
- Using a T30 Torx socket, loosen the screws.

NOTE:

- Loosen the Torx screws until the groove, along the screw circumference, catches on the screw case.
- Be careful not to damage the cruise control switch, if equipped.

Steering Wheel Set Nut on 1994 - 1998 Tsutsumi Built ES 300s



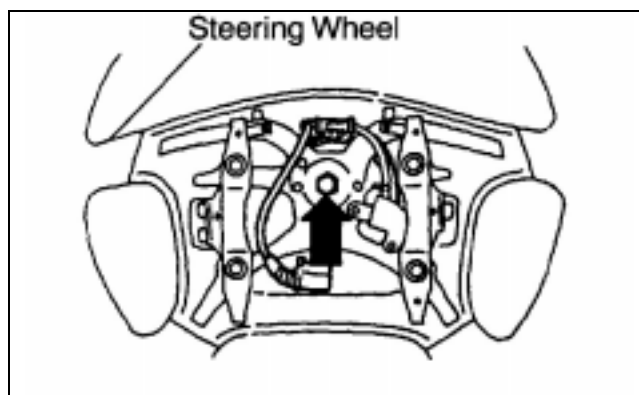
- (d) Pull the steering wheel pad out from the steering wheel and disconnect the SRS connector.

NOTE:

When removing the wheel pad, take care not to damage the airbag harness.

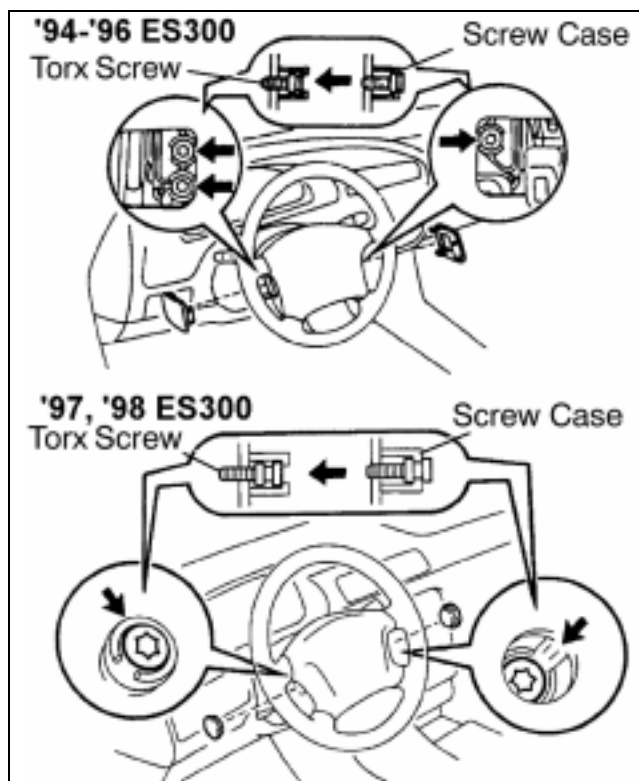
CAUTION:

When storing the airbag, keep the upper surface of the airbag facing up.



3. TIGHTEN THE STEERING WHEEL SET NUT

Torque: 49 N·m (500 kgf·cm, 36 ft·lbf)



4. REINSTALL THE STEERING WHEEL PAD

- (a) Reconnect the airbag connector.
(b) Reinstall the steering wheel pad after confirming that the circumference groove of the Torx® screws are caught in the screw case.
(c) Using a T30 Torx® socket, tighten the screws.

Torque:

1994–1996 MY

8.8 N·m (90 kgf·cm, 78 in·lbf)

1997–1998 MY

7.1 N·m (72 kgf·cm, 63 in·lbf)

- (d) Reinstall the Torx® bolt covers on the steering wheel.

NOTES:

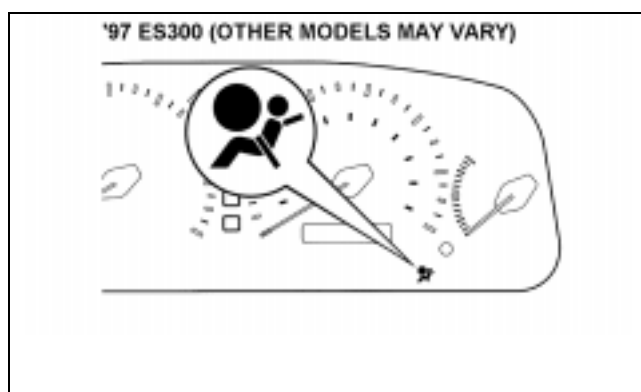
- If the airbag has been dropped or if there are cracks, dents, or other defects to the case or connector, **replace** the airbag.
- When reinstalling the airbag, take care not to pinch the wiring between other parts.

5. RECONNECT THE NEGATIVE (–) BATTERY TERMINAL

6. CHECK SRS WARNING LIGHT

- Turn ignition to **ON** or **ACC** and check that the SRS warning light illuminates.
- Verify that the SRS warning light goes out after approximately 6 seconds.

7. REPROGRAM THE RADIO PRESETS, RESET MEMORY SEAT POSITION 1 (IF EQUIPPED), AND RESET THE CLOCK



6. SSC COMPLETION LABEL INSTALLATION

- After completing repair and before returning the vehicle to the owner, a SSC completion label, that is enclosed in the owner's notification must be affixed to the left front door hinge post, near the check strap.

- The label is to be filled out as follows:

- Write in SSC XL7.
- Write in date of repair.
- Write in your dealer code.

SSC	Date
DEALER CODE NO.	
00410-01917	

- Additional SSC completion labels, in sheets of 50 (P/N 00410-01917), may be ordered through the non-parts system on a 1450 order form or through the TDN system.



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

April 2005

General Procedures for Lexus SSCs and LSCs

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IMPLEMENTING 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

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:

- 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)

- 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