

TOYOTA
TOYOTA MOTOR NORTH AMERICA, INC.

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June 15, 2005

Ms. Kathleen DeMeter
Director, Office of Defects Investigation – NVS-210
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

Re: Lexus RX330 Brake Booster Service Campaign SLA

Dear Ms. DeMeter:

As per the discussion at our May 12, 2005, meeting with the agency, this letter is to inform you that Toyota Motor Corporation ["TMC"] has decided to conduct a service campaign to replace the brake booster on certain 2004 Model Year Lexus RX330 vehicles. Those affected, 43,791 vehicles, were produced at Toyota Motor Manufacturing Canada (TMMC) prior to June 30, 2004. A listing of the range of vehicle identification numbers (VIN) for the affected vehicles is attached to this letter.

The diaphragms of the affected vehicles' brake boosters are softer and do not have the same ability to return to shape as those built at Toyota Motor Kyushu (Japan). In cold weather, and in conjunction with actuation of the brake pedal prior to engine start-up, the vacuum reservoir of the affected brake boosters may be depleted, causing a loss of power assist for a maximum of 95 seconds. Although the vehicle will still have some power assist due to the functionality of the ABS actuator, Toyota has decided to replace the brake boosters of the affected vehicles.

Director, Office of Defects Investigation

June 15, 2005

Page 2

All known owners of the affected vehicles will be notified by first class mail to return their vehicles to a Lexus dealer to replace the brake booster assembly. Mailing of the owner notifications has begun and will be completed before the end of July 2005. Toyota plans on conducting a re-notification of owners who have not had the repair completed prior to October 2005.

Should you have any questions about this letter, please contact me or Mr. Chris Santucci at (202) 775-1707.

Sincerely,

TOYOTA MOTOR NORTH AMERICA, INC.



Chris Tinto
Vice President

CT:cs
Attachment

Director, Office of Defects Investigation
June 15, 2005
Attachment

Affected Vehicle VIN Range

Make/ Car Line	Model Year	Manufact- urer	VIN		Production Period
			VDS	VIS	
Lexus RX330	2004	TMMC	GA31U	C001001-C016494	September 19, 2003 through *June 30, 2004
			HA31U	C001002-C032369	

Note : Although the involved vehicles are within the above VIN ranges, not all vehicles in these ranges were sold in the U.S.

*: We reported in the PE-IR response that the introduction date of the brake booster production countermeasure was approximately June 17, 2004. Since Toyota cannot determine the exact date that the brake boosters were introduced into vehicle production, Toyota has selected the date of June 30, 2004 for the limit of the service campaign.



2004 RX 330

Brake Booster Replacement

Special Service Campaign 5LA

M/N 00241-10006-5LA

May 2005

2004 RX 330 Brake Booster Replacement

PREPARING FOR THE SLA SSC

Overview	3
SLA Repair	3
Customer Notification	3
Identifying Affected Vehicles	3
Tools and Equipment	4
Technical Training	4
Parts	4
Planning Your Communication Strategy	4

IMPLEMENTING THE SLA SSC

Work Order Closing/Claim Submission	6
Customer Letter	8

TECHNICAL INSTRUCTIONS

Operation Flow Chart	10
Identification of Affected Vehicles	11
Preparation	11
Components	12
Background	13
Work Procedure	13
SSC Completion Label Installation	15

Lexus Special Service Campaign 5LA

PREPARING FOR THE SSC

Overview

Lexus is initiating a Special Service Campaign (SSC). The 5LA SSC is for certain 2004 RX 330 vehicles. Certain 2004 model year RX 330 vehicles may exhibit a hard brake pedal feeling during cold starts that may cause the brake warning light to illuminate.

5LA Repair

The SSC 5LA involves inspecting the brake booster and replacing it if necessary.

Customer Notification

Notification letters will be sent to the owners of affected vehicles beginning in mid-May 2005. This letter will advise owners of the need to have the dealer verify the brake booster lot number and replace it if necessary.

Identifying Affected Vehicles

The 5LA Special Service Campaign only applies to specific 2004 model year RX 330 vehicles within the VIN ranges below. Not all vehicles in the VIN ranges are involved in this SSC. No other vehicles before or after this range are to be repaired under the provisions of this SSC.

