



**LS 400, SC 400 and GS 400  
ECM Replacement  
(Special Service Campaign WL-2)**

May 8, 1998

# Lexus Special Service Campaign WL-2

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## PREPARING FOR THE SSC

### Overview

Lexus is initiating a voluntary Special Service Campaign (SSC). WL-2 SSC is for select 1998 LS 400s, SC 400s and GS 400s. This SSC is an opportunity to strengthen the relationships we have established with our valued customers. This handbook provides all the details necessary to plan and implement the SSC at your dealership. Key points on the SSC are summarized below.

### WL-2 Condition

On certain 1998 LS 400s, SC 400s and GS 400s the Malfunction Indication Light (MIL) may not operate correctly. Certain elements of the programming in the Engine Control Module (ECM) can cause an incorrect operation in the MIL. The MIL may fail to illuminate in response to an evaporative system leak and/or may illuminate falsely in response to a signal from the transmission speed sensor during deceleration.

### WL-2 Repair

The WL-2 SSC involves replacing the Engine Control Module. For detailed information, refer to the following technical instructions and the accompanying administrative/repair video.

Note: You are required by federal regulations to perform the necessary replacement on all vehicles acquired in your inventory prior to delivery of the vehicle.

### Customer Notification

Notification letters will be sent to select vehicle owners in May, 1998 based upon the Lexus National Service History File. This letter will advise owners of the need to have the vehicle modification performed.

**Note: Certain GS 400 vehicles qualify for both the WL-2 and WL-3 SSCs. These owners will receive a combined notifica-**

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tion letter in mid-June, 1998. The objective is to minimize GS 400 customer inconvenience with only one repair visit for both SSCs.

### SSC & Customer Satisfaction

The Special Service Campaign provides us with an opportunity to demonstrate the Lexus commitment to total customer satisfaction. By implementing the WL-2 SSC in an organized and efficient manner, we can nurture our relationships with core customers and strengthen these associations. Throughout the campaign, we need to stay positive and let the customer 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 WL-2

The WL-2 Special Service Campaign only applies to 1998 LS 400s, SC 400s and GS 400s within the VIN range below. No other vehicles before or after this range are to be repaired under the provisions of this SSC.

Model	Model Years	VDS	Involved VIN Range
LS 400 (UCF20)	1998	BH28F	W0099046-W0116972
SC 400 (UZZ30)	1998	CH32Y	W1000065-W1001110
GS 400 (UZS160)	1998	BH68X	W0001003-W0006489

## ECM Replacement (LS 400, SC 400 and GS 400)

### Manpower and Facility Requirements

The following operations and their coinciding flat rate time will help you determine your requirements:

Op. No.	Operation	Flat Rate Time
8530C1	Inspect LS 400	0.4 hr./vehicle
8530C2	Inspect and replace ECM for LS 400	1.1 hr./vehicle
8530C3	Inspect SC 400 or GS 400	0.2 hr./vehicle
8530C4	Inspect and replace ECM for SC 400 or GS 400	0.8 hr./vehicle

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 WL-2. See page 13 for further details.

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

⇒ Pick-up and delivery procedures

⇒ Remote repair questions and available options for the customer

⇒ Importance of Lexus customer care for each SSC customer

⇒ And, make sure your regular service customers also receive nothing less than "Lexus Cares" quality service

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### ⇒ **Tools and Equipment**

The WL-2 SSC requires no special tools. Additional administration/repair videos are available from the Material Distribution Center.

MDC #	Description	Qty.
00241-VIDEO-WL2/3	WL-2 and WL-3 Administrative/Repair Video	1

### **Technical Training**

Included with this handbook, is an administrative/repair video tape outlining the campaign strategy and describing the repair procedures. The number of copies enclosed was based upon the number of technicians at your dealership.

We suggest that all managers and staff who will be directly involved in completing the repair or supporting the SSC should view the administrative/repair video to prepare for this SSC.

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

Your District Service and Parts Manager or District Sales Manager will meet with you to answer your questions and monitor the progress of the SSC.

### **Parts Availability/Ordering**

#### SSC WL-2 (ECM Replacement)

For the Engine Control Module (ECM) replacement, it is extremely important to match the right part number with the correct model number. ECMs are not interchangeable between vehicle models.

