




Via Overnight Mail  
May 31, 2005

**To:** Area General Manager  
**From:**  Jerry Marcotti – Service and Parts Operations Manager  
**Subject:** Special Service Campaign (SSC) 5LB  
1998 – Early 2005 LX 470 Daytime Running Lights (DRL)

Lexus has initiated a Special Service Campaign (SSC) on certain 1998 through early 2005 model year LX 470 vehicles. Campaign details and the degree of your area's involvement are summarized in this communication.

### **Overview**

The Daytime Running Lights (DRL) on certain 1998 through early 2005 model year LX 470 vehicles exceed luminous intensity requirements of the DRL under the Federal Motor Vehicle Safety Standards (FMVSS 108).

### **SSC 5LB Repair**

SSC 5LB involves inspecting vehicles and installing a DRL resistor if necessary.

For further information refer to the attached Lexus Q&A and customer notification letter.

### **Dealer and Owner Notification Date**

Dealer notification packages with the dealer letter, handbook and affected vehicle lists will be sent via Next Day UPS delivery to the attention of the dealership Service Manager on Thursday, June 2, 2005. Owner notification letters will be mailed in phases to the owners of affected vehicles starting in June 2005.

### **Identification of Involved Vehicles**

Special Service Campaign 5LB only applies to specific 1998 through early 2005 model year LX 470 vehicles within the VIN ranges listed on the following page.

Model	VDS	Model Year	Range
LX 470	HT00W	1998	0001038 – 0024741
		1999	0024149 - 0076278
		2000	0075334 - 0127131
		2001	3500000 - 3512305
		2002	3512065 – 3523349
		2003	3519394 – 3535572
		2004	3535334 – 3548789
		2005	3548477 – 3549236

### **Implementation at Dealerships**

The SSC dealer package contains the SSC 5LB dealer handbook explaining parts information and technical instructions. Please make sure that Service Department staff (especially Service Managers, Service Consultants, Warranty Administrators, Technicians, and Diagnostic Specialists) review the SSC 5LB handbook and understand their role in this campaign.

### **Tools and Equipment**

Each dealership will need the following to perform this repair.

- Standard hand tools
- Double Locking Pick Tool (P/N 00002-27195)

### **Parts**

Part Number	Part Description	Qty./Veh.
04005-08160	DRL Kit	1

Please encourage your dealers' parts department 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 you for follow-up and correction. There will be sufficient inventory to accommodate this SSC.

### **Customer Care**

- Affected VIN lists will be enclosed in each Service Manager's SSC package.
- Lexus Touch Amenities - Customer care amenities (car wash, fuel fill-up and loaner vehicles) apply to this SSC (please reference the General Procedure handbook for specific details).

## **Reimbursement Procedures**

Dealers are required to submit SSC claims following the procedures described in the SSC 5LB handbook.

**Note: Lexus warranty will only accept one claim per vehicle under the terms of the SSC. Please ensure your dealership checks the National Service History File or TIS to see if the vehicle has been repaired under this SSC prior to servicing the vehicle.**

## **Dealer System Communications**

The VIN number information download will be performed the evening of May 31, 2005. The operation code will be downloaded and available at the same time for your dealerships to use. DMS dealer files are automatically updated and no further action should be required.

## **Dealer Support Materials**

Additional quantities of the SSC handbook (m/n 00241-10006-5LB) are available at no cost to order from the Materials Distribution Center (MDC).

Thank you for your understanding. Your attention to your dealers during this campaign protects our mutual customers and their image of Lexus.

## Attachments

CC: Area Customer Satisfaction Manager  
Area Customer Services Operations Manager  
Assistant Area Manager  
District Service and Parts Manager

District Technical Manager  
District Technical Specialist  
Field Technical Specialists  
Product Field Engineer

**1998 Through Early 2005 Model Year LX 470  
Special Service Campaign – Daytime Running Lights (DRL)  
Safety Recall Notice**

Dear Lexus Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Lexus has decided that certain 1998 through early 2005 Model Year Lexus LX 470 vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 108, Lamps, Reflective Devices and Associated Equipment.

**What is the problem?**

Due to a design error, the Daytime Running Lights (DRL) on certain 1998 through early 2005 model year LX 470 vehicles operate at high illumination during vehicle operation. At this high illumination level, the LX 470 exceeds certain luminous intensity requirements as outlined by the Federal Motor Vehicle Safety Standards (FMVSS). In the worst case, this condition could interfere with the vision of the driver of a vehicle driving in the opposite direction, thus raising the possibility of an accident.

**What will Toyota do?**

To meet the requirements of the FMVSS, any Lexus dealer will install a DRL resistor kit at **NO CHARGE** to you.

**What should you do?**

Please contact your authorized Lexus dealer to make an appointment to install the DRL resistor kit as soon as possible. The actual repair will take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**We request that you present this notice to the dealer at the time of 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.

**What if you have other questions?**

***Your local Lexus dealer will be more than happy to answer any of your questions and set up an appointment to perform the installation.*** If you require further assistance, you may contact the Lexus Customer Experience Center at 1-800-255-3987.