Model	Year	WMI	VDS		Range
RX 330	2004	2T2	GA31U	2WD	C001001 – C016494
			HA31U	4WD	C001002 – C032369

NOTE: This SSC only involves certain RX 330 vehicles produced in North America that are equipped with brake boosters with production lot numbers before 4F00540 or 4F01780. Always consult Dealer Daily or TIS to confirm VIN eligibility and to assure 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.

2004 RX 330 Brake Booster Replacement

Tools and Equipment

The following tools and equipment are needed for the repair.

- Standard hand tools
- Torque wrench
- Lexus scan tool
- SST 09023-00100
- SST 09737-00020

Technical Training

The back of this handbook contains the campaign specific repair procedures. We suggest that all service department staff who will be directly involved in completing the repair or supporting the SSC should review the repair procedures to prepare for this SSC.

Parts

Part Number	Part Description	Qty. /Veh.
04005-06148	Brake Booster Assembly	1
00475-1BF03	Brake Fluid	2

The brake booster has been placed on manual allocation (MAC). You are encouraged to order only those parts needed to repair vehicles with service appointments. Individual dealer tracking will be done and irregularities in quantity ordering will be passed on to Lexus Area Offices for follow-up and correction. There will be sufficient inventory to accommodate this SSC.

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: Certain 2004 model year Lexus RX 330 vehicles may exhibit a hard brake pedal feeling during cold starts that may cause the brake warning light to illuminate.

Q2: What is the cause of this condition?

A2: This condition is caused by a vacuum leak, and is due to inadequate sealing of portions of the brake booster diaphragm as it moves within the brake booster housing.

Q3: Are there any warnings that this condition exists?

A3: No, there are no specific warnings that this condition exists.

Q4: Which and how many vehicles are involved?

A4: There are approximately 43,800 RX 330 (2004 model year) vehicles involved in the U.S. However, only vehicles equipped with certain brake booster lot numbers are affected.

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

A5: The affected Lexus RX 330 vehicles were produced from mid-September 2003 to June 2004.

Q6: Are there any other Toyota or Lexus vehicles involved?

A6: No, this specific condition only affects 2004 model year RX 330 vehicles that are equipped with brake boosters with certain production lot numbers.

Q7: How many incidents of this condition have been reported?

A7: There have been 22 field reports of this condition reported in the affected RX 330 vehicles.

Q8: Have there been any accidents reported?

A8: There have been 6 reported cases of minor accidents which may be related to this condition.

Q9: What is Lexus going to do?

A9: Owners of the involved vehicles will receive a Special Service Campaign notification by first class mail beginning in mid-May 2005. Lexus dealers will verify the brake booster production lot number, and if affected, replace the brake booster at **NO CHARGE** to the vehicle owners.

Q10: How long will the repair take?

A10: The inspection will take approximately 30 minutes. If booster replacement is necessary, the repair will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q11: What should an owner do if they experience the condition?

A11: Owners are requested to contact their local Lexus dealer for diagnosis and repair.

**IMPLEMENTING
THE 5LA SSC**

**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 5LA.

Repair	Claim Type	Opcode	Labor Hours*	Sublet
Check the affected VIN and applicable lot number of the brake booster	SC	5607D1	0.3	GA (fuel), TW (tow), RT (loaner vehicle), DE (pick-up and delivery or remote repair), or CW (car wash) as required and substantiated by invoices
Check the affected VIN and applicable lot number of the brake booster and replace the brake booster	SC	5607D2	2.2	

* Includes 0.1 labor hours for administrative time.

NOTE: Lexus warranty will only accept one claim per vehicle under the terms of the SSC. Please ensure that your dealership checks the

Lexus Special Service Campaign 5LA

National History File to see if the vehicle has been repaired under this SSC prior to servicing the vehicle.

Please reference Lexus' Special Service Campaign (SSC) and Limited Service Campaign (LSC) General Procedures posted in T.I.S. for campaign policy, procedures and claim submission guidelines.

