



Via Overnight Mail
January 16, 2009

Subject: Special Service Campaign (Safety Recall) 9LA
Certain 2006 - 2007 GS, 2006 - 2008 IS and 2007 - 2008 LS vehicles
Fuel Delivery Pipe Replacement

Dear Dealer Principal:

Lexus will initiate a Special Service Campaign (SSC) on certain 2006 through 2007 GS 300/350, 2006 through 2008 model year IS 250/350, and 2007 through 2008 LS 460/LS 460L vehicles. The involved vehicles are equipped with aluminum fuel delivery pipes (fuel rails). Lexus has determined that ethanol fuels with low moisture content will corrode the internal surface of the fuel rails. As this condition progresses, the engine malfunction indicator light (MIL) may illuminate. Over time, the corrosion will create a pinhole resulting in fuel leakage.

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

Owner Notification Date

Lexus will begin sending the Special Service Campaign notification in late January 2009 via first class mail.

Identification of Involved Vehicles

MODEL	VDS	MY	Serial Range
GS 300	BH96S	2006	5000028 - 5045859
GS 300 AWD	CH96S	2006	0001017 - 0021080
GS 350	BE96S	2007	0007608 - 0028362
GS 350 AWD	CE96S	2007	0001838 - 0012689
IS 250	BK262	2006	2000010 - 2021611 5000018 - 5025772
		2007	2021159 - 2058542 5025773 - 5050845
		2008	2057792 - 2061389 5050849 - 5053158
IS 250 AWD	CK262	2006	2000003 - 2008675 5000013 - 5007908
		2007	2008542 - 2019897 5007909 - 5015612
		2008	2019898 - 2020648 5015613 - 5016546

IS 350	BE262	2006	2000000 - 2007084 5000018 - 5011869
		2007	2006942 - 2013016 5011870 - 5017246
		2008	2011547 - 2013594 5017247 - 5017817
LS 460	BL46F	2007	5000133 - 5051857
		2008	5051858 - 5055333
LS 460L	GL46F	2007	5000112 - 5020667
		2008	5020680 - 5021639

Note: Dealers should always consult Dealer Daily or TIS to confirm VIN eligibility and to assure that the SSC 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.

Implementation at Dealerships

This SSC package contains the repair instructions, warranty claim procedures, and parts order information. Your dealership's affected VIN list will be sent to your service manager on January 21, 2009 via Next Day UPS delivery service. All associates who have a part in this campaign should be familiar with its contents.

Parts Availability and Ordering

The necessary parts can be ordered through your dealership's facing PDC. Lexus will monitor dealer orders for corrective action with any dealer who orders excessive quantities in relation to the affected vehicle population.

Vehicle	Part Description	Part Number	Quantity per Vehicle
GS 300	Pipe Kit, Fuel Delivery, No. 3	04008-18331	1
GS 350/IS 350	Pipe Kit, Fuel Delivery, No. 2	04008-18231	1
IS 250	Pipe Kit, Fuel Delivery, No. 4	04008-18431	1
LS 460/LS 460L	Pipe Kit, Fuel Delivery, No. 1	04008-18138	1

In a small number of cases, based upon the inspection results you may need to replace the fuel injectors. Please keep all replaced fuel injectors for possible warranty parts recovery and inspections. If requested you will need a fuel injector shipping kit for dealers.

Vehicle	Part Description	Part Number	Insulator Color	Quantity per Vehicle
GS 300/IS 250	Injector Assembly, Fuel	23209-39057-A0	Black	6 (as needed)
		23209-39057-B0	Reddish Brown	
GS 350/IS 350/ LS 460/LS 460L	Injector Assembly, Fuel	23209-39155-B0	Black	6 (GS/IS) or 8 (LS) (as needed)
		23209-39155-C0	Reddish Brown	
		23209-39155-D0	Green	

Tools and Equipment

The following tools and equipment are required for this procedure.

- Standard hand tools
- Torque wrench
- 22 mm union nut wrench
- SST: (non-essential) 09612-24014 (09617-24011)
- SST: Stud Bolt - 04007-32331 (2 stud bolts have been included in each Service Manager's package)
- SST: 09260-39015 Injector seal tool set (02968-03020, 09268-03010) Lexus drawer 1
- Techstream
- Protective tape
- Wooden boards (for clamping purposes)

Warranty Claim Processing Instructions

Dealers are required to submit SSC claims using the information described below.

SSC	Model	Opcode	Description	Labor Hours*
9LA	LS 460 /LS 460L	8506FA	Replace the fuel delivery pipes	7.2
	GS 300	8506FC	Replace the fuel delivery pipes	3.2
	GS 350	8506FG	Replace the fuel delivery pipes	3.3
	IS 250/IS 350	8506FJ	Replace the fuel delivery pipes	3.3

***NOTE:** Above flat rate time(s) include 0.1 hour for campaign administrative cost per unit for the dealership. Lexus warranty will only accept one claim per vehicle under the terms of the SSC. Please ensure that your dealerships check Dealer Daily or TIS to see if the vehicle has been repaired under this SSC prior to servicing a vehicle.

In a small number of cases, based upon the inspection results you may need to replace the fuel injectors. Please utilize the following operation codes if fuel injector becomes necessary.

