



Via Overnight Mail
September 9, 2010

To: Lexus Area Managers
From: Al Smith - Vice President, Lexus Customer Services
Subject: Safety Recall ALE
Certain Lexus GS 350, GS 450h, GS 460, IS 350, LS 460, LS 460L, LS 600h and LS 600h L Vehicles
Valve Spring
Phase 2- V6 (GS 460, LS 460 and LS 600h) Remedy Available

As announced on July 6, 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 the following Lexus models:

- 2006-2008 IS 350
- 2007-2008 GS 350 and GS 450h; 2008 GS 460
- 2007-2008 LS 460 and LS 460L; 2008 LS 600hL

Lexus is launching Phase 2 of Safety Recall ALE - certain 2008 model year GS 460, certain 2007 through 2008 model year LS 460, and certain 2008 model year LS 600h vehicles.

On certain Lexus GS, IS, and LS vehicles there is a possibility that the engine valve springs may develop a crack and break. A broken valve spring may result in abnormal engine noise, vibration, and/or power reduction. In the worst case, the engine may stall or not accelerate as quickly as anticipated which may increase the risk of a crash.

Lexus dealers will be requested to install newly designed valve springs at **no charge** to the vehicle owner.

The following information is provided to inform you and your staff of Phase 2 (V8 vehicles) of the Safety Recall and your degree of involvement.

Dealer and Owner Notification Mailing Dates

An e-mail notification will be sent to all dealers on Friday, September 10, 2010 to the attention of the Dealer Principal, General Manager, Sales Manager, Pre-Owned Manager, Service Manager, Parts Manager and Warranty Administrator. Hard copies of the dealer letter will be sent via Next Day UPS to the attention of the service manager.

The owner notification will commence in late September, 2010. The Lexus Q&A is attached for your use when responding to dealer and customer questions.

If your dealers are contacted by owners who would like to know if their vehicle is affected, please have them verify vehicle eligibility by confirming through TIS. The affected VINs are posted in TIS.

Identification of Involved Vehicles

There are approximately 138,000 vehicles involved.

Phase	Model	WMI	Model Year	VDS	Serial
1	GS 350	JTH	2007	BE96S	0007930 - 0028367
				CE96S	0001838 - 0013164
			2008	BE96S	0023566 - 0041906
				CE96S	0013166 - 0021058
1	GS 450h	JTH	2007	BC96S	5000125 - 5012266
			2008	BC96S	5012274 - 5016761
2	GS 460	JTH	2008	BL96S	5000019 - 5002853



Via Overnight Mail
September 9, 2010

To: Lexus Area Managers
From: Al Smith - Vice President, Lexus Customer Services
Subject: Safety Recall ALE
Certain Lexus GS 350, GS 450h, GS 460, IS 350, LS 460, LS 460L, LS 600h and LS 600h L Vehicles
Valve Spring
Phase 2- V6 (GS 460, LS 460 and LS 600h) Remedy Available

As announced on July 6, 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 the following Lexus models:

- 2006-2008 IS 350
- 2007-2008 GS 350 and GS 450h; 2008 GS 460
- 2007-2008 LS 460 and LS 460L; 2008 LS 600hL

Lexus is launching Phase 2 of Safety Recall ALE - certain 2008 model year GS 460, certain 2007 through 2008 model year LS 460, and certain 2008 model year LS 600h vehicles.

On certain Lexus GS, IS, and LS vehicles there is a possibility that the engine valve springs may develop a crack and break. A broken valve spring may result in abnormal engine noise, vibration, and/or power reduction. In the worst case, the engine may stall or not accelerate as quickly as anticipated which may increase the risk of a crash.

Lexus dealers will be requested to install newly designed valve springs at **no charge** to the vehicle owner.

The following information is provided to inform you and your staff of Phase 2 (V8 vehicles) of the Safety Recall and your degree of involvement.

Dealer and Owner Notification Mailing Dates

An e-mail notification will be sent to all dealers on Friday, September 10, 2010 to the attention of the Dealer Principal, General Manager, Sales Manager, Pre-Owned Manager, Service Manager, Parts Manager and Warranty Administrator. Hard copies of the dealer letter will be sent via Next Day UPS to the attention of the service manager.

