



INTEROFFICE MEMORANDUM

Original Publication Date: September 8, 2020

To: All Lexus Area General Managers / Assistant General Managers

From: Chuck Yaeger
Senior Manager, Fixed Operations

CUSTOMER SUPPORT PROGRAM 20LE03

Certain 2010 - 2012 Model Year RX 450h Coverage for Brake Booster and Brake Booster Pump Assemblies

Specific information for Area support is provided below.

Condition

Lexus has received reports regarding the Brake Booster and Brake Booster Pump Assemblies on certain 2010 – 2012 model year RX450H vehicles. These reports have indicated certain internal malfunctions of the Brake Booster Assembly.

This Customer Support Program provides coverage as it applies to Brake Booster and Brake Booster Pump Assemblies. The specific condition covered by this program is related to certain internal malfunctions of the Brake Booster Assembly. One or more of the following specific Diagnostic Trouble Codes (DTCs) C1391, C1252, C1256 or C1253 will be stored in the vehicles memory to be used as verification. If the condition is verified, the vehicle will be repaired with new Brake Booster and Brake Booster Pump Assemblies under the terms of this Customer Support Program.

Dealer Notification

The attached dealer letter will be sent to all Lexus dealers on September 8, 2020.

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.