2004 RX 330 Brake Booster Replacement

2004 Model Year RX 330 Special Service Campaign (SSC) 5LA - Brake Booster

Dear RX 330 Owner:

Lexus is dedicated to the "Passionate Pursuit of Perfection."

Thank you very much for your patronage of Lexus. We are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Lexus is announcing a Special Service Campaign Program on certain 2004 model year RX 330 vehicles.

What is the condition?

Certain 2004 Model Year Lexus RX 330 vehicles, customers may experience a hard brake pedal feeling during cold starts that may cause the brake warning light to illuminate. To improve this condition, Lexus will replace the brake booster at **NO CHARGE** to you.

What will Lexus do?

Any Lexus dealer will inspect, and if necessary, replace the brake booster at **NO CHARGE** to you.

What should you do?

Please contact any authorized Lexus dealer to schedule an appointment to have the brake booster inspected, and if necessary, replaced.

The labor time for this repair will take approximately two hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Please present this notice to the dealer when you bring the vehicle in for your service appointment.

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner if possible.

What if you have other questions?

Please contact any Lexus dealer or call the Lexus Customer Assistance Center at 1-800-255-3987.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconveniences this condition may have caused you.

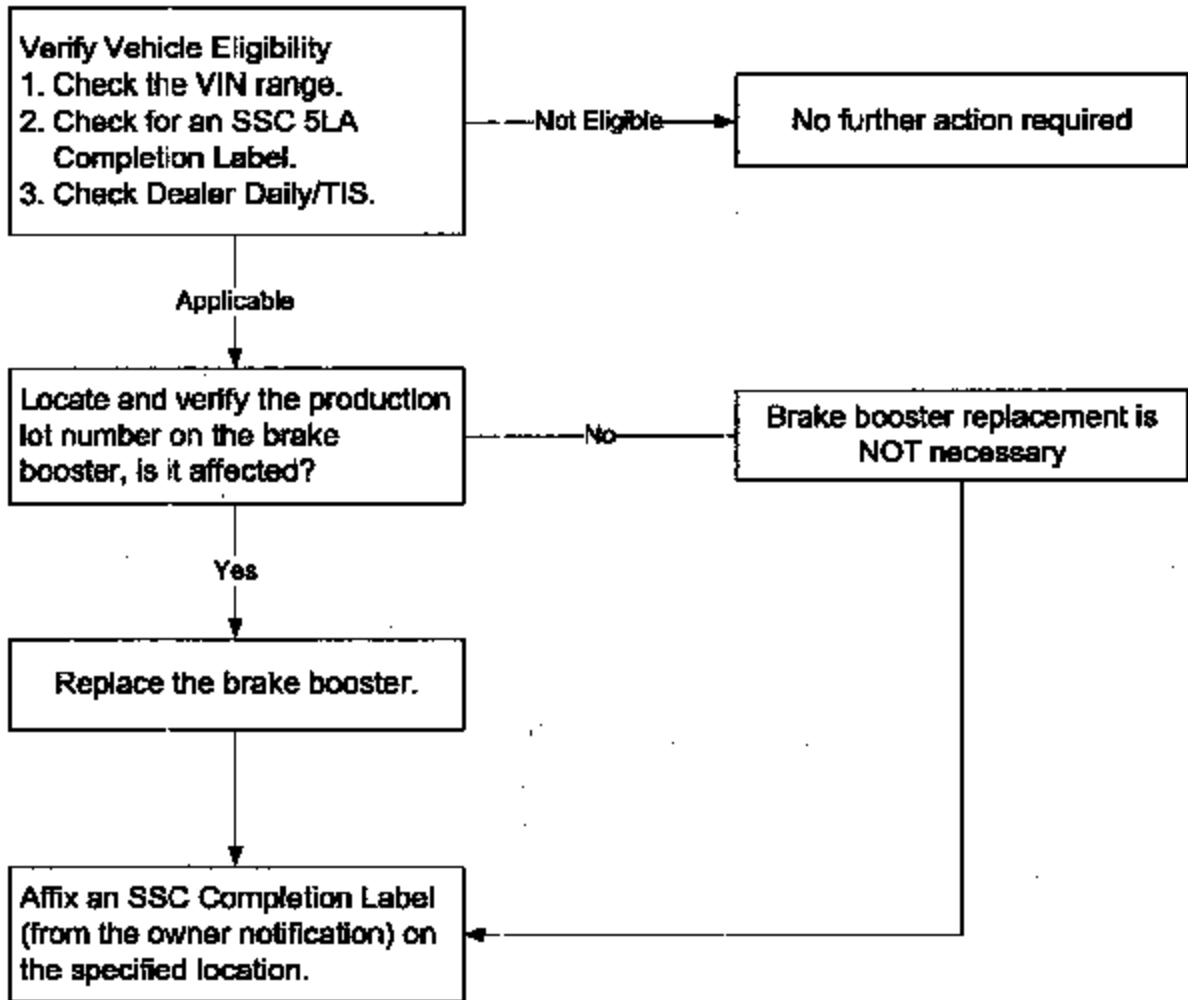
Thank you for driving a Lexus.

