



Safety Recall Campaign – FUEL PUMP REPLACEMENT- **VGG05**

Models: IS (ASE30/AVE30/GSE31), ES (AXZH10), GS (ARL10/GRL10/11 & GWL10), RX (AGL20/GGL2#/GYL2#), LC (GWZ100/URZ100), LS (USF40/GVF50/VXFA50/UVF4#), LX (URJ201), NX (AGZ1#), RC (ASC10/GSC10) & IS-F (USE20)

Published: 24 May 2021 – Operation Code: **VGG05**

BACKGROUND

Lexus has determined that a requirement exists for the initiation of a Safety Related Recall Campaign to be conducted in accordance with the FCAI code of practice for safety related recall campaigns affecting a range of IS (ASE30/AVE30/GSE31), ES (AXZH10), GS (ARL10/GRL10/11 & GWL10), RX (AGL20/GGL2#/GYL2#), LC (GWZ100/URZ100), LS (USF40/GVF50/VXFA50 /UVF4#), LX(URJ201), NX(AGZ1#), RC(ASC10/GSC10) & IS-F (USE20) vehicles sold in Australia.

DESCRIPTION OF PROBLEM

The subject vehicles are equipped with a fuel pump which may stop operating. If this were to occur, warning lights and messages may display on the instrument panel, and the engine may not run smoothly. This can result in a vehicle stall, and the vehicle may be unable to be restarted. If a vehicle stall occurs while driving at higher speeds, this could increase the risk of a crash.

TIMING / OWNER NOTIFICATION

Initial Recall

Interim notification letters were mailed to customers in April, 2020

Recall notification letters were mailed to Critical Fleet Guests in June, 2020

Further notification will be issued by mail and / or other means (SMS/email) to impacted vehicle owners progressively when sufficient parts stock is available requesting the owners to make an appointment at their preferred Lexus Dealer for rectification. Rectification will be conducted free of charge.

October 2020 Expansion

Interim notification letters were mailed to customers late November, 2020

Further notification will be issued by mail and / or other means (SMS/email) to impacted vehicle owners progressively when sufficient parts stock is available requesting the owners to make an appointment at their preferred Lexus Dealer for rectification. Rectification will be conducted free of charge.

[Owner Letter](#)

INVOLVED VEHICLES

There are 11,503 affected Lexus vehicles involved in the Australian market. 4,893 Lexus vehicles have been added with this expansion.

MODEL NAME	VERSION	WMI	VDS	CD	VIS FROM	VIS TO	PRD FROM	PRD TO	QTY	
ES300h	AXZH10	JTH	B21B1	#	02000209	02037256	Jul-18	Feb-19	219	
GS250	GRL11		BF1BL		05009213	05011095	Sep-13	Jul-14	42	
			BF1BL		0A000101	0A000523	Sep-14	Dec-14	7	
GS300	ARL10		BA1BL		0A005777	0A008933	Jul-17	Mar-19	14	
GS350	GRL12		BZ1BL		0A011955	0A018685	Jul-17	Apr-19	52	
	GRL10		BE1BL		05028560	05044333	Sep-13	Jul-14	82	
GS450h	GWL10		BE1BL		0A000189	0A005476	Sep-14	Nov-14	36	
			BS1BL		05006520	05007293	Sep-13	Jul-14	36	
			BS1BL		0A000108	0A000454	Sep-14	Feb-15	20	
IS300	ASE30		BS1BL		0A003035	0A003112	Jul-18	Apr-19	8	
	AVE30		BA1D2		05057028	05098001	Jul-17	May-19	1234	
IS300h	AVE30		BH1D2		05073527	05076716	Jul-18	Jan-19	85	
IS350	GSE31		BE1D2		05005509	05019611	Sep-13	Jan-15	79	
			BE5D2		05005495	05020227	Mar-13	Feb-15	976	
			BZ1D2		05031583	05035005	Oct-17	May-19	387	
IS-F	USE20		BP262		05011324	05011568	Sep-13	Jul-14	22	
LC500h	GWZ100		HY5AY		0A000600	0A001759	Jul-17	Jun-19	14	
LC500	URZ100		HP5AY		0A003203	0A007305	Jul-17	Jun-19	126	
LX570	URJ201		JTJ		HY00W	04134039	04303771	Sep-13	Apr-19	460
LS460	USF40		JTH		BL46F	05124949	05135554	Sep-13	Jan-15	19
LS500h	GVF50	BY1FF		05000135	05004395	Oct-17	Sep-18	3		
		BYLFF		05000159	05005503	Oct-17	Jan-19	30		
LS500	VXFA50	B51FF		05000982	05009055	Jan-18	Apr-19	22		
		B5LFF		05000105	05009126	Jul-17	Apr-19	73		
LS600h/L	UVF45	CU46F	05017672	05019066	Sep-13	Feb-15	20			
NX200t	AGZ10	JTJ	YARBZ	02002196	02157504	Dec-14	Apr-19	1774		
	AGZ15	BARBZ	02002817	02216992	Dec-14	Apr-19	1255			
RC200t/300	ASC10	JTH	HA5BC	05006989	05009757	Jul-17	Apr-19	118		
RC350	GSC10		HE5BC	05000108	05005439	Apr-14	Feb-15	163		
			HZ5BC	05017931	05020750	Dec-17	May-19	349		
RX200t/300	AGL20	JTJ	ZAMCA	02042760	02067197	May-18	Jun-19	463		
RX350	GGL25		BZMCA	02026892	02046624	Jul-17	Sep-19	1694		
RX450h	GYL25		BGMCA	02027680	02053253	Jul-17	Sep-19	849		
RX350L	GGL26		DZKCA	02000102	02022541	Aug-17	Sep-19	454		
RX450hL	GYL26		DGKCA	02000119	02009821	Dec-17	Sep-19	319		