Model	Part Number	Part Name	Quantity
LS 400 (UCF20)	89662-50010	Engine Control Computer	1

## ECM Replacement (LS 400, SC 400 and GS 400)

GS 400 (UZS160)	89662-30010	Engine Control Computer	1
SC 400 (UZZ30)	89662-24010	Engine Control Computer	1

All dealerships will have a quantity of these parts 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 SSC.

You are encouraged to order only those parts needed to repair the vehicles with service appointments. Individual dealer tracking will be made and irregularities in quantity ordering will be passed on to Lexus Area Offices for follow-up and correction.

### TDN System

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

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

⇒ **Menu Code:  
WL2L**

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**Labor Op. Code: 8530C2**  
**(LS 400 only)**

**Menu Code: WL2S**  
**Labor Op. Code: 8530C4**  
**(SC 400 only)**

**Menu Code: WL2G**  
**Labor Op. Code: 8530C4**  
**(GS 400 only)**

Menu Option SC-2

MENU CODE CUSTOMIZATION		LEXUS DEALERSHIP
		4/23/98
Menu Code	: WL-2	Copy From:
Start Date	: 5/24/98	
Stop Date	: 0/00/00	
Opcode and Combination	: 8530C2	(Enter "?0" Or Press Cmd/F19)
Use Flat Rate Hours	: Y	(Y/N)
Description	: R & R ECM	
Labor Hours	: 1.1	(nnn.nn)
Labor Level	:	(0-9, P,F or Blank)
Override Labor Amount	:	(nnn.nn)
Total Operation Estimate	:	(nnn.nn)
Suppress Hours & Amount	:	
On Sub-Menu Codes	:	(Y/N)
MENU/OPCODE P MENU/OPCODE P MENU/OPCODE P MENU/OPCODE P MENU/OPCODE P		
Cmd/F4: Reactivate 6: More Text 10: Return 19: View Flat Rate		
5: Print 8: Attach Parts Enter: Process S#001AA		

**Note: You will need to create menu codes for the SC 400 and GS 400 in the same manner as illustrated above.**



## ECM Replacement (LS 400, SC 400 and GS 400)

⇒ **Attach Part Numbers to Menu Code WL2L**

CMD SC-8

MENU CODE CUSTOMIZATION			LEXUS DEALERSHIP			
4/23/98 Page: 1 Of 1						
Menu Code		:	WL2L R & R ECM			
PARTS						
MC	PART NUMBER	QTY	DESCRIPTION	QUP	PER JOB	DSG
LX	8966250010	1	Engine Cntl Mdl	1		
Roll: Up/Down		2:	View MC (Mfg Code)	7:	Exit	
Cmdnd/F1: First Page		4:	Delete	10:	Return	S#001BA

**Note: You will need to attach parts to your menu codes for the SC 400 and the GS 400 in the same manner as illustrated above.**

### 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. On certain early production 1998 LS 400, SC 400 and GS 400 vehicles, the Malfunction Indication Light (MIL) may not operate correctly.

Q2. What is the cause of this condition?

A2. Certain elements of the programming in the Engine Control Module (ECM) can cause incorrect operation of the Malfunction Indicator Light (MIL). The MIL may fail to illuminate in response to an evaporative system leak and/or may illuminate falsely in response to a signal from the transmission speed sensor during deceleration.

Q3. Which models and how many vehicles are involved?

A3. Approximately 14,000 1998 MY LS 400, SC 400 and

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GS 400 produced from May 27 to December 15, 1997 are involved.

Q4. What will happen if the involved vehicles continue to be driven?

A4. The Malfunction Indication Light (MIL) may operate incorrectly. This condition has no impact on the emission levels, driveability performance, fuel economy values or cold start capability.

Q5. Do any other models have the same condition?

A5. No other models are affected by this condition.

Q6. How many cases have been reported?

A6. 90 cases have been reported in the U.S.

Q7. Will all involved vehicles experience this condition?

A7. All of the involved vehicles have the potential to experience this condition, however it will only occur under certain limited conditions.

Q8. What is the improvement on the production vehicles?

A8. The ECM has been replaced with an improved one.

Q9. What is Lexus going to do?

A9. Owners of the involved vehicles will receive a campaign notification by first class mail in May, 1998. Lexus dealers will replace the ECM with an improved version at NO COST to vehicle owners.

Q10. How long will the repair take?

A10. It will take approximately 1 hour.

Q11. Has this condition occurred on other Toyota/ Lexus models?