The owner notification will commence in late September, 2010. The Lexus Q&A is attached for your use when responding to dealer and customer questions.

If your dealers are contacted by owners who would like to know if their vehicle is affected, please have them verify vehicle eligibility by confirming through TIS. The affected VINs are posted in TIS.

Identification of Involved Vehicles

There are approximately 138,000 vehicles involved.

Phase	Model	WMI	Model Year	VDS	Serial
1	GS 350	JTH	2007	BE96S	0007930 - 0028367
				CE96S	0001838 - 0013164
			2008	BE96S	0023566 - 0041906
				CE96S	0013166 - 0021058
1	GS 450h	JTH	2007	BC96S	5000125 - 5012266
			2008	BC96S	5012274 - 5016761
2	GS 460	JTH	2008	BL96S	5000019 - 5002853

1	IS 350		2006	BE262	2000000 - 2007084 5000018 - 5011869
			2007	BE262	2006942 - 2013016 5011870 - 5017246
			2008	BE262	2011547 - 2016223 5017247 - 5021503
			2007	BL46F	5000193 - 5051857
2	LS 460		2008	BL46F	5051858 - 5083639
2	LS 460 L		2007	GL46F	5000151 - 5020667
			2008	GL46F	5020680 - 5033001
2	LS 600h L		2008	DU46F	5000202 - 5009305

NOTE:

- Not all vehicles in the VIN range are affected by this Safety Recall.
- If a dealership is contacted by an owner who requests verification of *safety recall coverage, please have them confirm through TIS*

Dealer Operations in Support of This Safety Recall

We recommend that each dealership designate a team of technicians to become intimately familiar with all aspects of the remedy. Assuring customer satisfaction with your dealership's execution of the remedy will depend on this technical team's:

1. adhering strictly to the procedures in the technical instructions,
2. focusing on critical points of the remedy procedure as demonstrated in the video, and
3. taking extra care during the steps in the process as identified on the "Tech Check" job aide.

Lexus has worked with dealer technicians to identify and develop the most effective repair process and is confident that dealers who adhere to it will have success performing the remedy procedure.

Implementation at Dealerships

This recall communication contains the repair instructions, warranty claim procedures and parts information. All associates who have a part in this Safety Recall should be familiar with the contents.

Technical Instructions and Special Service Tools (SSTs)

The technical instructions (with imbedded video clips) and the "Tech Check" will be posted on TIS on Friday, September 10, 2010. Before beginning any repairs please make sure your dealers' technicians have read the technical instructions, viewed all video clips and the "Tech Check" job aide.

Each dealership will sets of the V8 Special Service Tools under separate cover equal to the number of V6 Special Service Tool kits previously sent to each dealer. These tool sets will be delivered via UPS delivery service to arrive at dealers when all dealers in each area have been trained on the Safety Recall remedy procedures. These dates vary by area.

Warranty Claim Submission

The warranty operation code will be loaded and available for dealer use on Tuesday, September 14, 2010. Dealers are required to submit Safety Recall claims using the information described below.

Safety Recall	Opcode	Description	Model	VDS	Labor Hours
ALE	0528FU	Replace the affected parts with the kit parts	LS 460	BL46F GL46F	13.2 hours/vehicle
			LS 600h	DU46F	
			GS 460	BL96S	

- Flat rate time includes 0.1 hour for Safety Recall administrative cost per vehicle for your dealership. Lexus warranty will only accept one claim per vehicle under the terms of the Safety Recall. Please ensure that your dealership checks Dealer Daily or TIS to see if the vehicle has been repaired under the Safety Recall prior to servicing a vehicle.

- Dealers may claim \$1/vehicle using sublet type 'SL' to cover the cost of incidental fluids and materials consumed in the course of the remedy repair.
- Dealers may claim \$10/LS 600h vehicle using sublet type 'OF' to cover the cost of the required long-life coolant used in the course of the remedy repair.

