



Via Overnight Mail
March 17, 2005

2005 MAR 30 P 3:52

OFFICE OF
DEFECTS INVESTIGATION

To: Area General Manager
From: George Christoff – Vice President, Lexus Customer Services
Subject: 1998 through early 2005 Model Year LX 470 Daytime Running Lamps

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D.C. per [signature] 3/17/05

In late May, 2005, Lexus will initiate a voluntary Special Service Campaign (SSC) to install a resistor on the Daytime Running Lamp (DRL) system in certain 1998 through early 2005 model year LX 470 vehicles.

Background

On September 7, 2004, Lexus filed a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) regarding the non-compliance of the DRL system in certain 1998 through early 2005 model year LX 470 vehicles. These vehicles are equipped with a DRL that is brighter than allowed by the Federal Motor Vehicle Safety Standards (FMVSS). Lexus petitioned the NHTSA for an Inconsequential Non-Compliance exemption for vehicles that were already sold. The NHTSA has recently denied Lexus's petition and instructed us to conduct an SSC within the next few months.

This new SSC will involve the installation of a resistor for the DRL system. A dealer package including technical instructions and reimbursement procedures will be mailed to dealers in late May, 2005. Owner notifications will follow shortly thereafter.

Status

- An SSC to install a resistor pack for the DRL system will be launched to dealers in late May, 2005.
- The attached Dealer Daily message will be sent to all dealers informing them of the issue.
- If your staff should receive any contacts from owners experiencing issues with the DRL system, please direct the owner to their local Lexus dealer for diagnosis and/or replacement.
- A Q&A has been attached for your reference.

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

Thank you for your understanding and cooperation.

Enclosures

Cc: Area Assistant General Manager
Area Customer Satisfaction Manager
Area Field Technical Specialist
Area Operations Manager
Area Sales Manager
Area Technical Manager
District Operations Manager



1998 through early 2005 Model Year Lexus LX 470 Daytime Running Lamps Q&A

Q1: What is the condition?

A1: The 1998 through early 2005 model year LX 470 vehicles are equipped with Daytime Running Lamps (DRL) that are brighter than allowed by the Federal Motor Vehicle Safety Standards (FMVSS).

Q2: What is the cause of this condition?

A2: The brightness allowed by the FMVSS decreases as the height of the vehicle increases. Due to an error, the height of the LX 470 was not taken into account correctly.

Q3: Which and how many vehicles are involved?

A3: The 1998 through early 2005 Model year Lexus LX 470 vehicles are involved. There are approximately 75,000 vehicles involved in the U.S.

Q4: What is the production range of the involved vehicles?

A4: The affected LX 470 vehicles were produced from December 1997 to early August 2004.

Q5: Are there any other Lexus or Toyota vehicles involved?

A5: No, this condition only affects certain 1998 through early 2005 model year LX 470 vehicles.

Q6: What is Lexus going to do?

A6: Owners of the involved vehicles will receive a Special Service Campaign notification by first class mail in early June, 2005. Lexus dealers will install a special resistor to the DRL to reduce the luminous intensity to comply with Federal Regulations at **NO CHARGE** to the vehicle owners.

Q7: How long will the repair take?

A7: The correction to dealer stock vehicles may take approximately one hour per vehicle.

Q8: What should an owner do if they are concerned about this condition?

A8: Owners are requested to contact their local Lexus dealer for diagnosis and repair.

Kathy Wachs/Lexus Service & Parts Operations
March 17, 2005
Approved By: George Christoff

1998 through early 2005 Model Year LX 470 Daytime Running Lamps

-- URGENT--

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This new SSC will involve the installation of a resistor for the DRL system. A dealer package including technical instructions and reimbursement procedures will be mailed to dealers in late May, 2005. Owner notifications will follow shortly thereafter.

In the event a vehicle owner who reports a problem with the DRL system contacts you, please continue to conduct the appropriate repairs to the vehicles.

The following Q&A has been provided for your reference. All media inquiries should be directed to Bill Ussery at (310) 468-3282 in Lexus Public Relations.

Please contact your District Operations Manager if you have further questions.



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