



Via Overnight Mail  
February 9, 2010

**Subject: Safety Recall - ALA  
Certain 2010 Model Year HS 250h Vehicles  
ABS Actuator ECU Update**

Dear Dealer Principal:

On February 9, 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 HS 250h vehicles.

Lexus has received complaints of inconsistent brake feel during slow and steady application of brakes on rough or slick road surfaces when the anti-lock brake system (ABS) is activated in an effort to maintain tire traction. The system, in normal operation, engages and disengages rapidly (many times per second) as the control system senses and reacts to the tire slippage. If the same brake pedal force is applied under these conditions, in the worst case, this may lead to an increase of vehicle stopping distance and thus raise the likelihood of a crash.

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

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. Additional information may be found in the attached Lexus Q&A and customer notification letter.

#### Owner Notification Mailing Date

The owner notification will commence in late February, 2010. A sample of the owner letter is attached for your reference.

Only owners of the affected vehicles 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 February.

#### Identification of Involved Vehicles

There are approximately 14,550 2010 Lexus HS 250h vehicles involved. The final affected vehicle VIN range will be provided in late February.

Model	WMI	Year	VIN Range	
			VDS	Range
HS 250h	JTH	2010	BB1BA	2000104 – TBD

#### **NOTE:**

- Not all vehicles in the VIN range are affected 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 February.

Implementation at Dealerships

Technical instructions, warranty claim submission instructions and VIN lists will be provided in late February. 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 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.

Attachments

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



Safety Recall ALA - Certain 2010 Model Year HS 250h Vehicles  
ABS Actuator ECU Update - Q&A

**Q1: What is the condition?**

A1: Lexus has received complaints of inconsistent brake feel during slow and steady application of brakes on rough or slick road surfaces when the anti-lock brake system (ABS) is activated in an effort to maintain tire traction. The system, in normal operation, engages and disengages rapidly (many times per second) as the control system senses and reacts to tire slippage. If the same brake pedal force is applied under these conditions, in the worst case, this may lead to an increase of vehicle stopping distance and thus raise the likelihood of a crash.

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

A2: The condition is caused by improper programming of the ABS Actuator Electronic Control Unit (ECU). Due to this programming, there is a possibility that the braking force after the ABS activation may slightly degrade as compared to the braking force before the activation.

**Q3: Are there any warnings that this condition exists?**

A3: The driver may notice inconsistent brake feel during slow and steady application of brakes on rough or slick road surfaces when the anti-lock brake system (ABS) is activated.

**Q3a: Are there any steps a driver may take if they experience this condition?**

A3a: Each circumstance may vary, and drivers must use their best judgment, but until the remedy is completed on the vehicle Lexus advises drivers to depress the brake pedal using firm pressure.

**Q4: Which and how many vehicles are involved?**

A4: There are approximately 14,550 HS 250h (2010 model year) vehicles involved in the U.S.

MODEL	MY	UIO
HS 250h	2010	14,550

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

A5: The vehicles specific to this Safety Recall were produced beginning in 2009 through late February, 2010.

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

A6: Yes, there are approximately 133,000 Toyota Prius vehicles (2010 model year) involved.

**Q6a: Why are other Toyota and Lexus Hybrids not involved?**

A6a: ABS management programs for other models are different from the subject models.

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

A7: Owners will be notified by first class mail beginning in late February. Lexus dealers will install a newly designed software update (reflash) to the ABS Actuator ECU at no charge to the vehicle owner.

**Q7a: What should an owner do if they experience this condition before the ABS management program has been updated?**

A7a: This condition only occurs momentarily during light pedal application at the moment the ABS system begins to activate. If an owner is experiencing this condition, he/she should firmly and steadily apply additional force to the brake pedal.

**Q7b: What does this condition feel like?**

A7b: If the brake pedal is lightly depressed on certain road surfaces such as icy or bumpy road, drivers may perceive a

*momentary* reduction in braking performance.

**Q8:** *Have any production changes been implemented?*

A8: A production change will be made to the ABS Actuator ECU in late February, 2010.

**Q9:** *How many incidents of this condition have been reported?*

A9: As the conditions and details of each incident are not always clear, it is difficult to identify the number of related incidents.

**Q10:** *Have there been any accidents reported?*

A10: Although there are some accidents which suggest relation to this condition, it is difficult to identify each case.

**Q11:** *What if an owner has additional questions or concerns?*

A11: Owners with questions or concerns are asked to contact their local Lexus dealer for diagnosis, and if applicable, repair. Owners may also contact the Lexus Customer Assistance Center (1-800-255-3987).

Safety Recall ALA - Certain 2010 Model Year HS 250h Vehicles  
ABS Actuator ECU Update  
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 a defect, which relates to motor vehicle safety, exists in certain 2010 model year HS 250h vehicles.

What is the condition?

Lexus has received complaints of inconsistent brake feel during slow and steady application of brakes on rough or slick road surfaces when the anti-lock brake system (ABS) is activated in an effort to maintain tire traction. The system, in normal operation, engages and disengages rapidly (many times per second) as the control system senses and reacts to tire slippage. If the same brake pedal force is applied under these conditions, in the worst case, this may lead to an increase of vehicle stopping distance and thus raise the likelihood of a crash.

Each circumstance may vary, and drivers must use their best judgment, but until the remedy is completed on your vehicle Lexus advises drivers to depress the brake pedal using firm pressure.

What will Lexus do?

Lexus has developed a software update for this condition. Any authorized Lexus dealer will update the ABS Actuator Electronic Control Unit ("ECU") with the newly designed software at **no charge** to the vehicle owner.

What should you do?

***This is an important Safety Recall***

Please contact your authorized Lexus dealer to install the newly designed ABS Actuator ECU software as soon as possible. The installation will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary for you 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/ownersupdate](http://www.lexus.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 Lexus dealer will be more than happy to answer any of your questions and set up an appointment to perform this important Safety Recall.*** 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 through 4:00 pm Pacific 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>.

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.