Pre-Owned Vehicles in Dealer Inventory

Lexus requests that dealers not deliver any pre-owned vehicles in their inventory which are involved in this Safety Recall until the defect has been remedied. Also, as a reminder, Lexus CPO policy prohibits the certification of any vehicle with an outstanding Safety Recall or Special Service Campaign, such as this Safety Recall ALE. Thus, no affected units may be sold or delivered as a CPO vehicle until the Safety Recall has been completed on that vehicle.

Parts Ordering

Lexus will place all orders for valves spring kits until further notice. Initial dealer orders will be placed by area after all dealers in an area have been trained in the Safety Recall Remedy procedures. Dealer-initiated parts orders will be cancelled.

Customer Handling

This Safety Recall is 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 have your dealers welcome these customers and answer any questions they may have. The attached Q&A is provided to assure a consistent message is communicated.

Lexus' usual customer care amenities of car wash and fuel tank fill apply to this Safety Recall. Additionally, two days of rental vehicle expense (to a maximum of \$45 per day) or the cost of pick-up and delivery of the customer's vehicle may be claimed if required and subject to the guidelines published in the Safety Recall/Special Service Campaign/Limited Service Campaign General Procedures document on TIS.

If your dealers assisted with interim alternative transportation while a remedy was developed for those customers who were uncomfortable driving their vehicles, they may claim the actual cost of the alternative transportation using the 'RT' sublet code and include the number of days of rental and the daily rate in the sublet description. These claims will require DSPM authorization.

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 successfully.

Thank you for your understanding and cooperation.

Attachments

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



Safety Recall ALE - Phase 2 Vehicles Equipped with V8 engines
 Certain Lexus GS 350, GS 450h, GS 460, IS 350, LS 460, LS 460 L, & LS 600h L Vehicles
 Valve Spring Replacement - Q&A

As announced on July 6, 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 Lexus GS 350, GS 450h, GS 460, IS 350, LS 460, LS 460 L, & LS 600h L Vehicles.

Lexus is launching Phase 2 of Safety Recall ALE - certain 2007 through 2008 model year LS 460, certain 2007 through 2008 model year LS 460 L, certain 2008 model year LS 600h L, and certain 2008 model year GS 460 vehicles. Owners of these models will begin receiving owner letters shortly.

Q1: What is the condition?

A1: On certain Lexus GS, IS, and LS vehicles there is a possibility that the engine valve springs may break. If one of the springs in the engine breaks, abnormal noise and rough engine performance will be noticed. In the worst case, the engine could fail and stop suddenly while the vehicle is in motion, increasing the risk of a crash.

Q2: What is the cause of this condition?

A2: During the manufacturing process the valve springs on certain Lexus GS, IS, and LS vehicles were contaminated with a foreign material. As a result, the strength of the spring might be compromised. Over time, there is a potential for the valve spring to develop a crack and eventually break.

Q2a: What is a valve spring?

A2a: The valve springs provide tension to the intake and/or exhaust valves during engine operation. This helps control the dynamic compression of the engine as well as the flow of gasses (air, fuel, and exhaust) entering and exiting the engine's cylinders.

Q3: Are there any warnings that this condition exists?

A3: If this condition exists, the owner may notice an abnormal noise and vibration from the engine. Engine power may also be reduced.

Q4: Which and how many vehicles are covered by this Safety Recall?

A4: There are approximately 138,000 vehicles involved in the U.S.A.

Phase	Model	Model Year	UIO
1	GS 350	2007 - 2008	22,861
1	GS 350 AWD	2007 - 2008	16,727
1	GS 450h	2007 - 2008	4,066
1	IS 350	2006 - 2008	30,389
2	GS 460	2008	1,641
2	LS 460	2007 - 2008	45,670
2	LS 460 L	2007 - 2008	15,461
2	LS 600h L	2008	2,059

Q4a: Why did Lexus launch the remedy for vehicles equipped with a V6 engine at a different time than vehicles equipped with a V8 engine?

Q4a: The remedy for the V8 engine required some additional special service tools that took additional time to prepare.