## ECM Replacement (LS 400, SC 400 and GS 400)

A11. No, this ECM is only installed on vehicles equipped with the 1 UZ-FE engine. Therefore, the affected vehicles are limited to Lexus LS 400, SC 400 and GS 400 vehicles produced between May 27 through December 15, 1997.

Q12. Will this condition occur in my Lexus?

A12. Please contact any Lexus dealer to verify if your vehicle is among the affected range.

Q13. My vehicle previously experienced this condition, do I have to bring my vehicle to a Lexus dealer once again.?

A13. Yes, please bring your vehicle to your nearest Lexus dealer for an inspection. If your ECM is not the improved one, the Lexus dealer will replace it.

### Calls to Your Customers

- Customers **involved** in the SSC
  - ⇒ Although each affected vehicle owner will receive a notification letter, you may use the list provided in the SSC package to help manage your service volume. Also let them know how valuable a customer they are and that this Special Service Campaign is being **voluntarily 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 your dealership for more information regarding the SSC. We recommend designating an individual or individ-

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uals to answer these inquiries to ensure that callers get accurate, consistent information.

- The Lexus Website ([www.lexus.com](http://www.lexus.com)) addresses customer concerns. A special section helps answer questions regarding Campaign 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:

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

**Holly Ferris, Lexus Public Relations Administrator**  
**(310) 781-3279**

### ⇒ **Implementing the WL-2 SSC**

#### **Car Rental and Service Loaners**

The affected customers of this Special Service Campaign are our core, highly-valued customers. We need to give them our best treatment. One of the ways we can demonstrate that Lexus cares is by honoring loaner car requests with the best loaner available.

#### **{Preferred}**

##### **Lexus Customer Convenience 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 has made **special arrangements with Enterprise Rent-A-Car** to supplement the demand. The specially negotiated price includes a \$35.00 plus tax 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 governing 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 ve-

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hicles 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)

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 DSPM. In addition, loaner car requests that exceed five days 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.) Remote Repair

# ECM Replacement (LS 400, SC 400 and GS 400)

plans must be coordinated and authorized by your A.S.P.M.

- 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 re-delivery of remotely located vehicles
- Personnel performing repairs at remote locations

## ⇒ Creating Appointments

**When making appointments, emphasize the need to have all three vehicle keys at the time of the procedure for reprogramming.**

SI-1

SI-1

CMD-12

APPOINTMENT/WORK ORDER ENTRY		LEXUS DEALERSHIP	
DRIVER		5/23/98	
Last Name	: * SMITH	Temp	: (Press Help)
First Name	: * John	Sal:	* MR SSN : Prim Drvr:
Address/PO	: * 124 MAIN ST	Hm Ph	: Ext:
Apartment		Wrk Ph	: Ext:
City	: * Torrance	State	: * CA Zip: * 90509
COMPANY			
Name	:	(Key Name and Press Enter)	
Address/PO	:	Temp	: (Press Help)
Suite	:	Phone	: Ext:
City	:	State	: Zip: *
VEHICLE			
VIN	: * JT8BH28F2W0099046	Year	: * 98 Make : * LEXUS
Model	: * LS400	Color	: * BLACK Miles In : * 5303
License #	:	State	:
Stock #	:	HAT:	DOFU : 12/06/97 Prod Date:
APPOINTMENT			
Date	: 5/03/98	Time	: 10:00 A (A=AM, P=PM) SC : # 332
Status	:	Loaner:	Hours: Confirmed :
Prime Item	: SSC WL2L	Arrival Msg:	
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			
APPOINTMENT/WORK ORDER ENTRY		LEXUS DEALERSHIP	
Consultant#:	332	Hat #:	VIN: JT8BH28F2W0099046
Last Name	: * SMITH	Veh:	LS400 Black
Co Name	:	Stk:	Miles: 5303
DRIVER		VEHICLE	
Condition	: 01 Type: 2 (1=Cust,2=War,3=Int,4=Ext)	Dept:	S SERVICE DEPT.
LN MENU/OPCODE	C INSTRUCTIONS/NOTES	ESTIMATE	
01 WL2L	SSC WL2L		.00
02			.00
Roll: Up/Down	Cmd/F7: Exit	Enter: Continue	Help: Options SRVL21