Sincerely,

LEXUS DIVISION
TOYOTA MOTOR SALES, U.S.A., INC.

TECHNICAL INSTRUCTIONS
FOR
SPECIAL SERVICE CAMPAIGN 5LA
2004 MODEL YEAR
NORTH AMERICAN PRODUCED (NAP) RX 330
BRAKE BOOSTER

I. OPERATION FLOW CHART



Lexus Special Service Campaign 5LA

II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

MODEL	YEAR	WMI	VIN Range		
			VDS		Range
RX 330	2004	2T2	GA31U	2WD	C001001 - C018494
			HA31U	4WD	C001002 - C032389

NOTE:

This SSC only involves certain RX 330 vehicles produced in North America that are equipped with brake boosters with production lot numbers before 4F00540 or 4F01780. Not all vehicles in the VIN range are affected. Always consult Dealer Daily or TIS to confirm VIN eligibility and to assure 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.

III. PREPARATION

A. PARTS

Part No.	Part Name	Qty./Veh
04005 - 06148	BRAKE BOOSTER ASSY	1
00475 - 1BF03	BRAKE FLUID	2

NOTE:

The Brake Booster Assembly does not come with the push rod clevis and lock nut. These two parts must be transferred over from old brake booster to the new one.

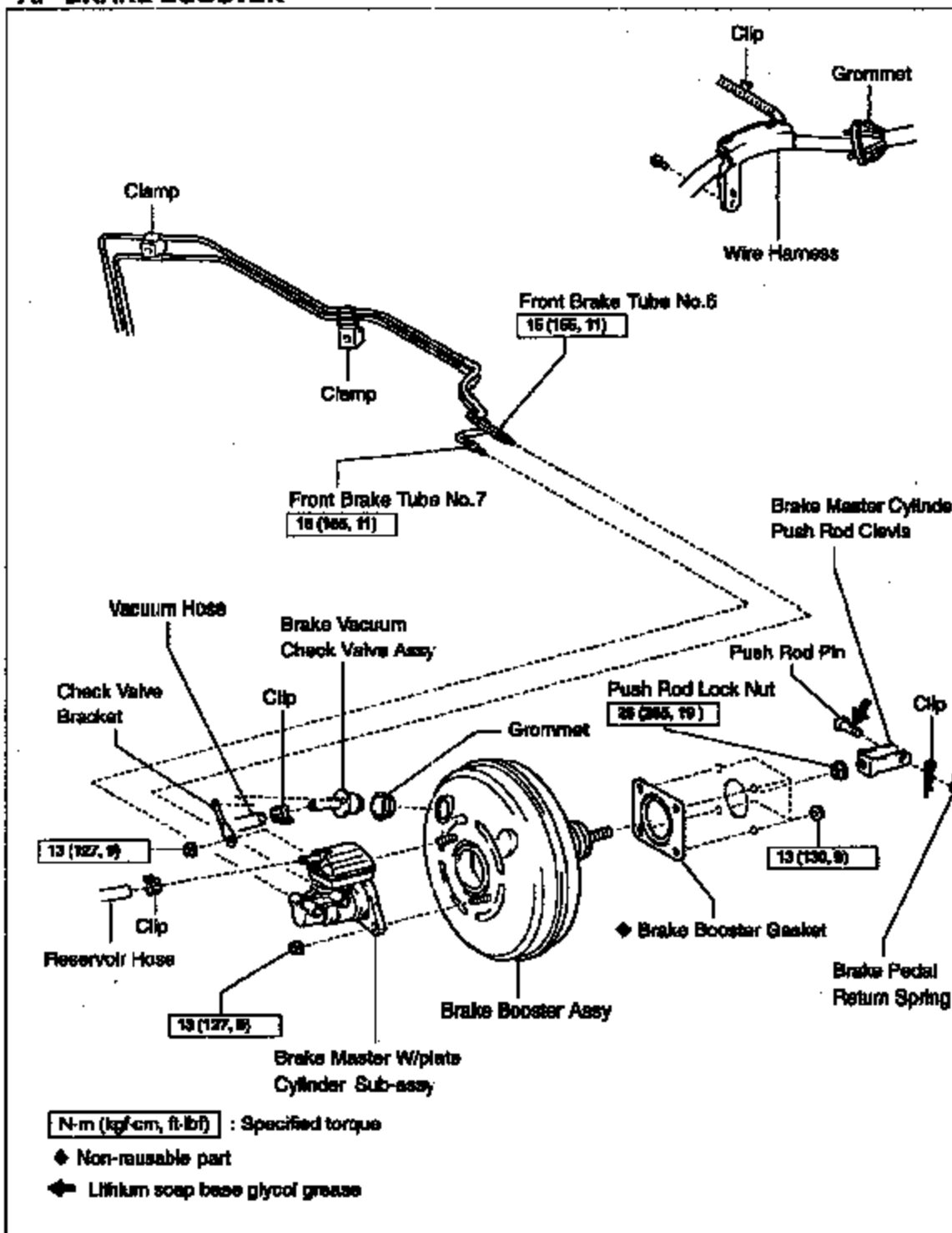
B. TOOLS

- Standard hand tools
- Torque wrench
- Seantool
- SST 09023-00100
- SST 09737-00020