Note: 1) Although the involved vehicles are within the above VIN ranges, not all vehicles in these VIN ranges were sold in the Australian market.

2) (#) indicates additional check digit (alpha or numeric)

REQUIRED PARTS

MODEL NAME	MODEL CODE	ENGINE	PARTS REQUIRED	PARTS ORDER METHOD
ES300h	AXZH10		04009-86325 & 04009-80447	Created Demand VIN Release
GS250	GRL11		04009-86145 & 04009-80447	
GS300	ARL10		04009-86531 & 04009-80447	
GS350	GRL12	2GR-FKS	04009-86531 & 04009-80447	
GS350	GRL10	2GR-FSE	04009-86138 & 04009-80447	
GS450h	GWL10		04009-86138 & 04009-80447	
IS300	ASE30		04009-86531 & 04009-80447	
IS300h	AVE30		04009-86236 & 04009-80447	
IS350	GSE31	2GR-FKS	04009-86531 & 04009-80447	
		2GR-FSE	04009-86138 & 04009-80447	
IS-F	USE20		04009-86138 & 04009-80952	
LC500h	GWZ100		04009-86531 & 04009-80952	
LC500	URZ100		04009-86531 & 04009-80952	
LS460	USF40		04009-86145 & 04009-80452	
LS500	VXFA50		04009-86531 & 04009-81252	
LS500h	GVF50		04009-86531 & 04009-81252	
LS600h	UVF45		04009-86138 & 04009-81252	
LS600hL	UVF46		04009-86138 & 04009-81252	
LX570	URJ201		04009-86145 & 04009-80647 & 04000-07660	
NX200t/300	AGZ15		04009-86136 & 04009-81152	
	AGZ10		04009-86136 & 04009-81152	
RC200t/300	ASC10		04009-86531 & 04009-80447	
RC350	GSC10	2GR-FKS	04009-86531 & 04009-80447	
		2GR-FSE	04009-86138 & 04009-80447	
RX200t/300	AGL20		04009-86136 & 04009-80848	
RX300	AGL20		04009-86136 & 04009-80848	
RX450h	GYL25		04009-86531 & 04009-81433	
RX350	GGL25		04009-86531 & 04009-80848	
RX450hL	GYL26		04009-86531 & 04009-81433	
RX350L	GGL26		04009-86531 & 04009-80848	

RECALL CAMPAIGN IDENTIFICATION LABEL

If this recall campaign has already been completed on a vehicle, a recall campaign Identification Label specifying campaign code 'VGG05' will be affixed to the right-hand side 'A' pillar, as shown below



REQUEST TO VEHICLE OWNERS

Please contact your nearest / preferred Lexus dealer to confirm if your vehicle is outstanding for this recall campaign.