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## Reserve Parts

SI-1

CMD-23

RESERVE PARTS ENTRY		LEXUS DEALERSHIP	
		5/23/98 Page: 1 Of 1	
CUSTOMER/VEHICLE			
SC#	: 332	Hat:	Driver : SMITH
Mileage	: 5303	Company	:
VIN	: JT8BH28F2W0099046	Vehicle	: 97 LEXUS LS400 BLACK
PARTS RESERVED			
MENU CODE	PART NUMBER	MC	QTY DESCRIPTION S Hand RSV AVAIL
WL2L	8966250010	LX	1 Engine Cntl Mdl 100 1 99
Roll: Up/Down		2: View MC (Mfg Code) 5: Print 10: Return	
Cmdnd/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 SSC:

- Explain that the actual inspection/replacement will take about one hour or less 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 a SSC notice:
  - ⇒ Check the VIN against the National Service History File to see if the vehicle has been previously repaired under this Campaign or if an ECM with a part number ending in “3” or “4” was installed after April 15<sup>th</sup>
  - ⇒ 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



## ECM Replacement (LS 400, SC 400 and GS 400)

⇒ **Emphasize the need to have all three vehicle keys at the time of the procedure for reprogramming**

- If the customer has an appointment, pull the work order, otherwise, create a work order reflecting the need to complete the SSC WL-2 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 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
- Arrange for re-delivery or return of rental vehicle

⇒ **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
- Apologize for any inconveniences and emphasize desire to protect the relationship
- Thank the customer for his or her time and their continuing patronage

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### ⇒ **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 WL-2.

## ECM Replacement (LS 400, SC 400 and GS 400)

⇒

Repair	Claim Type	Opcode	Combina- tion Code	Labor Hours	OPN	T- Codes	CCR	Sublet
Inspect ECM (LS 400)	SC	8530C1	N/A	0.4	N/A	N/A	N/A	GA (fuel),TW (tow), RT (loaner vehicle), DE (pick-up and delivery or remote repair), or CW car wash)as required and substan- tiated by invoices
R & R ECM (LS 400)	SC	8530C2	N/A	1.1	N/A	N/A	N/A	GA (fuel),TW (tow), RT (loaner vehicle), DE (pick-up and delivery or remote repair), or CW (car wash)as required and substan- tiated by invoices
Inspect ECM (SC 400 or GS 400)	SC	8530C3	N/A	0.2	N/A	N/A	N/A	GA (fuel),TW (tow), RT (loaner vehicle), DE (pick-up and delivery or remote repair), or CW (car wash)as required and substan- tiated by invoices
R & R ECM (SC 400 or GS 400)	SC	8530C4	N/A	0.8	N/A	N/A	N/A	GA (fuel),TW (tow), RT (loaner vehicle), DE (pick-up and delivery or remote repair), or CW (car wash)as required and substan- tiated by invoices

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 Claims Submis- sion and General Provi- sions 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 (DSPM authorization only)

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### ⇒ **Claiming Reimbursement for Special Services**

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

- 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 \$47.00 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 day
  - ⇒ The loaner vehicle reimbursement rate cap is five days 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)

## ECM Replacement (LS 400, SC 400 and GS 400)

⇒ 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

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

- Issue **“DE”** (Pick-Up and Delivery/**Non-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)

⇒ **Invoicing**

**Create Invoice**

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SI-3

INVOICING ENTRY				LEXUS DEALERSHIP			
R/O	0006833	S/C: 332	HAT#:	VIN: JT8BH28F2W0099046			
Driver Name: SMITH				Veh: LS 400	BLACK		
Co. Name :				Stk:	Miles: 5303		
DRIVER				VEHICLE			
Condition : 01				Type: 2 (1=Cust,2=War,3=Int,4=Ext)	Dept: S	SERVICE DEPT.	
LN MENU/OPCODE C L				TEC ACT TM	FLG TM	INSTRUCTIONS/NOTES	
01 WL2L				354	1.1	1.1	SSC WL2L
02							LABOR
Roll: Up/Down				Cmd/F12	Total	Enter: Process	Help: Options
							SRVL23C

