

TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL 9LG

ACCELERATOR PEDAL MODIFICATION

2006 – 2010 MODEL YEAR LEXUS IS250, IS250 AWD, IS350

2008 – 2010 MODEL YEAR LEXUS IS-F

2010 MODEL YEAR LEXUS IS250C, IS350C

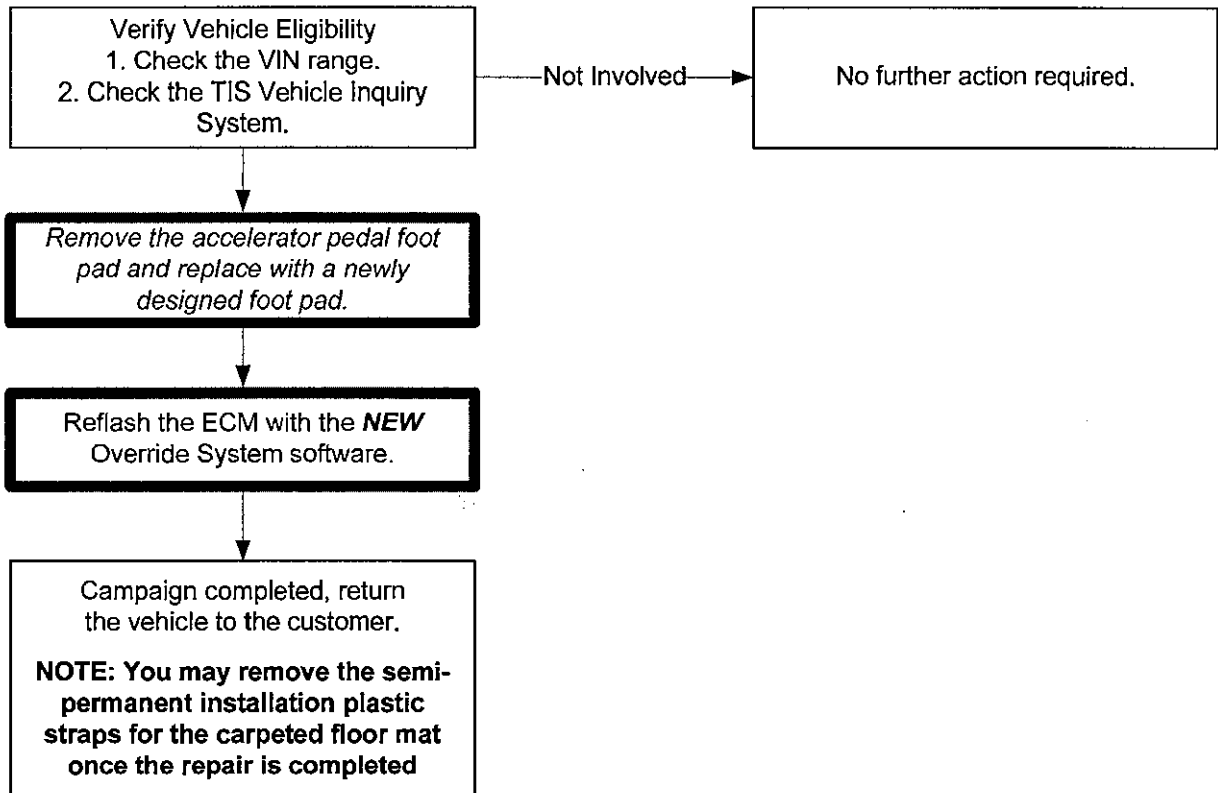
REVISED APRIL 22, 2010

TECHNICAL INSTRUCTION REVISION NOTICE:

- **April 22, 2010:**
 - Work Procedure Section A, "REMOVE THE ACCELERATOR PEDAL" was revised with additional notes and steps, please review prior to beginning any work.
 - Work Procedure Section B, step 4, "REFLASH THE ECU" has an expanded reprogramming table to show sub Calibration Id (CID) for applicable models.

Previous versions of this Technical Instruction should be discarded.

I. OPERATION FLOWCHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

Model	WMI	Year	VIN Range	
			VDS	Range
IS 250	JTH	2006	BK262	2000010 – 2021611
				5000018 – 5025772
		2007		2021159 – 2058542
				5025773 – 5050845
		2008		2057792 – 2082748
				5050849 – 5086447
		2009		2081667 – 2094281
5086449 – 5107246				
2010	BF5C2	2094264 – 2098065		
		5107249 – 5120392		
IS 250C	JTH	2010	FF2C2	2500014 – 2511181
IS 250 AWD	JTH	2006	CK262	2000003 – 2008675
				5000003 – 5007908
		2007		2008542 – 2019897
				5007909 – 5015612
		2008		2019898 – 2027723
				5015613 – 5027611
		2009		2027724 – 2032532
5027613 – 5036006				
2010	CF5C2	2032534 – 2034195		
		5036007 – 5041329		
IS 350C		2010	FE2C2	2500004 – 2503636

AFFECTED VIN RANGE CONTINUED...

Model	WMI	Year	VIN Range	
			VDS	Range
IS 350	JTH	2006	BE262	2000000 – 2007084
				5000005 – 5011869
		2007		2006942 – 2013016
				5011870 – 5017246
		2008		2011547 – 2016302
				5017247 – 5021818
		2009		2016235 – 2017388
				5021000 – 5023468
2010	BE5C2	2017389 – 2017589		
		5023469 – 5024512		
IS-F	JTH	2008	BP262	5000113 – 5004828
		2009		5002981 – 5006738
		2010	BP5C2	5006743 – 5007676

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this SSC, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

Part Number	Part Description	Qty per vehicle
04000-14153	Accelerator Foot Pad (Normal)	1
04000-14253*	Accelerator Foot Pad (Sport)*	1

* Limited use: The metallic sport pedal is only used in approx. 5% of the IS vehicles.
 - Parts include foot pad and pin.