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

A5: The vehicles covered by this Safety Recall were produced from late August 2005 to late September 2008

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

A6: Lexus has determined that this condition *does not* affect other models. The vehicles covered by this Safety Recall utilize a different design.

Q7: What is Lexus going to do?

A7: Phase 1: In late August 2010, Lexus began sending owner notification by first class mail to owners of covered vehicles equipped with a V6 engine. The letter advised owners to bring their vehicles to a Lexus dealer and have the affected valve springs replaced with newly designed ones at *no charge*.

Phase 2: In mid-September 2010, Lexus will begin sending owner notification by first class mail to owners of covered vehicles equipped with a V8 engine. The letter will advise owners to bring their vehicles to a Lexus dealer and have the affected valve springs replaced with newly designed ones at no charge.

Q8: How long will the repair take?

A8: The repair time will vary depending on vehicle model and the dealers work schedule. The table below contains an estimated repair time for by model.

Model	Approximate Time
GS 350	6 hr/vehicle
GS 450h	7 hr/vehicle
IS 350	6 hr/vehicle
GS 460	13 hr/vehicle
LS 460	13 hr/vehicle
LS 600h L	13 hr/vehicle

Q9: Have any production changes been implemented?

A9: The spiral coil diameter of the spring has been increased since August 2008.

Q10: What if a customer has previously paid for repairs to his/her vehicle to address this specific condition?

A10: Reimbursement consideration instructions will be provided in the owner letter for those customers that have previously paid for repairs to address this specific condition.

Q11: What should an owner do if they experience this condition or have immediate concerns about his/her vehicle?

A11: Owners with questions or concerns are asked to contact their local Lexus dealer for diagnosis and repair if applicable. Owners may also contact Lexus Customer Satisfaction at 1-800-255-3987.

**Certain Lexus [Model] Vehicles – Valve Spring Replacement
SAFETY RECALL NOTICE**

Please make an appointment with your local Lexus Dealer to have this important remedy completed.

[VIN]

Dear Lexus Owner:

This notice is 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 [MY] model year Lexus [Model] vehicles.

What is the condition?

On certain Lexus GS, IS, and LS vehicles there is a possibility that the engine valve springs may develop a crack and break.

During the manufacturing process the valve springs on certain Lexus [model] vehicles were contaminated with a foreign material. As a result, the strength of the spring might be compromised. Over time, there is a potential for the valve spring to develop a crack and eventually break. A broken valve spring may result in abnormal engine noise, vibration, and/or power reduction. In the worst case, the engine may stall or not accelerate as quickly as anticipated which may increase the risk of a crash.

What will Lexus do?

Any authorized Lexus dealer will replace the valve springs with newly designed ones at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact your authorized Lexus dealer and make an appointment to replace the valve springs with newly designed ones as soon as possible.

The remedy will take approximately XX hours. 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, you may do so by registering at 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?

Please visit <http://www.lexus.com/recall> for further information. Your local Lexus dealer will be more than happy to answer any of your questions as well. If you require further assistance, you may contact the **Lexus Customer Satisfaction 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.

What if you have previously paid for repairs to your vehicle to address this specific condition?

If you have previously paid for repairs to your vehicle to address this specific condition, please mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration

Lexus Customer Assistance, Mail Stop L201
19001 South Western Avenue

Torrance, CA 90509

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, D.C. 20590; or call the toll-free Vehicle Safety Hotline 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 vehicle lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,
Lexus Division
TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE



Via Overnight Mail
September 10, 2010

Subject: Safety Recall ALE
Certain Lexus GS 350, GS 450h, GS 460, IS 350, LS 460, LS 460L, LS 600h and LS 600h L Vehicles
Valve Spring
Phase 2 - V8 (GS 460, LS 460 and LS 600h) Remedy Available

Dear Dealer Principal:

As announced on July 6, 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 the following Lexus models:

- 2006-2008 IS 350
- 2007-2008 GS 350 and GS 450h; 2008 GS 460
- 2007-2008 LS 460 and LS 460L; 2008 LS 600hL

Lexus is launching Phase 2 of Safety Recall ALE - certain 2008 model year GS 460, certain 2007 through 2008 model year LS 460, and certain 2008 model year LS 600h vehicles.