Please have your vehicle VIN number available when contacting Lexus Dealers.

If vehicle is outstanding for this recall campaign, your Lexus Dealer will make an appointment to complete this recall campaign on your vehicle.

WHERE CAN I FIND MY VIN?

VIN number location varies by model.

For information on how to find the VIN position specific to your vehicle, please search "vehicle identification number" in the alphabetical index at the rear of your Owner's Manual.

Models Fuel Pump Replacement - October 2020 Expansion

Low Pressure Fuel Pump - 1st Customer Letter

Dear <Owner Name>,

SAFETY RELATED RECALL CAMPAIGN NOTIFICATION

Contact: 1

Lexus is sending this letter to advise you that a Safety Related Recall Campaign involving your Lexus <Model> was announced in 2020.

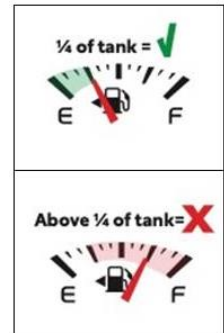
You may have received an interim notification regarding this Safety Recall advising the replacement parts will be available progressively from early 2021. Lexus Australia is now in a position to commence rectification for this Recall on your Lexus <Model> and urge you to contact your nearest or preferred Lexus Dealer as per the instructions below to have your vehicle repaired **FREE OF CHARGE**.

What is the Issue?

Your vehicle is equipped with a fuel pump which may stop operating due to a manufacturing concern. If the pump stops operating the warning lights and messages may display on the instrument panel and the engine not run smoothly. This can result in a vehicle stall, and the vehicle may not be able to be restarted. A loss of power while driving could increase the risk of a crash, increasing the risk of injury to the vehicle occupants and road users. In the event of a serious accident this may result in death.

What should you do?

Please immediately contact your preferred Lexus Dealer to schedule an appointment to have the Fuel Pump replaced **FREE OF CHARGE**. Please quote campaign reference number **VGG05** to your Lexus Dealer at time of booking. To assist your Lexus Dealer please present your vehicle with minimal fuel at the scheduled appointment, otherwise it may delay the repair time required to conduct the rectification. The recommended amount of fuel in your tank at the time of your appointment is **no more than a ¼ tank of fuel**. Please refer to the gauge image indicating the recommended ✓ and non-recommended ✗ amounts.



fuel
may
other
the
fuel

COVID-19 and Urgent Safety Recalls:

What precautions or measures have Lexus Dealers implemented to protect people and help prevent the spread of any illness?

The health and safety of our customers and employees is paramount. For your peace of mind, our Dealers have implemented intensive cleaning, hygiene and social-distancing measures, based on best-practice advice from governments and health authorities. For more information go to: <https://www.lexus.com.au/hereforyou>

If you no longer own this vehicle, please complete the appropriate sections on the attached form and return it in the postage paid envelope enclosed.

What will Lexus do?

Lexus will conduct this rectification **FREE OF CHARGE**. The labour time required to conduct the rectification, depending on your vehicle model, will take approximately between 2 to 4 hours. Depending on your preferred Lexus Dealers work schedule, it may be necessary to make your vehicle available for a longer period.

How can I find my Lexus Dealer?

- Refer to <https://www.lexus.com.au/contact/find-a-dealer>

I have further questions, who can I talk to?

- Lexus Customer Assistance Centre on 1800 023 009 between 8am to 6pm, Monday to Friday.

Owner Action:

- Locate your preferred Lexus Dealer using one of the above methods.
- Call your preferred Lexus Dealer to schedule an appointment to have the Fuel Pump rectified.
- To assist your preferred Lexus Dealer,
 - Quote campaign reference number **VGG05** at the time of booking.
 - Present the vehicle with **no more than ¼ tank of fuel**.

We have sent this notice in the interest of your continued satisfaction with Lexus products and we sincerely regret any inconvenience that this requirement may cause you.

Yours sincerely,

Lexus Australia