Condition Total

SI-3

CMD-12

SERVICE INVOICE CONDITION TOTAL				LEXUS DEALERSHIP			
				4/23/98			
R/O #: 0006833		Condition: 01		Type: Warranty		Department: SERV	
Prime Item: SSC WL2L							
TOTAL AMOUNTS				! WARRANTY INFORMATION			
COST	SALE	ACCT	DESCRIPTION	CLAIMS	DESCRIPTION		
34.00	77.00	4420	WARR MECH LBR-T		WARRANTY CLAIMS-TOY		
1298.42	1882.71		PARTS				
76.36	76.36	4460	SUBLET REPAIR M				
.00	.00	7193	SUPPLY&SM TOOLS				
.00	.00	7185	FREIGHT-P&A				
.00	.00	4770	TIRES GAS OIL &				
.00	.00	4400	NEW CAR SLS-TOY				
.00	.00		MISCELLANEOUS				
.00	.00		MISCELLANEOUS				
	2036.07		Condition Total				
Cmd/F10: Return				23: View Parts			
12: Total (Continue)				Enter: Process			

Claim Information

SI-3

CMD-12

SERVICE INVOICE CONDITION TOTAL				LEXUS DEALERSHIP			
				4/23/98			
R/O # : 0006833		Condition: 01		Type: Warranty		Dept : SERV	
Prime Item: SSC WL2L						Claim : # 0265553	
WARRANTY CLAIM INFORMATION							
Operation Code : * 8530C2				Comb:			
Claim Type : SC (Help: Claim Types)				RO Mileage : * 5303			
Repair Date : * 5/03/98				DOFU : * 12/06/97			
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:			
		Totals :		.00			
ADDITIONAL T3 CODES:							
Cmd/F10: Return		13: Warranty Help		23: View Parts			
12: Total (Continue)		16: Auth Info.		Enter: Process		S#L23WB	

Sublet Information  
Example of Transporta-  
tion Costs to Make Re-  
mote Repairs

Condition Total

INVOICING ENTRY				LEXUS DEALERSHIP			
R/O		0006833		S/C: 332		Hat# VIN: JT8BH28F2W0099046	
FLUIDS							
DESCRIPTION		UNITS	COST	SALE			
5/30 CASTROL		.00	.00	.00			
DEXTRON II		.00	.00	.00			
PENNZ GEAR OIL		.00	.00	.00			
TIRE TAX		.00	.00	.00			
ENVIRONMENTAL		.00	.00	.00			
SUBLET REPAIRS FOR R/O# 0006833 - CONDITION 01							
P.O. # INVOICE #		TYPE	VENDOR/DESCRIPTION		COST	% SALE	
1234	1234	DE	TRANSPORTATION COST		232.00	232.00	
TO SEND TECH TO VEHICLE							
					.00	.00	
					.00	.00	
					.00	.00	
					.00	.00	
					.00	.00	
Cmnd/F2: View Sublet Types 6: Move Fluid 8: Move Sublet 10: Return S0023BA							

ECM Replacement (LS 400, SC 400 and GS 400)

(From Condition screen)

SI-3  
CMD-12

SERVICE INVOICE CONDITION TOTAL			LEXUS DEALERSHIP		
			4/23/98		
R/O #: 0006833		Condition: 01	Type: Warranty	Department: SERV	
Prime Item: SSC WL2L					
TOTAL AMOUNTS			! WARRANTY INFORMATION		
COST	SALE	ACCT	DESCRIPTION	CLAIMS	DESCRIPTION
34.00	77.00	4420	WARR MECH LBR-T		WARRANTY CLAIMS-TOY
1298.42	1882.71		PARTS		
232.00	232.00	4460	SUBLET REPAIR M		
.00	.00	7193	SUPPLY&SM TOOLS		
.00	.00	7185	FREIGHT-P&A		
.00	.00	4770	TIRES GAS OIL &		
	.00	4400	CUST MECH LBR-T		
.00	.00		MISCELLANEOUS		
.00	.00		MISCELLANEOUS		
	2191.71		Condition Totals		
=====					
Cmd/F10: Return			23: View Parts		
12: Total (Continue)			Enter: Process		

Sublet Information  
Example of Remote Area  
Service

SI-3  
CMD-22  
(From Condition screen)