2004 RX 330 Brake Booster Replacement

IV. COMPONENTS

A. BRAKE BOOSTER



V. BACKGROUND

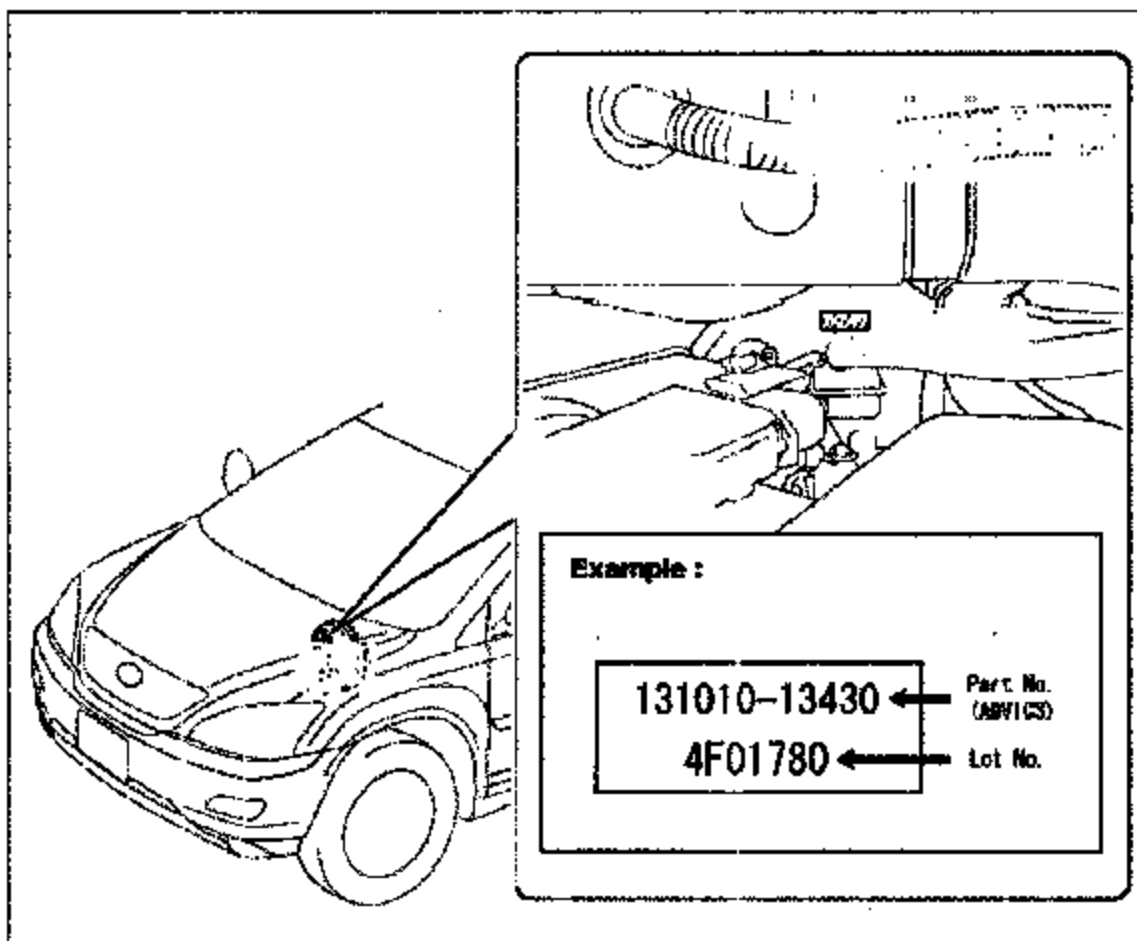
Certain 2004 Model Year Lexus RX 330 vehicles may exhibit a hard brake pedal feeling during cold starts that may cause the brake warning light to illuminate. This condition is caused by a vacuum leak, and is due to inadequate seating of portions of the brake booster diaphragm as it moves within the brake booster housing.

VI. WORK PROCEDURE

A. BRAKE BOOSTER PRODUCTION LOT NUMBER VERIFICATION

1. LOCATE THE PRODUCTION LOT NUMBER

- (a) Locate the production lot number on the brake booster as shown in the illustration below.



2. READING AND VERIFYING THE PRODUCTION LOT NUMBER

(a) How to read the production lot number.

Lot Number: 4F 00540 	Year:			
	3	2003		
	4	2004		
	Month:			
	A	January	G	July
	B	February	H	August
	C	March	J	September
	D	April	K	October
	E	May	L	November
	F	June	M	December

NOTE:

- Lot numbers for vehicles manufactured before January 2004 are stamped. The stamped production lot numbers may be difficult to read, if the stamped numbers cannot be identified, replace the brake booster.
- Lot numbers for vehicles manufactured after January 2004 are printed.

(b) Determine if the production lot number is affected.

Affected Production Lot Numbers:

Part No. (ADVICS)	Production Lot No.	Notes
131010 – 13420	Before 4F00540	2WD
131010 – 13430	Before 4F01780	4WD

(c) If the production lot number is **NOT** affected, brake booster replacement is **NOT** necessary.

(d) If the production lot number is affected

- Replace the brake booster following the procedures outlined in the Lexus RX 330 Repair Manual.
- Transfer the push rod clevis and lock nut from the old brake booster to the new one; then check and adjust the brake pedal height following the procedures outlined in the **Brake Pedal Sub-Assy Adjustment** section in the Lexus RX 330 Repair Manual.

VII. SSC COMPLETION LABEL INSTALLATION

After completing the repair and before returning the vehicle to the owner, an SSC completion label, which is enclosed in the owner's notification letter, must be affixed to the left front door hinge post, near the check strap.

(a) The label is to be filled out as follows:

- Write in SSC 5LA.
- Write in date of repair.
- Write in your dealer code.

SSC	Date
DEALER CODE NO.	
001147917	

(b) Additional SSC completion labels, in sheets of 50 (P/N 00410-01917), may be ordered through the non-parts system on your DMS system.