

**Special Service Campaign 90J**  
**Non-Compliance Recall – Update to Vehicle Capacity Weight and Gross Vehicles Weight Rating**

VIN: <Add VIN> – <Model Year> Model Year <Make> <Model>

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that your vehicle (VIN listed above) fails to conform to a provision of Federal Motor Vehicle Safety Standards (FMVSS) No. 110, "Tire selection and Rims," and 49 CFR Part 567. The value of the Vehicle Capacity Weight (VCW) on the tire and loading information label and the Gross Vehicle Weight Rating (GVWR) stated on the certification label was insufficient for certain vehicles.

**What is the condition?**

Certain Toyota vehicles that were accessorized at vehicle processing centers operated by Toyota Motor Sales, U.S.A., Inc. (TMS) had accessories installed that caused the weight of the vehicle plus the weight of possible passengers to exceed the stated GVWR value. Therefore, the stated GVWR is insufficient. This condition does not meet federal requirements.

**What will Toyota do?**

Toyota has carefully evaluated the GVWR value originally assigned to the subject vehicles, and has concluded that there is sufficient reserve in the stated GVWR to permit an upward adjustment of the GVWR assigned to these specific vehicles.

Any Toyota dealer will replace the certification label, the tire and loading information label, and the load carrying capacity modification (addendum) label (if necessary) at **NO CHARGE**. The dealer will also correct the owner's manual at **NO CHARGE**.

**What should you do?**

Please contact your authorized Toyota dealer so it can order the **vehicle specific** materials for this important campaign. Your dealer will contact you when the materials have arrived. It will take approximately 5 to 10 working days for the materials to arrive at your dealership.

**Please ensure your owner's manual is in the vehicle at the time of the campaign repair.**

The campaign repair will take approximately one 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 would like to update your vehicle ownership or contact information, please go to [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**What if you have other questions?**

**Your local Toyota dealer will be more than happy to answer any of your questions.** If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Standard Time.

If you believe that the dealer or Toyota 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, 1200 New Jersey Avenue S.E., Washington, DC 20590 or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

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 Toyota.

Sincerely,

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

**Special Service Campaign 9LF**  
**Non-Compliance Recall – Update to Vehicle Capacity Weight and Gross Vehicles Weight Rating**

VIN: <Add VIN> – <Model Year> Model Year <Make> <Model>

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 your vehicle (VIN listed above) fails to conform to a provision of Federal Motor Vehicle Safety Standards (FMVSS) No. 110, "Tire selection and Rims," and 49 CFR Part 567. The value of the Vehicle Capacity Weight (VCW) on the tire and loading information label and the Gross Vehicle Weight Rating (GVWR) stated on the certification label was insufficient for certain vehicles.

**What is the condition?**

Certain Lexus vehicles that were accessorized at vehicle processing centers operated by Toyota Motor Sales, U.S.A., Inc. (TMS) had accessories installed that caused the weight of the vehicle plus the weight of possible passengers to exceed the stated GVWR value. Therefore, the stated GVWR is insufficient. This condition does not meet federal requirements.

**What will Lexus do?**

Lexus has carefully evaluated the GVWR value originally assigned to the subject vehicles, and has concluded that there is sufficient reserve in the stated GVWR to permit an upward adjustment of the GVWR assigned to these specific vehicles.

Any Lexus dealer will replace the certification label, the tire and loading information label, and the load carrying capacity modification (addendum) label (if necessary) at **NO CHARGE**. The dealer will also correct the owner's manual at **NO CHARGE**.

**What should you do?**

Please contact your authorized Lexus dealer so it can order the **vehicle specific** materials for this important campaign. Your dealer will contact you when the materials have arrived. It will take approximately 5 to 10 working days for the materials to arrive at your dealership.

**Please ensure your owner's manual is in the vehicle at the time of the campaign repair.**

The campaign repair will take approximately one 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 would like to update your vehicle ownership or contact information, please go to [www.lexus.com/owners](http://www.lexus.com/owners). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**What if you have other questions?**

***Your local Lexus dealer will be more than happy to answer any of your questions.*** If you require further assistance, you may contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Standard Time.

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, 1200 New Jersey Avenue S.E., Washington, DC 20590 or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

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.