Condition Total

INVOICING ENTRY				LEXUS DEALERSHIP	
R/O .....: 0006833		S/C: 332		Hat# VIN: JT8BH28F2W0099046	
FLUIDS					
DESCRIPTION	UNITS	COST	SALE		
5/30 CASTROL	.00	.00	.00		
DEXTRON II	.00	.00	.00		
PENNZ GEAR OIL	.00	.00	.00		
TIRE TAX	.00	.00	.00		
ENVIRONMENTAL	.00	.00	.00		
SUBLET REPAIRS FOR R/O# 0006833 - CONDITION 01					
P.O. #	INVOICE #	TYPE	VENDOR/DESCRIPTION	COST	% SALE
1234	1234	GA	FUEL FILL UP	12.36	12.36
1234A	1234A	RT	LEXUS LOANER VEHICLE	44.00	44.00
1234B	1234B	CW	CAR WASH	20.00	20.00
1234C	1234C	TW	SMITH TOWING	37.00	37.00
				.00	.00
Cmnd/F2: View Sublet Types 6: Move Fluid 8: Move Sublet 10: Return S0023BA					

# Lexus Special Service Campaign WL-2

SI-3

CMD-12

SERVICE INVOICE CONDITION TOTAL				LEXUS DEALERSHIP	
				4/23/98	
R/O #: 0006833		Condition: 01	Type: Warranty	Dept: SERV	
Prime Item: SSC WL2L					
TOTAL AMOUNTS				! WARRANTY INFORMATION	
COST	SALE	ACCT	DESCRIPTION	CLAIM#	DESCRIPTION
34.00	77.00	4420	WARR MECH LBR-T		WARRANTY CLAIMS-TOY
1298.42	1882.71		PARTS		
113.36	113.36	4460	SUBLET REPAIR M		
.00	.00	7193	SUPPLY&SM TOOLS		
.00	.00	7185	FREIGHT-P&A		
.00	.00	4770	TIRES GAS OIL &		
	.00	4200	NEW CAR SLS-TOY		
.00	.00		MISCELLANEOUS		
.00	.00		MISCELLANEOUS		
2073.07		Condition Totals			
=====					
Cmd/F10: Return			23: View Parts		
12: Total (Continue)			Enter: Process		

## Warranty Information Screen

SERVICE INVOICE CONDITION TOTAL				LEXUS DEALERSHIP	
				1/23/98	
R/O #: 0006833		Condition: 01	Type: Warranty	Dept : SERV	
Prime Item: SSC WL2L				Claim : # 026553	
WARRANTY CLAIM INFORMATION					
Operation Code : * 8530C2				Comb:	
Claim Type : SC		(Help: Claim Types)		RO Mileage : * 5303	
Repair Date : * 5/03/98				DOFU : * 12/06/97	
Original Part # :		(Help)	T1:	T2:	T3:
Condition :					
Cause :					
Remedy :					
AUTHORIZATION					
Ath # : 300000		(CMD16)	Labor :	RO Number :	
Ath. Type : G			Sublet :	RO Date :	
A/C Compressor:			Parts :	RO Mileage:	
			Totals :	.00	
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 expense incurred for remote service or for pick-up and delivery in remote locations.

SERVICE INVOICE CONDITION TOTAL				LEXUS DEALERSHIP	
				4/23/98	
REPAIR AUTHORIZATION INFORMATION					
Last Name :		SMITH			
First Name :		JOHN			
Company Name :					
Warranty :		* Y (Y/N)			
Goodwill :		* N (Y/N)			
Reason For Expense : * SSC WL2L R&R ECM REMOTE REPAIR REQ DSPM					
AUTH					
CR Case # :					
TA Case # :					
BBB Case # :					
Legal Case # :					
PARTIAL ADJUST AMOUNTS					
	TOTAL CLAIM DEALER AMOUNT	CUSTOMER AMOUNT	REQUESTED AMOUNT		
Labor	77.00	.00	.00	77.00	
Parts + Markup	1882.71	.00	.00	1882.71	
Sublet	232.00	.00	.00	232.00	
Total	2191.71	.00	.00	2191.71	
Must Be 'Y' Or 'N'					
Cmd/F10: Return		Enter: Process		S#L23WF	
12: Total (Continue)		16: Auth Info.		Enter: Process S#L23WB	