On certain Lexus GS, IS, and LS vehicles there is a possibility that the engine valve springs may develop a crack and break. A broken valve spring may result in abnormal engine noise, vibration, and/or power reduction. In the worst case, the engine may stall or not accelerate as quickly as anticipated which may increase the risk of a crash.

Lexus dealers will be requested to install newly designed valve springs at **no charge** to the vehicle owner.

The following information is provided to inform you and your staff of Phase 2 (V8 vehicles) of the Safety Recall and your degree of involvement.

Owner Notification Mailing Dates

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

If your dealership is contacted by an owner who would like to know if their vehicle is affected, please verify vehicle eligibility by confirming through TIS. The affected VINs are posted in TIS.

Identification of Involved Vehicles

There are approximately 138,000 vehicles involved.

Phase	Model	WMI	Model Year	VDS	Serial
1	GS 350	JTH	2007	BE96S	0007930 - 0028367
				CE96S	0001838 - 0013164
			2008	BE96S	0023566 - 0041906
				CE96S	0013166 - 0021058
1	GS 450h	JTH	2007	BC96S	5000125 - 5012266
			2008	BC96S	5012274 - 5016761
2	GS 460	JTH	2008	BL96S	5000019 - 5002853

1	IS 350	2006	BE262	2000000 - 2007084 5000018 - 5011869
		2007	BE262	2006942 - 2013016 5011870 - 5017246
		2008	BE262	2011547 - 2016223 5017247 - 5021503
2	LS 460	2007	BL46F	5000193 - 5051857
		2008	BL46F	5051858 - 5083639
2	LS 460 L	2007	GL46F	5000151 - 5020667
		2008	GL46F	5020680 - 5033001
2	LS 600h L	2008	DU46F	5000202 - 5009305

NOTE:

- Not all vehicles in the VIN range are affected by this Safety Recall.
- If a dealership is contacted by an owner who requests verification of *safety recall coverage, please confirm through TIS.*

Dealer Operations in Support of This Safety Recall

We recommend that each dealership designate a team of technicians to become intimately familiar with all aspects of the remedy. Assuring customer satisfaction with your dealership's execution of the remedy will depend on this technical team's:

1. adhering strictly to the procedures in the technical instructions,
2. focusing on critical points of the remedy procedure as demonstrated in the video, and
3. taking extra care during the steps in the process as identified on the "Tech Check" job aide.

Lexus has worked with dealer technicians to identify and develop the most effective repair process and is confident that dealers who adhere to it will have success performing the remedy procedure.

Implementation at Dealerships

This recall communication contains the repair instructions, warranty claim procedures and parts information. All associates who have a part in this Safety Recall should be familiar with the contents.

Technical Instructions and Special Service Tools (SSTs)

The technical instructions (with imbedded video clips) and the "Tech Check" will be posted on TIS on Friday, September 10, 2010. Before beginning any repairs please make sure your technicians have read the technical instructions, viewed all video clips and the "Tech Check" job aide.

Each dealership will receive sets of the V8 Special Service Tools under separate cover equal to the number of V6 Special Service Tool kits previously sent to each dealer. These tool sets will be delivered via UPS delivery service to arrive at dealers when all dealers in each dealer's area have been trained on the Safety Recall remedy procedures. These dates vary by area.

Warranty Claim Submission

The warranty operation codes will be loaded and available for dealer use on Tuesday, September 14, 2010. Dealers are required to submit Safety Recall claims using the information described below.

Safety Recall	Opcode	Description	Model	VDS	Labor Hours
ALE	0528FU	Replace the affected parts with the kit parts	LS 460	BL46F GL46F	13.2 hours/vehicle
			LS 600h	DU46F	
			GS 460	BL96S	

- Fiat rate time includes 0.1 hour for Safety Recall administrative cost per vehicle for your dealership. Lexus warranty will only accept one claim per vehicle under the terms of the Safety Recall. Please ensure that your dealership checks Dealer Daily or TIS to see if the vehicle has been repaired under the Safety Recall prior to servicing a vehicle.