B. TOOLS & EQUIPMENT

- Standard hand tools
- Pin Punch (5/32")
- Workbench with vise
- Protective eyewear
- Protective work gloves
- Hand file
- Techstream
- Torque wrench
- Hammer

C. MATERIALS

- Bubble wrap
- Shop cloth
- Masking tape
- Touch-up Paint (Black)

IV. BACKGROUND

The potential exists for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to get stuck in the wide open position. A stuck open accelerator pedal may result in very high vehicle speeds and make it difficult to stop the vehicle, which could cause a crash, serious injury or death. Lexus has determined that this defect does not exist in vehicles in which the driver side floor mat is compatible with the vehicle and properly secured.

- To make it less likely that an unsecured or incompatible driver's floor mat can interfere with the accelerator pedal, the accelerator pedal foot pad will be replaced with a newly designed one.
- Vehicles equipped with the optional genuine Lexus All Weather Floor Mats (AWFM) will be inspected to determine if the AWFM set is of an older design. If it is, the older design AWFM for the driver and the front passenger will be replaced with newly designed ones.
- Finally, the ECU will be reflashed with newly designed software to provide customers an extra measure of confidence. This reflash will allow the system to cut engine power in case of simultaneous application of both the accelerator and brake pedals during certain driving speeds.

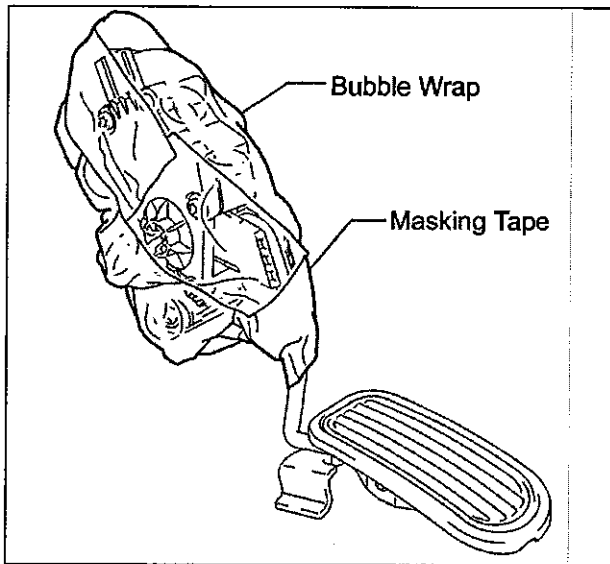
V. WORK PROCEDURE

A. REMOVE THE ACCELERATOR PEDAL



ACCELERATOR PEDAL HANDLING NOTES:

- DO NOT drop
- DO NOT reuse an accelerator pedal that has been dropped
- Avoid vibration and shock
- DO NOT place the sensor portion of the pedal in a vise
- Cover and uncover the sensor while in the vehicle to prevent damage and debris from entering



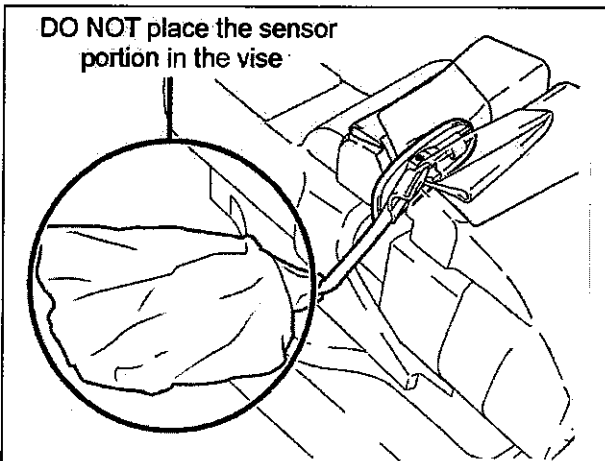
1. REMOVE THE ACCELERATOR PEDAL ASSEMBLY

Click here to watch the video to supplement this step

- Record the radio station presets.
- Disconnect the negative battery cable and wait 90 seconds.
- Disconnect the accelerator pedal connector.
- Remove the 2 nuts.
- While still inside the vehicle, use bubble wrap and masking tape to cover and protect the sensor.

NOTE:

- For additional information on accelerator pedal removal, please refer to TIS.
- Be sure to use bubble wrap to protect the sensor.
- Be sure to seal the bubble wrap with masking tape to prevent damage to the sensor.



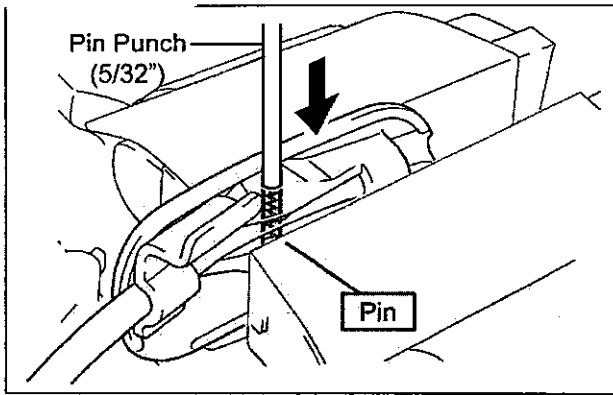
2. REMOVE THE ACCELERATOR PEDAL FOOT PAD

Click here to watch the video to supplement this step

- Pad each jaw on the vise using shop cloths to prevent pedal damage.
- Secure the pedal in the vise using the foot pad as a mounting location – ***Do not over tighten. Do not clamp the metal rod. – These actions may break the pedal rod.***

NOTE:

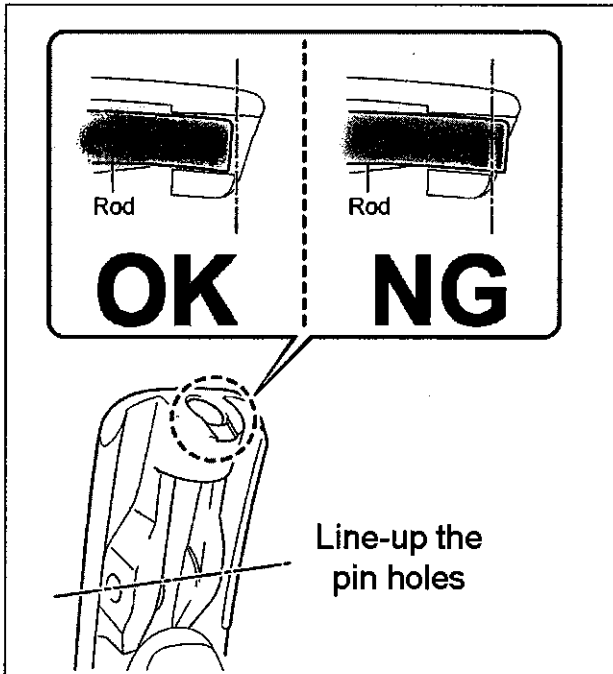
DO NOT place the sensor portion of the pedal in the vise, only the foot pad.



- c) Remove the pin using a hammer and a 5/32" punch. Do not use other punch sizes.

NOTE:

- Make sure the tip of the punch is in good condition
- Use caution to ensure the pedal assembly does not fall out of the vise.
- Use protective eyewear when using a hammer.



3. CHECK THE ROD LENGTH

Click here to watch the video to supplement steps 3-5

- a) **Confirm the pedal rod is not damaged.** Put a **NEW pedal foot pad** onto the existing pedal rod and while lining up the pin holes, confirm that the rod does not extend past the end of the foot pad. **Do not install the pin yet.**

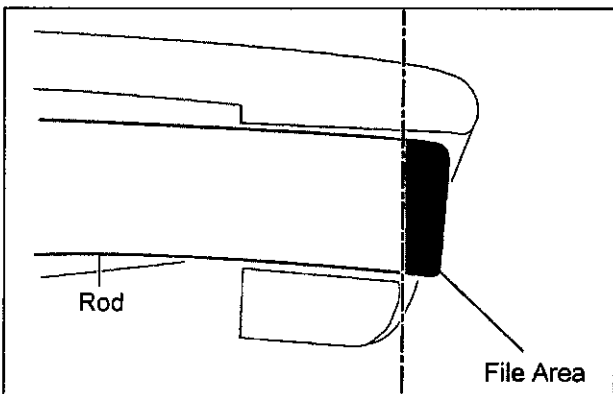
NOTE:

If the rod is OK:

- Skip to step 5.

If the rod is NG:

- Continue with step 4 and file the pedal rod.

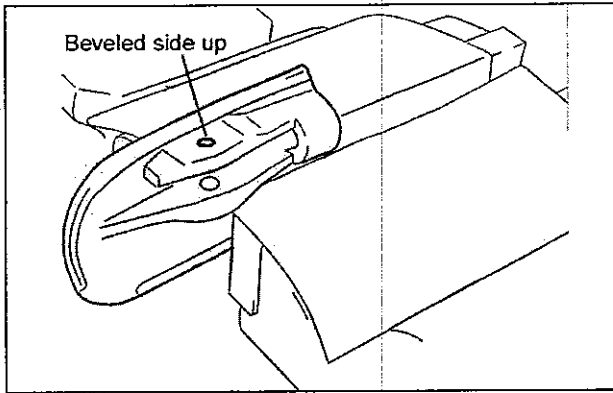


4. FILE THE ROD

- Mark the protruding section of the rod and remove the foot pad.
- File the protruding section of the rod with a hand file.
- Apply black touch up paint to the filed area to prevent corrosion.**
- Confirm the rod no longer protrudes.

NOTE:

Make sure the NEW foot pad is NOT installed on the rod when filing.

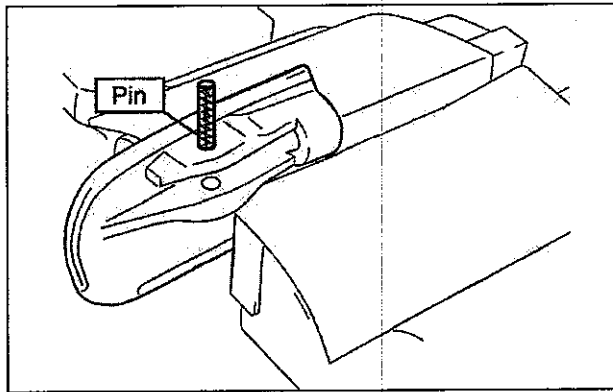


5. ASSEMBLE THE NEW ACCELERATOR PEDAL

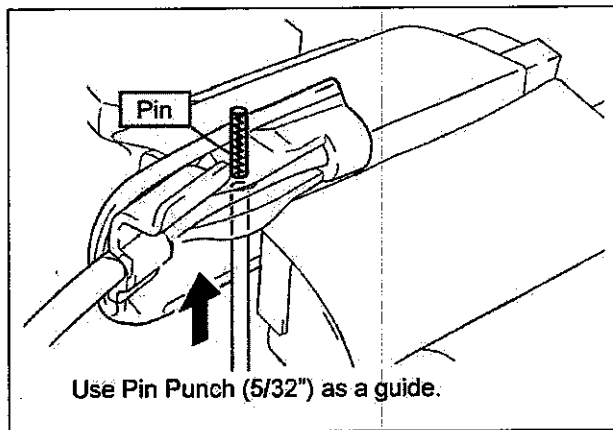
- a) Secure the **NEW** foot pad in the vise with the **beveled pin hole facing up**. **Do not over tighten the vise and ensure the vise is padded with shop cloths; this will prevent damage to the accelerator pedal.**

NOTE:

Please see the illustration for accelerator pad orientation in the vise.



