



Service Bulletin

Safety Recall Campaign – Fuel Suction Plate - **CGG32**

Models: CT200h (ZWA10)

Published: 24 May 2021 – Operation Code: **CGG32**

BACKGROUND

Investigations by Lexus have determined that a requirement exists for the initiation of a safety recall campaign to be conducted in accordance with the FCAI Code of Practice for safety related recalls affecting a range of Lexus CT200h (ZWA10) vehicles.

PROBLEM DESCRIPTION

The subject vehicles are equipped with a fuel suction tube assembly that is located in the fuel tank and contains the fuel pump, fuel gauge sender unit, fuel filter and the fuel evaporative emission control system.

On the Fuel Suction Plate, there is a possibility that a crack could develop at the edge of the resin channel for the emission vapour flow, due to an improper shape of the channel edge at that location. In this condition, the crack could expand over time, and eventually fuel may leak from the crack when the vehicle has a full tank of fuel. Fuel or fuel vapour in the presence of an ignition source could increase the risk of a vehicle fire.

INVOLVED VEHICLES

A total of 4,595 Lexus CT200h vehicles are involved in the Australian market.

Please refer to below VIN table for production period details

Model	WMI	VDS	CD	VIS		Production Period
				From	To	
ZWA10	JTH	KD5BH	#	02000137	02233259	1st September 2010 Through to 4th February 2015

Note:

1. Although the involved vehicles are within the above VIN ranges, not all vehicles within these ranges were sold in Australia.
2. (#) indicates additional check digit (alpha or numeric).

TIMING / OWNER NOTIFICATION

Owners of the involved vehicles were notified by mail of this Recall requesting that they present their vehicle to any Toyota Dealer for this repair to be conducted free of charge to the vehicle owner. Mail out of the owner letters commenced on or about October 2016.

GUEST BOOKINGS

At the time of booking, please advise the Guest to ensure they present their vehicle with no more than **1/2** of a tank of fuel to allow for ease of repair and avoid complications with draining and loss of fuel.

PARTS REQUIRED

The following parts are required to complete this campaign.

Part No.	Part Description	Qty
04004-85447	Fuel suction plate Prius CT200h	1
04004-85552	Fuel suction plate Gasket kit	1

RECALL CAMPAIGN IDENTIFICATION LABEL

If this recall campaign has already been completed on a vehicle, a recall campaign Identification Label specifying campaign code 'CGG32' 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.

1st Sample Customer Letter

Lexus Fuel Suction Plate

LXS_CGG32

<Owner name>

<Owner address>

<Owner suburb, State, Postcode>

IMPORTANT – Safety Related Recall Campaign on your CT 200h

Contact: 1

Dear <owner name>,

Lexus is contacting you to inform of a Safety Related Recall Campaign involving your CT 200h.

Your vehicle is equipped with a fuel suction tube assembly that is located in the fuel tank and contains the fuel pump, fuel gauge sender unit, fuel filter and the fuel evaporative emission control system.

There is a possibility that a crack could develop at the edge of the resin channel for the emission vapour flow, due to an improper shape of the channel edge at that location. In this condition, the crack could expand over time and eventually fuel may leak from the crack when the vehicle has a full tank of fuel. Fuel or fuel vapour in the presence of an ignition source could increase the risk of a vehicle fire.

Accordingly, we kindly request that you contact your preferred Lexus Dealer as soon as possible to schedule an appointment to have the fuel suction plate assembly replaced.

Note: Please ensure that there is no more than ½ a tank of fuel in your vehicle when presenting the vehicle for rectification.

Naturally, this rectification is free of charge. The labour time required is approximately 2 hours to replace the fuel suction plate assembly. Depending on your preferred Lexus Dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. During this time, they will assist with alternative transport to ensure minimal inconvenience to you.

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

A Dealer listing can be found on page 2 of this notification, by visiting <http://www.lexus.com.au/contact/dealers> or by calling the Lexus Customer Assistance Centre on 1800 023 009 from 8am-6pm Monday to Friday (AEST).

In summary, could you please:

1. Locate your preferred Lexus Dealer using one of the above methods, if necessary.
2. Call your preferred Lexus Dealer to schedule an appointment to have the fuel suction plate assembly replaced.
3. Quote campaign reference number CGG32 at the time of making your appointment.
4. Please ensure that there is no more than ½ a tank of fuel in your vehicle when presenting the vehicle for rectification.

We sincerely regret any inconvenience that this rectification may cause you, however, as a valued Lexus owner, your safety is of foremost importance to us.

Yours faithfully,
Lexus Australia