# ECM Replacement (LS 400, SC 400 and GS 400)

## Repair Order Management

### Adding Fuel Costs

CW-1

CMD-22

INVOICING ENTRY				LEXUS DEALERSHIP	
R/O .....	0006833	S/C: 332		Hat# VIN: JT8BH28F2W0099046	
FLUIDS					
DESCRIPTION	UNITS	COST	SALE		
5/30 CASTROL	.00	.00	.00		
DEXTRON II	.00	.00	.00		
PENNZ GEAR OIL	.00	.00	.00		
TIRE TAX	.00	.00	.00		
ENVIRONMENTAL	.00	.00	.00		
SUBLET REPAIRS FOR R/O# 0006833 - CONDITION 01					
P.O. #	INVOICE #	TYPE	VENDOR/DESCRIPTION	COST	% SALE
1234	1234	GA	FUEL FILL UP	12.36	12.36
1234A	1234A	CW	CAR WASH	20.00	20.00
				.00	.00
				.00	.00
				.00	.00
Cmdnd/F2: View Sublet Types 6: Move Fluid 8: Move Sublet 10: Return S0023BA					

## Paper Claim Submission

Please use the following instructions in the event that a paper claim must be submitted. The following claim instructions list 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.

1. **Dealer Code:** Enter the 5-digit number assigned to your dealership by Lexus.
2. **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.
3. **Repair Order Number:** Enter the repair order number from the invoice created at the time of the repair.
4. **In-Service Date:** Enter the date the vehicle was first placed

## Lexus Special Service Campaign WL-2

into service. (Enter MM-DD-YY format)

5. **Vehicle Identification Number:** Enter the complete 17-digit VIN from the vehicle that was repaired.
6. **Repair Date:** Enter the date the vehicle was repaired. (Enter MM-DD-YY format)
7. **Repair Miles:** Enter the vehicle mileage at the time of repair. (Do not enter tenths of a mile.)
8. **Original Part Number:** Not required on a SSC claim.
9. **Operation Codes:** Enter one of four operation codes for this SSC.
10. **Combination Code:** Not allowed for this SSC.
11. **Total Hours:** Enter the total labor hours allowed for operation code selected.
12. **Sublet Invoice Number:** Enter only if a special service was provided to the customer as per the guidelines of this manual.
13. **Sublet Type:** Enter the 2-digit sublet-type code only if a special service was provided to the customer as per the guidelines of this manual.
14. **Sublet Description:** Enter a brief description of the sublet only if a special service was provided to the customer as per the guidelines of this manual.

## ECM Replacement (LS 400, SC 400 and GS 400)

15. **Code:** Not required for an SSC claim.
16. **Code:** Not required for an SSC claim.
17. **Code:** Not required for an SSC claim.
18. **Replacement Part Number:** Enter the appropriate part number for the ECM replacement. (See page 6 for part number chart.)
19. **Replacement Parts Quantity:** Enter appropriate number in this field.
20. **Original R.O./Installed Date/Installed Miles:** Not required for an SSC claim.
21. **Authorization Number:** Enter a D.S.P.M. authorization number if authorization is required as per the guidelines of this manual. (Note: Service Manager self-authorization numbers are not allowed in this SSC.)
22. **Authorization Type:** Enter authorization type “G” only if an authorization number has been entered and is required as per the guidelines of this manual.
23. **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.
24. **Sublet Amount:** Enter the total dollar amount to be claimed for the sublet. Enter notation “Car Wash” separately at

## Lexus Special Service Campaign WL-2

\$20.00, “Gas” at the actual amount and any other applicable sublet codes.

25. **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.
26. **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%.
27. **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.
28. **Battery Ship Code/Cell Readings:** Not used at this time.  
Partial Adj. Labor/Sublet/Parts: not required for an SSC claim.
29. **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.

May 8, 1998

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# Lexus Special Service Campaign WL-2

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## Technical Instructions

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### VIN Location

#### 1. Check the Vehicle Identification Number (VIN)

Locate one of the Vehicle Identification Number (VIN) plates

Model	Model Years	VDS	Involved VIN Range
LS 400 (UCF20)	1998	BH28F	W0099046–W0116972
SC 400 (UZZ30)	1998	CH32Y	W1000065–W1001110
GS 400 (UZS160)	1998	BH68X	W0001003–W0006489

#### 2. Is the eight digit number within the above range?

⇒ NO: Assure the customer that their vehicle is not part of the SSC and that no further action is necessary.

⇒ YES: Check for an SSC–WL–2 Completion Label affixed to the left door hinge post near the door check.

#### ⇒ 3. Is an SSC WL–2 completion label present?

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

## ECM Replacement (LS 400, SC 400 and GS 400)

⇒ NO: Continue with SSC–WL–2 as outlined in the following pages.