SSC	Model	Opcode	Description	Labor Hours*
	LS 460/LS 460L	8506FB	Replace the fuel delivery pipes and the injectors	6.8
	GS 300	8506FD	Replace the fuel delivery pipes and the injectors	2.9
	GS 350	8506FH	Replace the fuel delivery pipes and the injectors	3.0
	IS 250/IS 350	8506FK	Replace the fuel delivery pipes and the injectors	3.0

***NOTE:** Above flat rate time(s) include 0.1 hour for campaign administrative cost per unit for the dealership. Lexus warranty will only accept one claim per vehicle under the terms of the SSC. Please ensure that your dealerships check Dealer Daily or TIS to see if the vehicle has been repaired under this SSC prior to servicing a vehicle.

The affected VIN information and operation codes will be downloaded and activated for dealerships to use on January 20, 2009.

Important Note: Many vehicles subject to SSC 9LA are also a part of SSC 9LB (Rear Brake Caliper) and 9LC (Electric Power Steering). Lexus will only accept sublet charges for customer care amenities (car wash, fuel fill, rental, pick up and delivery) on the dealer claim for the SSC 9LA repair with the exception of GS 430/450h vehicles which should be claimed on the applicable SSC 9LB claim and RX 400h vehicles which should be claimed on the applicable SSC 9LC claim.. It is important that your dealership perform all applicable SSC repairs in a single service visit and correctly submit the associated warranty claims.

Customer Care

Lexus' usual customer care amenities (car wash, fuel fill-up and loaner vehicles) apply to this SSC. Specific details may be found in TIS in the General Procedures for Special and Limited Service Campaigns.

Important Note: Many vehicles subject to SSC 9LA are also a part of SSC 9LB (Rear Brake Caliper) and 9LC (Electric Power Steering). Lexus will only accept sublet charges for customer care amenities (car wash, fuel fill, rental, pick up and delivery) on the dealer claim for the SSC 9LA repair with the exception of GS 430/450h vehicles which should be claimed on the applicable SSC 9LB claim and RX 400h vehicles which should be claimed on the applicable SSC 9LC claim.. It is important that your dealership perform all applicable SSC repairs in a single service visit and correctly submit the associated warranty claims.

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

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

Sincerely,

Jerry Marcotti
Service and Parts Field Operations Manager

Attachments

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



Special Service Campaign (Safety Recall) 9LA - Q&A
 Certain 2006 - 2007 GS, 2006 - 2008 IS and 2007 - 2008 LS vehicles
 Fuel Delivery Pipe Replacement

Q1: *What is the condition?*

A1: The involved vehicles are equipped with aluminum Fuel Delivery Pipes (Fuel Rails). Lexus has determined that ethanol fuels with a low moisture content will corrode the internal surface of the fuel rails. As this condition progresses, the engine Malfunction Indicator Light (MIL) may illuminate. Over time, the corrosion will create a pinhole resulting in fuel leakage.

Q2: *Are there any warnings that this condition exists?*

A2: Yes, the Malfunction Indicator Lamp (MIL) in the combination meter may illuminate.

Q3: *Which and how many vehicles are involved?*

A3: There are approximately 214,500 vehicles involved.

Model Year	Model	Approx UIO
2006	GS 300	43,700 (24,500 2WD, 19,200 AWD)
2007	GS 350	23,700 (14,000 2WD, 9,700 AWD)
2006 -	IS 250	85,800 (54,000 2WD, 31,800 AWD)
2006 -	IS 350	24,900
2007 -	LS460/LS460L	36,400 (25,500 LS460, 10,900)

Q4: *Are there any other Toyota or Lexus vehicles involved?*

A4: No, this specific condition only affects certain 2006 through 2007 GS 300/350, 2006 through 2008 IS 250/350, and 2007 through 2008 model year LS460/LS460L vehicles.

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

A5: The affected vehicles were produced:

Model Year	Model	Production Range
2006	GS 300	Early January 2005 - Late July 2006
2007	GS 350	Mid-June 2006 - Late September 2007
2006 - 2008	IS 250	Late August 2005 - Mid-September 2007
2006 - 2008	IS 350	Late August 2005 - Late September 2007
2007 - 2008	LS460/LS460L	Early May 2006 - Early September 2007

Q6: How many incidents of this condition have been reported?

A6: There have been no reported cases of fire. However, 46 cases of Malfunction Indicator Lamp (MIL) illumination, the corrosion condition and/or fuel leakage were reported in the affected vehicles in the United States.

Q7: Have there been any accidents reported?

A7: No. There have been no accidents reported which relate to this condition.

Q8: What is Lexus going to do?

A8: Owners of the involved vehicles will receive a Safety Recall Notification by first class mail in late January 2009. Any Lexus dealer will replace the fuel delivery pipes with a newly designed one at **NO CHARGE** to the vehicle owner.

Q9: How long will the repair take?

A9: The repair will take approximately three hours for GS and IS vehicles or approximately seven hours for LS vehicles. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q10: What should an owner do if they experience the condition, or have immediate concerns about their vehicle?

A10: If an owner has any immediate concerns they are requested to contact their local Lexus dealer for diagnosis, and if applicable, repair.