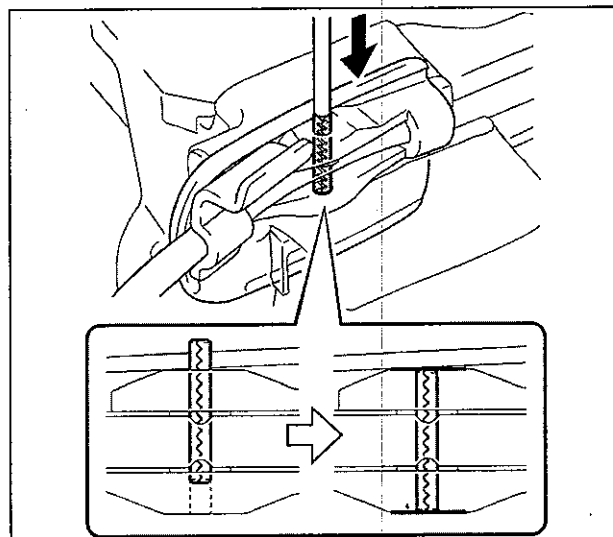
- b) Start the **NEW** pin in the **NEW** foot pad by lightly tapping the pin with a hammer. Do not install the pin too far, or you will not be able to insert the pedal rod.



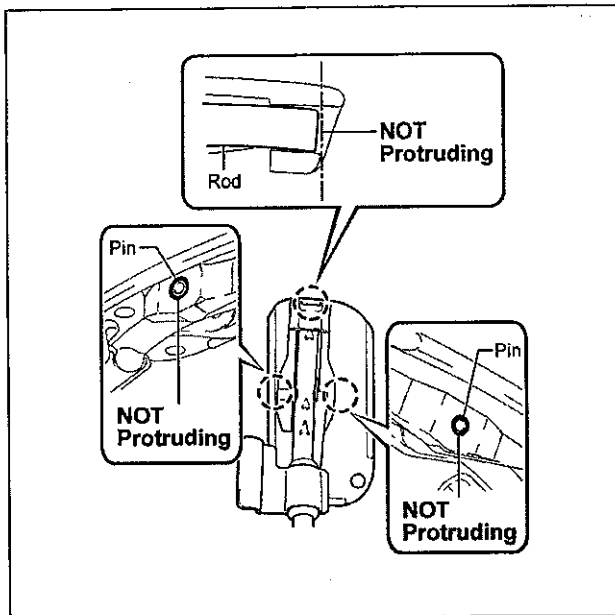
- c) Slide the pedal rod into the new foot pad with the beveled rod hole facing up.
 d) Insert the 5/32" punch through the bottom of the foot pad and rod to assist with the pin alignment between the pedal rod and the foot pad.
 e) Lightly tap the pin into the foot pad and pedal rod. **Do Not use excessive force when hammering the pin or you may damage the pedal rod.**

NOTE:

- **DO NOT** damage the new accelerator pedal foot pad.
- **DO NOT** use excessive force when hammering the pin.



- f) Once the pin is started in the pedal rod, remove the punch from the bottom of the pad and reposition the foot pad in the vise so that it is secure.
 g) Complete the installation of the pin using a hammer and 5/32" punch until the pin is fully seated.



6. CHECK THE ROD AND PIN

- After installing the pin, confirm it is not protruding from either the left or right side and confirm the rod does not extend past the foot pad.
- Confirm if the rod has the original shape. If the rod is damaged, replace the accelerator pedal assembly with a new one.

NOTE : Do not reinstall any damaged accelerator pedal assembly.

B. REINSTALL THE ACCELERATOR PEDAL ASSEMBLY IN THE VEHICLE

1. REINSTALL THE ACCELERATOR PEDAL ASSEMBLY

- Remove and discard the masking tape and bubble wrap from the accelerator pedal assembly, while it is inside the vehicle.
- Reinstall the pedal with the 2 nuts and torque to specification.

Torque Specification:
5.4 Nm (55 kgf cm, 48 in. lbf)

- Reconnect the accelerator pedal electrical connector.
- Reconnect the negative battery cable.
- Set the clock and radio station presets.
- Reinitialize the vehicle system(s) as outlined in the repair manual on TIS.

NOTE

- DO NOT reuse the bubble wrap.
- For additional information on accelerator pedal installation, please refer to TIS.
- The IS models do NOT require modification of the floor pan surface.

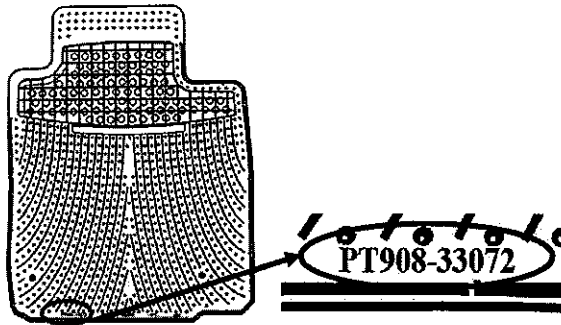
2. INSPECT THE FLOOR MAT

- a) Confirm the correct floor mat for this model is secured with the retaining hooks (clips).
- If the grommets in the floor for the vehicle are in poor condition, refer to the appropriate TSB and repair the grommets.

NOTE:

- If a Recalled All Weather Floor Mat (AWFM) has been identified, remove the AWFM from the vehicle and **CUT THE RECALLED AWFM SO THAT IT CANNOT BE REUSED.**
- You may remove the semi-permanent installation plastic straps for the carpeted floor mat once the repair is completed.

Locate the ten digit floor mat part number on the bottom of the back side of the mat as illustrated below. PLEASE NOTE, the floor mat part numbers are 12 digits but only the first ten are shown.



For Carpeted Floor Mats:

Utilizing the ten digit part number and the chart below, confirm the vehicle has the correct carpeted floor mat.

Part Number	Model	Type	S	S	S	S	S	S	Color
PT208-53006-02	IS-C F-Sport SE	Carpet						X	Black
PT208-53060-02	IS250/350 2WD	Carpet	X						Black
PT208-53060-30	IS250/350 2WD	Carpet	X						Cashmere
PT208-53062-02	IS250 AWD	Carpet	X						Black
PT208-53062-30	IS250 AWD	Carpet	X						Cashmere
PT208-53067-02	IS250/350 2WD	Carpet	X	X	X	X	X		Black
PT208-53087-01	IS250/350 2WD	Carpet					X	X	Ecru
PT208-53067-30	IS250/350 2WD	Carpet	X	X	X				Cashmere
PT208-53068-02	IS250 AWD	Carpet	X	X	X	X	X		Black
PT208-53088-01	IS250 AWD	Carpet					X	X	Ecru
PT208-53068-30	IS250 AWD	Carpet	X	X	X				Cashmere
PT208-53087-02	IS-F	Carpet			X	X	X		Black
PT208-53093-02	IS-C	Carpet						X	Black
PT208-53095-02	IS-C F-Sport	Carpet						X	Black
PT208-53097-02	IS250/350	Carpet			X	X	X		Black
	F-Sport 2WD								
PT208-53098-02	IS250	Carpet			X	X	X		Black
	F-Sport AWD								

For All Weather Floor Mats (AWFM):

Utilizing the ten digit part number and the chart below, confirm the vehicle has the correct AWFM.

Part Number	Model	Type	S	S	S	S	S	S	Color
PT908-5301W-02	IS 2WD	All Weather	X	X	X	X	X	X	Black 2 pc
PT908-5300W-02	IS AWD	All Weather	X	X	X	X	X	X	Black 2 pc

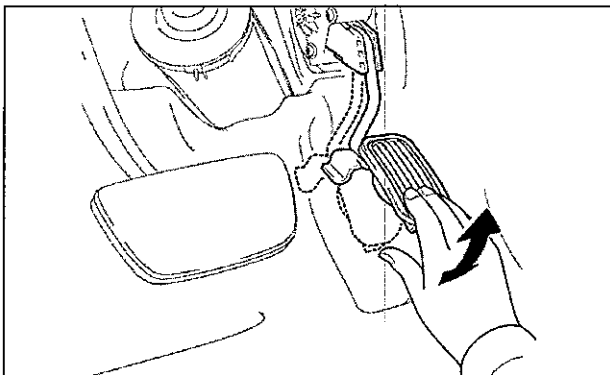
NOTE:

The part numbers listed above are for the 2 piece (driver & front passenger) campaign set ONLY.

DO NOT use the recalled AWFM listed below. These AWFM must be removed from the vehicle and recovered by the dealer.

Part Number	Model	Type	S	S	S	S	S	S	Color
PT908-53050-02	IS250/350 2WD	All Weather	X						Black
PT908-53051-02	IS250 AWD	All Weather	X	X	X	X	X	X	Black
PT908-53070-02	IS250/350/F 2WD	All Weather	X	X	X	X	X	X	Black
PT908-53100-02	IS250/350/C	All Weather					X		Black

All recalled AWFM will be placed on Warranty Parts Recovery, and dealers will be required to return them to TMS. AWFM that are not returned will result in the claim being debited.



- b) Confirm the pedal does not get caught on the floor or floor mat during operation.
- c) Confirm the pedal operates properly.

3. INSPECT THE ACCELERATOR PEDAL ASSEMBLY OPERATION

- a) Connect Techstream to the DLC3.
- b) Enter the following menus: Powertrain / Engine and ECT / Data List.
- c) Check the values by referring to the table below.

NOTE:

Select ALL DATA on the pull down menu at the bottom of the screen when searching for the correct parameters.

Tester Display	Measurement: Range (Display)	Normal Condition
Accelerator Position	Accelerator Pedal Position Min: 0%, Max: 100%	Accelerator Pedal Released: 0% Accelerator Pedal Fully Depressed: 100%

4. REFLASH THE ECU

- a) Reflash the Engine ECU with the NEW Override System software following L-SB-0015-10
- b) For Calibration ID, please refer to the tables below.

IS250 2WD Auto Trans	ECM (CPU)	Current CID	New CID
2006 MY	Main	35323500	35323600
		35323400	
		35323300	
		35323200	
		35323100	
	35323000	55322100	
Sub	55322000		
2007 MY	Main	35347300	35347400
		35347200	
		35347100	
		35347000	
2008 MY	Sub	55341000	55341100
	Main	35366100	35366200
35366000			
2009 MY	Main	55351000	55351100
		35380100	35380200
35380000			
2010 MY	Main	353C6000	353C6100

IS250 AWD Auto Trans	ECM (CPU)	Current CID	New CID
2006 MY	Main	35324500	35324600
		35324400	
		35324300	
		35324200	
		35324100	
		35324000	
	Sub	55323000	55323100
2007 MY	Main	35348300	35348400
		35348200	
		35348100	
		35348000	
	Sub	55342000	55342100
2008 MY	Main	35367100	35367200
		35367000	
	Sub	55352000	55352100
2009 MY	Main	35381100	35381200
		35381000	
2010 MY	Main	353C7000	353C7100

IS250 2WD Manual Trans	ECM (CPU)	Current CID	New CID
2006 MY	Main	35322500	35322600
		35322400	
		35322300	
		35322200	
		35322100	
		35322000	
2007 MY	Main	35346300	35346400
		35346200	
		35346100	
		35346000	
2008 MY	Main	35365100	35365200
		35365000	
2009 MY	Main	35379100	35379200
		35379000	
2010 MY	Main	353C5000	353C5100

IS350	ECM (CPU)	Current CID	New CID
2006 MY	Main	35321400	35321500
		35321300	
		35321200	
		35321100	
	Sub	35321000	55321300
		55321000	
55321100			
2007 MY	Main	55321200	35343300
		35343200	
		35343100	
	Sub	35343000	55338100
2008 MY	Main	55338000	35362300
		35362200	
		35362100	
	Sub	35362000	55350100
2009 MY	Main	55350000	35376200
		35376100	
2010 MY	Main	35376000	353C1100
2010 MY	Main	353C1000	353C1100

IS-F	ECM (CPU)	Current CID	New CID
2008-09 MY	Main	353A0000	353A0100
		35356000	
2010 MY	Main	353B6000	353B6100

IS-C	ECM (CPU)	Current CID	New CID
2010 IS250 Auto Trans/2WD	Main	353A9000	353A9100
2010 IS250 Manual Trans/2WD	Main	353A8000	353A8100
2010 IS350-C	Main	353A6000	353A6100

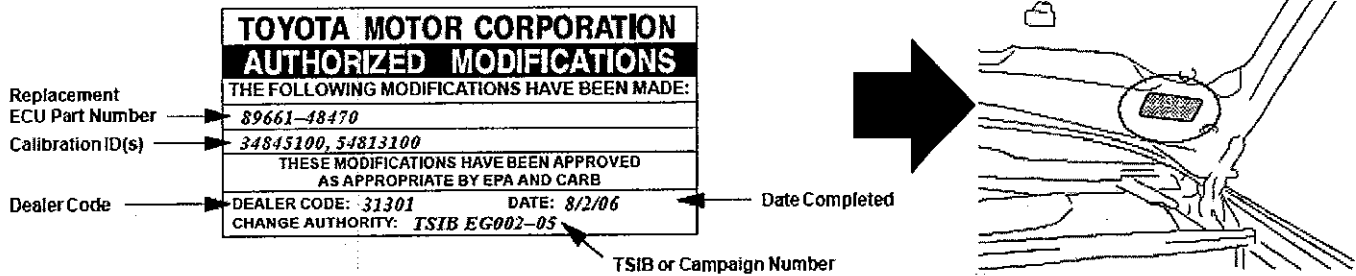
5. CHECK FOR DTC CODES

a) Check for DTC codes.

NOTE:

If DTC(s) are displayed, verify the code(s) and record the freeze frame data, then perform repairs as necessary.

6. TEST DRIVE THE VEHICLE AND INSPECT FOR ANY PROBLEMS



7. AFFIX THE AUTHORIZED MODIFICATIONS LABEL

a) Using a permanent marker or ball point pen, complete the Authorized Modifications Label and attach it to the underside of the hood in front of the driver as shown above.

- Replacement ECU Part Number & Calibration ID(s)

Model Year	Specification	Replacement ECU Part Number	New Calibration ID
2006	IS350/2GR-FSE/6AT/FR	89661-53565	35321500
	IS250/4GR-FSE/MT/FR	89661-53575	35322600
	IS250/4GR-FSE/6AT/FR	89661-53585	35323600
	IS250/4GR-FSE/6AT/AWD	89661-53595	35324600
2007	IS350/2GR-FSE/6AT/FR	89661-53783	35343300
	IS250/4GR-FSE/MT/FR	89661-53814	35346400
	IS250/4GR-FSE/6AT/FR	89661-53824	35347400
	IS250/4GR-FSE/6AT/AWD	89661-53834	35348400
2008	IS350/2GR-FSE/6AT/FR	89661-53A73	35362300
	IS250/4GR-FSE/MT/FR	89661-53B02	35365200
	IS250/4GR-FSE/6AT/FR	89661-53B12	35366200
	IS250/4GR-FSE/6AT/AWD	89661-53B22	35367200
	IS-F/2UR-GSE/8AT/FR	89661-53D51	353A0100
2009	IS350/2GR-FSE/6AT/FR	89661-53C12	35376200
	IS250/4GR-FSE/MT/FR	89661-53C42	35379200
	IS250/4GR-FSE/6AT/FR	89661-53C52	35380200
	IS250/4GR-FSE/6AT/AWD	89661-53C62	35381200
	IS-F/2UR-GSE/8AT/FR	89661-53D51	353A0100
2010	IS350/2GR-FSE/6AT/FR	89661-53F61	353C1100
	IS250/4GR-FSE/MT/FR	89661-53G01	353C5100
	IS250/4GR-FSE/6AT/FR	89661-53G11	353C6100
	IS250/4GR-FSE/6AT/AWD	89661-53G21	353C7100
	IS350-C/2GR-FSE/6AT/FR	89661-53E11	353A6100
	IS250-C/4GR-FSE/MT/FR	89661-53E31	353A8100
	IS250-C/4GR-FSE/6AT/FR	89661-53E41	353A9100
	IS-F/2UR-GSE/8AT/FR	89661-53F11	353B6100

- Dealer Code
- Date Completed
- Campaign Number

NOTE:

Authorized Modifications Label (in packages of 25) can be ordered through the Material Distribution Center (MDC), P/N 00451-00001-LBL.

VI. APPENDIX

A. RECALLED PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***



Via Overnight Mail
April 19, 2010

To: Lexus Area Managers
From: Al Smith, Vice President - Lexus Customer Services
Subject: Safety Recall ALB - Preliminary Notice
Certain 2010 Model Year GX 460 Vehicles
VSC ECU Update

On April 19, 2010, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2010 model year GX 460 vehicles.

On certain 2010 Model Year Lexus GX460 vehicles, if the vehicle is driven through a sharp turn at specific high speed conditions, this could cause the rear tires to slip so that the vehicle slides in a sideways direction. In an extreme case, if the vehicle strikes a curb or slides off pavement, a crash could occur.

During a test conducted by Consumer's Union (Consumer Reports), the Vehicle Stability Control (VSC) did not activate at the initiation of tire slippage. This is due to the gentle yaw rate level generated by this model's high suspension performance system known as KDSS (Kinetic Dynamic Suspension System).

Lexus dealers will be requested to install a newly designed software update (reflash) to the VSC electronic control unit (ECU) at **no charge** to the vehicle owner, when it is made available in late April.

The following vital information is provided to inform you and your staff of the dealer and owner notification phase of the safety recall and your degree of involvement.

Dealer and Owner Notification Mailing Date

This preliminary notification will be sent to all dealers today. Additional details will be sent to dealers in late April. The owner notification will commence in early May, 2010. The Lexus Q&A is attached for your use when responding to dealer or customer questions.

Only owners of the vehicles covered by the safety recall will be notified. If your dealership is contacted by an owner who has not yet received a notification letter, please verify vehicle eligibility by confirming through Dealer Daily/TIS prior to performing repairs. Dealers should perform the reflash program as outlined in the Technical Instructions which will be made available and posted on TIS in late April.

Identification of Involved Vehicles

There are approximately 9,400 2010 Lexus GX 460 vehicles covered. The affected vehicle VIN range is listed below.

Model	WMI	Year	VIN Range	
			VDS	Range
GX 460	JTJ	2010	BM7FX	A5000145 - A5013347
			JM7FX	A5000143 - A5013345

NOTE:

- *The Vehicle Distribution Centers will be performing the Safety Recall prior to dealership delivery once the newly designed software is available. Please verify TIS prior to conducting the Safety Recall at dealerships.*

- Not all vehicles in the VIN range are covered by this Safety Recall.
- If a dealership is contacted by an owner who has not yet received a notification, it should *verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs.*
- Dealers should perform the repair as outlined on the Technical Instruction to be posted on TIS in late April.

Implementation at Dealerships

Technical instructions, warranty claim submission instructions and VIN lists will be provided to dealers in late April. All associates who have a part in this safety recall should be familiar with the contents of this letter.

Vehicles in Dealer Inventory

As required by Federal law, dealers are not to deliver any new vehicles in their inventory which are involved in a safety recall unless the defect has been remedied. Vehicle safety recall applicability and completion can be verified through TIS.

A VIN list containing vehicles in dealer inventory will be provided shortly.

Parts Ordering

The reflash process will not require any parts.

Customer Handling

Please consider this safety recall as a great opportunity to focus on assuring our customers that their safety remains Lexus' highest priority, which will go a long way toward preserving their faith in your dealers and the Lexus brand. Please encourage your dealers to continue to welcome these customers and answer any questions they may have. The attached Q&A is provided to assure a consistent message is communicated.

Media Contacts

For *news media inquires only*. Due to the nature of this Safety Recall, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, *all media contacts* must be directed to Brian Lyons (310) 468-2552 or John Hanson (310) 468-4718 in Corporate Communications. (Please do not provide these numbers to customers or direct dealership associates to call). Please provide these contacts to only media associates.

Please review this entire package with your staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your understanding and cooperation.

Attachment

- | | | |
|-----|---------------------------------------|-------------------------------------|
| CC: | Assistant Area General Managers | District Service and Parts Managers |
| | Customer Satisfaction Managers | District Technical Managers |
| | Customer Services Field Managers | Field Product Engineers |
| | Customer Services Operations Managers | Vehicle Field Sales Managers |



Safety Recall ALB – Certain 2010 Model Year Lexus GX 460 Vehicles
VSC ECU Update – Q&A

On April 19, 2010, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2010 model year Lexus GX 460 vehicles.

Q1: Why is Lexus conducting a Safety Recall?

A1: On certain 2010 Model Year Lexus GX460 vehicles, if the vehicle is driven through a sharp turn at specific high speed conditions, this could cause the rear tires to slip so that the vehicle slides in a sideways direction. In an extreme case, if the vehicle strikes a curb or slides off pavement, a crash could occur.

Q1a: What are the specific conditions of the "sharp turn at the high speed"?

A1a: The specific conditions are: 1) the vehicle is driven straight forward until reaching a speed of 65mph, at which time the driver releases the accelerator pedal; 2) the vehicle is then advanced into a corner with a radius of 200ft, and when the vehicle speed slows to 55mph, the driver turns the steering wheel sharply without applying either the brake pedal or accelerator pedal.

Q2: Why does this occur?

A2: During a test conducted by Consumer's Union (Consumer Reports), the Vehicle Stability Control (VSC) did not activate at the initiation of tire slippage. This is due to the gentle yaw rate level generated by this model's high suspension performance system known as KDSS (Kinetic Dynamic Suspension System).

Q2a: What is "VSC"?

A2a: The VSC system manages engine output and brake hydraulic pressure to ensure vehicle stability. However, the system is not able to exert control in all of the driving situations.

Q2b: What is the "KDSS (Kinetic Dynamic Suspension System)"?

A2b: The KDSS (Kinetic Dynamic Suspension System) optimally adjusts the front and rear stabilizer bars depending on the driving conditions. The stabilizers are disengaged in rough road conditions to allow for suspension movement when driving over rough terrain. The stabilizers are activated for on road driving, thereby preventing vehicle body roll during cornering.

Q3: Are there any steps a driver may take if they experience this condition?

A3: Each circumstance may vary, and drivers must use their best judgment. Drivers should operate their vehicles in accordance with the posted speed limits and warning signs, as well as taking into consideration road and weather conditions. If the brakes are applied when turning at high speeds the VSC is designed to activate.