**What if you have previously paid for the installation of the DRL resistor kit for this specific condition?**

If you have previously paid for the installation of the DRL resistor kit prior to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration.

Lexus Customer Experience, L201  
19001 South Western Avenue  
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow 4 to 6 weeks to review your request.

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 1-888-327-4236.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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

Thank you for driving a Lexus.

Sincerely,

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



**Special Service Campaign (SSC 5LB) Q&A  
1998 to early 2005 Model Year Lexus LX 470 Daytime Running Lights**

**Q1: What is the condition?**

A1: The Daytime Running Lights (DRL) on certain 1998 through early 2005 model year LX 470 vehicles exceed luminous intensity requirements of the DRL under the Federal Motor Vehicle Safety Standards (FMVSS 108).

**Q2: What is the cause of this condition?**

A2: Due to a design error, the DRL on certain 1998 through early 2005 model year LX 470 vehicles operate at high illumination during vehicle operation. At this high illumination level, the LX 470 exceeds certain luminous intensity requirements as outlined by the Federal Motor Vehicle Safety Standards (FMVSS).

**Q3: Which and how many vehicles are involved?**

A3: There are approximately 75,000 (1998 through early 2005 MY) LX 470 vehicles involved in the U.S.

**Q4: What is the production period of the affected vehicles?**

A4: The affected Lexus LX 470 vehicles were produced from December 1997 through August 2004.

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

A5: No, this condition is specific to the 1998 through early 2005 MY LX 470 vehicles.

**Q6: Have there been any accidents reported?**

A6: There have been no reported cases of accidents related to this condition.

**Q7: What is Lexus going to do?**

A7: Owners of the involved vehicles will receive a Special Service Campaign notification by first class mail beginning in June 2005. Lexus dealers will install a special resistor to the DRL to reduce the luminous intensity to comply with the FMVSS at **NO CHARGE** to the vehicle owners.

**Q8: How long will the repair take?**

A8: The repair will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q9: What should an owner do if they experience the condition?**

A9: Owners are requested to contact their local Lexus dealer for diagnosis and repair.



Via Overnight Mail  
June 2, 2005

**Subject: Special Service Campaign (SSC) 5LB  
1998 – Early 2005 LX 470 Daytime Running Lights (DRL)**

Dear Dealer Principal:

Lexus has initiated a Special Service Campaign (SSC) on certain 1998 through early 2005 model year LX 470 vehicles. Campaign details and the degree of your dealership's involvement are summarized in this communication.

**Overview**

The Daytime Running Lights (DRL) on certain 1998 through early 2005 model year LX 470 vehicles exceed luminous intensity requirements of the DRL under the Federal Motor Vehicle Safety Standards (FMVSS 108).

**SSC 5LB Repair**

SSC 5LB involves inspecting vehicles and installing a DRL resistor if necessary.

For further information refer to the attached Lexus Q&A and customer notification letter.

**Owner Notification Date**

Owner notification letters will be mailed in phases to the owners of affected vehicles starting in June 2005.

**Identification of Involved Vehicles**

Special Service Campaign 5LB only applies to specific 1998 through early 2005 model year LX 470 vehicles within the VIN ranges listed below.

Model	VDS	Model Year	Range
LX 470	HT00W	1998	0001038 – 0024741
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## **Tools and Equipment**

Your dealership will need the following to perform this repair.

- Standard hand tools
- Double Locking Pick Tool (P/N 00002-27195)

## **Parts**

<b>Part Number</b>	<b>Part Description</b>	<b>Qty./Veh.</b>
04005-08160	DRL Kit	1

Please encourage your parts department 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.

## **Customer Care**

- Affected VIN lists are enclosed in your Service Manager's SSC package.
- Lexus Touch Amenities - Customer care amenities (car wash, fuel fill-up and loaner vehicles) apply to this SSC (please reference the General Procedure handbook for specific details).

## **Reimbursement Procedures**

Dealers are required to submit SSC claims following the procedures described in the SSC 5LB handbook.

**Note:** Lexus warranty will only accept one claim per vehicle under the terms of the SSC. Please ensure your dealership checks the National Service History File or TIS to see if the vehicle has been repaired under this SSC prior to servicing the vehicle.

## **Dealer System Communications**

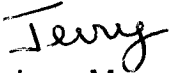
The VIN number information download has been performed. The operation codes have been downloaded and are available for your dealership to use. DMS dealer files are automatically updated and no further action should be required.

**Dealer Support Materials**

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Thank you for your understanding. Your attention to these owners during this campaign protects our customers and their image of Lexus.

Sincerely,



Jerry Marcotti  
Service and Parts Operations Manager

**Attachments**

Cc: Customer Satisfaction Manager  
General Manager  
Parts Manager  
Service Manager



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Special Service Campaign – Daytime Running Lights (DRL)  
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**What is the problem?**

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**What will Toyota do?**

To meet the requirements of the FMVSS, any Lexus dealer will install a DRL resistor kit at **NO CHARGE** to you.

**What should you do?**

Please contact your authorized Lexus dealer to make an appointment to install the DRL resistor kit as soon as possible. The actual repair will take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**We request that you present this notice to the dealer at the time of 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.

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If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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