- Dealers may claim \$1/vehicle using sublet type 'SL' to cover the cost of incidental fluids and materials consumed in the course of the remedy repair.
- Dealers may claim \$10/LS 600h vehicle using sublet type 'OF' to cover the cost of the required long-life coolant used in the course of the remedy repair.

Pre-Owned Vehicles in Dealer Inventory

Lexus requests that dealers not deliver any pre-owned vehicles in their inventory which are involved in this Safety Recall until the defect has been remedied. Also, as a reminder, Lexus CPO policy prohibits the certification of any vehicle with an outstanding Safety Recall or Special Service Campaign, such as this Safety Recall ALE. Thus, no affected units may be sold or delivered as a CPO vehicle until the Safety Recall has been completed on that vehicle.

Parts Ordering

Lexus will place all orders for valves spring kits until further notice. Initial dealer orders will be placed by area after all dealers in an area have been trained in the Safety Recall remedy procedure. Please do not place orders. Dealer-initiated parts orders will be cancelled.

Customer Handling

This Safety Recall is 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 welcome these customers and answer any questions they may have. The attached Q&A is provided to assure a consistent message is communicated.

Lexus' usual customer care amenities of car wash and fuel tank fill apply to this Safety Recall. Additionally, two days of rental vehicle expense for V8 vehicles (to a maximum of \$45 per day) or the cost of pick-up and delivery of the customer's vehicle may be claimed if required and subject to the guidelines published in the Safety Recall/Special Service Campaign/Limited Service Campaign General Procedures document on TIS.

If your dealership assisted with interim alternative transportation while a remedy was developed for those customers who were uncomfortable driving their vehicles, you may claim the actual cost of the alternative transportation using the 'RT' sublet code and include the number of days of rental and the daily rate in the sublet description. These claims will require DSPM authorization.

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 successfully.

Thank you for your understanding and cooperation.

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

Attachment

CC: Customer Satisfaction Manager
General Manager
Parts Manager

Pre-Owned Manager
Sales Manager
Service Manager



Safety Recall ALE - Phase 2 Vehicles Equipped with V8 engines
Certain Lexus GS 350, GS 450h, GS 460, IS 350, LS 460, LS 460 L, & LS 600h L Vehicles
Valve Spring Replacement - Q&A

As announced on July 6, 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 Lexus GS 350, GS 450h, GS 460, IS 350, LS 460, LS 460 L, & LS 600h L Vehicles.

Lexus is launching Phase 2 of Safety Recall ALE - certain 2007 through 2008 model year LS 460, certain 2007 through 2008 model year LS 460 L, certain 2008 model year LS 600h L, and certain 2008 model year GS 460 vehicles. Owners of these models will begin receiving owner letters shortly.

Q1: What is the condition?

A1: On certain Lexus GS, IS, and LS vehicles there is a possibility that the engine valve springs may break. If one of the springs in the engine breaks, abnormal noise and rough engine performance will be noticed. In the worst case, the engine could fail and stop suddenly while the vehicle is in motion, increasing the risk of a crash.

Q2: What is the cause of this condition?

A2: During the manufacturing process the valve springs on certain Lexus GS, IS, and LS vehicles were contaminated with a foreign material. As a result, the strength of the spring might be compromised. Over time, there is a potential for the valve spring to develop a crack and eventually break.

Q2a: What is a valve spring?

A2a: The valve springs provide tension to the intake and/or exhaust valves during engine operation. This helps control the dynamic compression of the engine as well as the flow of gasses (air, fuel, and exhaust) entering and exiting the engine's cylinders.

Q3: Are there any warnings that this condition exists?

A3: If this condition exists, the owner may notice an abnormal noise and vibration from the engine. Engine power may also be reduced.

Q4: Which and how many vehicles are covered by this Safety Recall?

A4: There are approximately 138,000 vehicles involved in the U.S.A.

