

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue, S207
Torrance, CA 90509-2991

TMS-NTC-11003
January 12, 2011

Delia Lopez
Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

RE: Toyota Safety Recall 10V-309

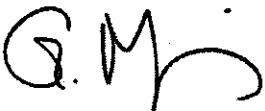
Dear Ms. Lopez:

Please find attached the Supplemental Lexus Dealer Communication for Toyota Safety Recall 10V-309 which was for Certain Lexus GS 350, GS 450h, GS 460, IS 350, LS 460, LS 460L, LS 600h and LS 600h L vehicles.

These documents are being submitted in accordance with regulation 49 CFR 573.6 (c)(10).

If you have any questions regarding this matter, please contact me at (310) 468-3392.

Sincerely,



George Morino
National Manager, Quality Compliance

Attachments:

- Lexus 10V-309 (ALE) Dealer Communication 01-07-2011

Al Smith/ [REDACTED]

01/07/2011 04:44 PM

To al_smith [REDACTED]
cc
Subject V6 Valve Spring Kits Availability
t

Happy New Year!

Please allow me to express, again, my appreciation for your outstanding care of our customers in 2010, as you responded in a truly Lexus-like fashion to the opportunities created by the Safety Recalls. Thanks to your efforts, Lexus has exceeded an 80% completion rate for the Safety Recalls launched in the first half of 2010 and over 54% of Safety Recall ALE (valve spring).

Due to the holidays, V6 valve spring kits are still in transit to TMS and may impact your ability to complete the Safety Recall remedy on IS 350s/GS 350s (P/N 04000-37531) and GS 450hs (P/N 04000-37631) for the next several weeks. Please be assured that significant cross-organizational efforts are underway to expedite receipt of the necessary inventory, but until more kits are in place, we are requesting your support as follows:

Assure all service and parts associates are informed of this situation
Reschedule any pending V6 ALE service appointments, for which your dealership does not currently have a kit in stock, until early February.

Valve spring kits for all V6 and V8 vehicles have been placed on Manual Allocation Control (MAC) and daily order limits may be enacted should excessive dealer orders be submitted. These measures have been taken to manage availability of valve spring kits as more inventories are made available.

The attached bulletin has information on a one-time parts return opportunity should your dealership have excess inventory of valve spring kits to return. Please reference this bulletin for procedures and deadlines if you are interested.

We will update you next week as more information on expected receipt of the V6 valve spring kits.

Thank you for your patience and understanding. Please contact your District Service & Parts Manager with any questions.

Al

Al Smith | Vice President, Lexus Customer Services
19001 S. Western Avenue, L203, Torrance, CA 90509
al_smith [REDACTED]
p: 310-468-[REDACTED]

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**SERVICE & PARTS OPERATIONS COMMUNICATIONS****DEALER RETURN OPPORTUNITY - SSC VALVE SPRING KITS**

01-07-2011

Bulletin 2011 -01

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Toyota Motor Sales is providing a one-time opportunity for Lexus dealers to return excess inventory of the following Lexus SSC valve kit part numbers:

Part Number	Vehicle Model
04000-37531	IS350
04000-37631	GS450H
04000-37238	GS460
04000-37338	LS460
04000-37438	LS600H

Should you have excess inventory at your dealership and are interested in taking advantage of this return opportunity, please contact your facing PDC to initiate the following return process:

- Dealer contacts facing PDC to request return of part number(s) by **January 21, 2011**
- Facing PDC will fill out a one-time pre-approved Parts Return Request (PRR) and forwards to dealer
- Dealer sends back pre-approved PRR claim form and part(s).
- PDC will inspect parts to ensure parts meet TMS parts return criteria
- Dealer will receive full reimbursement for each kit returned that meets the parts return policy criteria. The **15% restocking fee** will be waived for these returns. **In addition, this return will not affect the dealers monthly parts return earnings or balance.**
- Parts that are deemed unsalable, used or previously installed will be returned to the dealer and the dealer will incur a **15% rejection fee** for the handling of these returns

Should you have any questions regarding this part return opportunity, please contact your facing PDC Customer Support Leader.