Q4: Which and how many vehicles are involved?

A4: There are approximately 9,400 GX 460 (2010 model year) vehicles involved in the U.S.

MODEL	MY	UIO
GX 460	2010	9,400

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

A5: The vehicles specific to this Safety Recall were produced from November 16, 2009 to April 8, 2010

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

A6: No, there are no other Lexus or Toyota vehicles involved in the North American market. However, the Toyota Prado vehicles equipped with left hand drive and KDSS are involved in other overseas markets.

Q6a: Why are other Toyota and Lexus SUV's not involved in the North American market?

A6a: Due to differences in a combination of weight balance, front and rear suspension design, and equipped tires, no other Toyota or Lexus vehicles are involved in the North American market.

Q7: What is Lexus going to do?

A7: Owners of the affected vehicles will be notified by first class mail to bring their vehicles to a Lexus dealer beginning in early May. Lexus dealers will install a newly designed software update (reflash) to the VSC Electronic Control Unit (ECU) at no charge to vehicle owners.

Q7a: How will the newly designed software reduce the possibility of this condition?

A7a: The newly designed software will activate the Vehicle Stability Control (VSC) stronger than the originally equipped software when a slide or skid is detected.

Q8: Have any production changes been implemented?

A8: No, production changes have not yet been implemented for this condition. Lexus is currently developing newly designed software to address this condition for both customer and production vehicles.

Q9: When will the newly designed software becomes available?

A9: Lexus anticipates the newly designed software will be available in early May.

Q10: How many incidents of this condition have been reported?

A10: There have been no incidents reported related to this condition.

Q11: Have there been any accidents reported?

A11: There have been no accidents reported related to this condition.

Q12: What should an owner do if they experience this condition or have immediate concerns about his/her vehicle?

A12: Owners with questions or concerns are asked to contact their local Lexus dealer for diagnosis, and if applicable, repair. Owners may also contact Lexus Customer Satisfaction at 1-800-255-3987.



Via Overnight Mail
April 19, 2010

**Subject: Safety Recall ALB – Preliminary Notice
Certain 2010 Model Year GX 460 Vehicles
VSC ECU Update**

Dear Dealer Principal:

On April 19, 2010, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2010 model year GX 460 vehicles.

On certain 2010 Model Year Lexus GX460 vehicles, if the vehicle is driven through a sharp turn at specific high speed conditions, this could cause the rear tires to slip so that the vehicle slides in a sideways direction. In an extreme case, if the vehicle strikes a curb or slides off pavement, a crash could occur.

During a test conducted by Consumer's Union (Consumer Reports), the Vehicle Stability Control (VSC) did not activate at the initiation of tire slippage. This is due to the gentle yaw rate level generated by this model's high suspension performance system known as KDSS (Kinetic Dynamic Suspension System).

Lexus dealers will be requested to install a newly designed software update (reflash) to the VSC electronic control unit (ECU) at **no charge** to the vehicle owner, when it is made available in late April.

The following vital information is provided to inform you and your staff of the owner notification phase of the safety recall and your degree of involvement.

Owner Notification Mailing Date

The owner notification will commence in early May, 2010. The Lexus Q&A is attached for your use when responding to customer questions.

Only owners of the vehicles covered by the safety recall will be notified. If your dealership is contacted by an owner who has not yet received a notification letter, please verify vehicle eligibility by confirming through Dealer Daily/TIS prior to performing repairs. Dealers should perform the reflash program as outlined in the Technical Instructions which will be made available and posted on TIS in late April.

Identification of Involved Vehicles

There are approximately 9,400 2010 Lexus GX 460 vehicles covered. The affected vehicle VIN range is listed below.

Model	WMI	Year	VIN Range	
			VDS	Range
GX 460	JTJ	2010	BM7FX	A5000145 - A5013347
			JM7FX	A5000143 - A5013345

NOTE:

- *The Vehicle Distribution Centers will be performing the Safety Recall prior to dealership delivery once the newly designed software is available. Please verify TIS prior to conducting the Safety Recall at dealerships.*
- Not all vehicles in the VIN range are covered by this Safety Recall.
- If a dealership is contacted by an owner who has not yet received a notification, it should **verify eligibility by confirming**

through Dealer Daily/TIS prior to performing repairs.

- Dealers should perform the repair as outlined on the Technical Instruction to be posted on TIS in late April.

Implementation at Dealerships

Technical instructions, warranty claim submission instructions and VIN lists will be provided in late April. All associates who have a part in this safety recall should be familiar with the contents of this letter.

Vehicles in Dealer Inventory

As required by Federal law, dealers are not to deliver any new vehicles in their inventory which are involved in a safety recall unless the defect has been remedied. Vehicle safety recall applicability and completion can be verified through TIS.

A VIN list containing vehicles in dealer inventory will be provided shortly.

Parts Ordering

The reflash process will not require any parts.

Customer Handling

Please consider this safety recall as a great opportunity to focus on assuring your customers that their safety remains Lexus' highest priority, which will go a long way toward preserving their faith in your dealership and the Lexus brand. Please continue to welcome these customers and answer any questions they may have. The attached Q&A is provided to assure a consistent message is communicated.

Media Contacts

For *news media inquires only*. Due to the nature of this Safety Recall, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, *all media contacts* must be directed to Brian Lyons (310) 468-2552 or John Hanson (310) 468-4718 in Corporate Communications. (Please do not provide these numbers to customers or direct dealership associates to call). Please provide these contacts to only media associates.

Please review this entire package with your staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your understanding and cooperation.

Lexus, A Division of Toyota Motor Sales, USA, Inc.

Attachment

CC:	Customer Satisfaction Manager	Sales Manager
	General Manager	Service Manager
	Parts Manager	



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