Phase	Model	Model Year	UIO
1	GS 350	2007 - 2008	22,861
1	GS 350 AWD	2007 - 2008	16,727
1	GS 450h	2007 - 2008	4,066
1	IS 350	2006 - 2008	30,389
2	GS 460	2008	1,641
2	LS 460	2007 - 2008	45,670
2	LS 460 L	2007 - 2008	15,461
2	LS 600h L	2008	2,059

Q4a: Why did Lexus launch the remedy for vehicles equipped with a V6 engine at a different time than vehicles equipped with a V8 engine?

Q4a: The remedy for the V8 engine required some additional special service tools that took additional time to prepare.

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

A5: The vehicles covered by this Safety Recall were produced from late August 2005 to late September 2008

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

A6: Lexus has determined that this condition *does not* affect other models. The vehicles covered by this Safety Recall utilize a different design.

Q7: What is Lexus going to do?

A7: Phase 1: In late August 2010, Lexus began sending owner notification by first class mail to owners of covered vehicles equipped with a V6 engine. The letter advised owners to bring their vehicles to a Lexus dealer and have the affected valve springs replaced with newly designed ones at *no charge*.

Phase 2: In mid-September 2010, Lexus will begin sending owner notification by first class mail to owners of covered vehicles equipped with a V8 engine. The letter will advise owners to bring their vehicles to a Lexus dealer and have the affected valve springs replaced with newly designed ones at *no charge*.

Q8: How long will the repair take?

A8: The repair time will vary depending on vehicle model and the dealers work schedule. The table below contains an estimated repair time for by model.

Model	Approximate Time
GS 350	6 hr/vehicle
GS 450h	7 hr/vehicle
IS 350	6 hr/vehicle
GS 460	13 hr/vehicle
LS 460	13 hr/vehicle
LS 600h L	13 hr/vehicle

Q9: Have any production changes been implemented?

A9: The spiral coil diameter of the spring has been increased since August 2008.

Q10: What if a customer has previously paid for repairs to his/her vehicle to address this specific condition?

A10: Reimbursement consideration instructions will be provided in the owner letter for those customers that have previously paid for repairs to address this specific condition.

Q11: What should an owner do if they experience this condition or have immediate concerns about his/her vehicle?

A11: Owners with questions or concerns are asked to contact their local Lexus dealer for diagnosis and repair if applicable. Owners may also contact Lexus Customer Satisfaction at 1-800-255-3987.

**Certain Lexus [Model] Vehicles – Valve Spring Replacement
SAFETY RECALL NOTICE**

Please make an appointment with your local Lexus Dealer to have this important remedy completed.

[VIN]

Dear Lexus Owner:

This notice is 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 [MY] model year Lexus [Model] vehicles.

What is the condition?

On certain Lexus GS, IS, and LS vehicles there is a possibility that the engine valve springs may develop a crack and break.

During the manufacturing process the valve springs on certain Lexus [model] vehicles were contaminated with a foreign material. As a result, the strength of the spring might be compromised. Over time, there is a potential for the valve spring to develop a crack and eventually break. A broken valve spring may result in abnormal engine noise, vibration, and/or power reduction. In the worst case, the engine may stall or not accelerate as quickly as anticipated which may increase the risk of a crash.

What will Lexus do?

Any authorized Lexus dealer will replace the valve springs with newly designed ones at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact your authorized Lexus dealer and make an appointment to replace the valve springs with newly designed ones as soon as possible.

The remedy will take approximately XX hours. 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, you may do so by registering at 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?

Please visit <http://www.lexus.com/recall> for further information. Your local Lexus dealer will be more than happy to answer any of your questions as well. If you require further assistance, you may contact the **Lexus Customer Satisfaction** 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.

What if you have previously paid for repairs to your vehicle to address this specific condition?

If you have previously paid for repairs to your vehicle to address this specific condition, please mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration

Lexus Customer Assistance, Mail Stop L201
19001 South Western Avenue

Torrance, CA 90509

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, D.C. 20590; or call the toll-free Vehicle Safety Hotline 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 vehicle lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,
Lexus Division
TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE