



Kathy Wachs / Service & Parts Operations  
Lexus Customer Services  
July 29, 2010  
Approved by: Al Smith

To: All Lexus Dealers  
From: Lexus Customer Services

**Voluntary Safety Recall ALF - Preliminary Notice  
Certain 2003 through 2007 Model Year Lexus LX 470 Vehicles  
Steering Shaft**

On Thursday, July 29, 2010, Lexus will file 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 2003 through 2007 model year Lexus LX 470 vehicles.

Background

The construction of the steering shaft is such that the snap ring on the shaft may disengage when the vehicle experiences an unusually severe impact to the front wheels (for example, striking a deep pothole in the roadway). If the snap ring becomes disengaged and the steering wheel is then repeatedly turned to the full locked position, over time the steering shaft may become disconnected which could result in a loss of steering control.

Status

- Lexus dealers will be requested to install a newly designed snap ring and an additional component which will prevent separation of the steering shaft at **no charge** to the vehicle owner, when parts are made available.
- We will continue to keep you apprised of the situation as it progresses.
- A Q&A is attached for your use when responding to customer questions.

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. If a dealer wishes to sell or deliver a vehicle covered by this Safety Recall, it is important the dealer clearly communicate to the consumer that the vehicle has been identified by Lexus as subject to recently announced Preliminary Safety Recall and that the consumer will be notified by Lexus when the remedy is available.

Also, as a reminder, Lexus CPO policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall, such as this Safety Recall ALF. Thus, no affected units may be sold or delivered as a CPO vehicle until the Safety Recall has been completed on that vehicle.

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 letter with your staff to familiarize them with this Safety Recall.

Thank you for your understanding and cooperation.



Voluntary Safety Recall ALF  
Certain 2003 through 2007 Model Year Lexus LX 470 Vehicles  
Steering Shaft - Q&A

On July 29, 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 2003 through 2007 model year Lexus LX 470 vehicles.

**Q1: Why is Lexus conducting a Safety Recall?**

A1: The construction of the steering shaft is such that the snap ring on the shaft may disengage when the vehicle experiences an unusually severe impact to the front wheels (for example, striking a deep pothole in the roadway). If the snap ring becomes disengaged and the steering wheel is then repeatedly turned to the full locked position, over time the steering shaft may become disconnected which could result in a loss of steering control.

**Q2: Which and how many vehicles are covered by this Safety Recall?**

A2: There are approximately 39,000 Lexus LX470 (Certain 2003 through 2007 model year) vehicles covered in the U.S.

**Q3: What is the production period of the affected vehicles?**

A3: The vehicles covered by this Safety Recall were produced from mid-June 2002 to early August 2007.

**Q4: Are there any other Toyota or Lexus vehicles involved?**

A4: There are no other Lexus or Toyota vehicles covered by this Safety Recall in the U.S.

**Q5: Are Toyota Land Cruisers involved?**

A5: No, the Toyota Land Cruiser is not covered by this recall because the construction of the Land Cruiser steering shaft is different from that of the LX470.

**Q6: Are there any warnings that this condition will occur?**

A6: No. There are no warnings that this condition will occur.

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

A7: In mid-August, 2010 Lexus will begin sending out owner notifications by first class mail. The letter will advise owners to bring their vehicle to a Lexus dealer for the remedy to be performed at **no charge** to the vehicle owner. The remedy will include the replacement of the snap ring with a newly designed one and the installation of an additional component which will prevent separation of the steering shaft.

**Q8: How many reports of this condition have been received?**

A8: Lexus has received one report related to this condition in the U.S.

**Q9: Have there been any accidents reported?**

A9: Lexus is not aware of any accidents related to this condition.

**Q10: What if an owner has previously paid for repairs to his/her vehicle to address this specific condition?**

A10: Owners that have previously paid for repairs to their vehicle to address this specific condition should refer to their owner letter for reimbursement consideration instructions.

**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.



Via Overnight Mail  
July 29, 2010

To: Lexus Area Managers  
From: Al Smith - Vice President, Lexus Customer Services  
Subject: Voluntary Safety Recall ALF - Preliminary Notice  
Certain 2003 through 2007 Model Year Lexus LX 470 Vehicles  
Steering Shaft

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The following information is provided to inform you and your staff of the preliminary phase of the Safety Recall and your degree of involvement.

#### Dealer and Owner Notification Mailing Dates

The attached Preliminary Notification Letter will be sent today via e-mail to all dealers (dealer principal, general manager, sales manager, service manager, parts manager and warranty administrator) followed by hard copies sent via Next Day UPS to the attention of the service manager on Monday, August 2, 2010.

Additional information including the technical instructions and reimbursement procedures will be provided in mid-August, 2010 approximately one week prior to the start of the owner notification. The owner notification will commence when parts become available in mid-August, 2010. The Lexus Q&A is attached for your use when responding to dealer and customer questions.

Only owners of the affected vehicles will be notified. If your dealerships 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 will be posted on TIS on Thursday, July 29, 2010.

#### Identification of Involved Vehicles

There are approximately 39,000 vehicles involved.

Model	Model Year	VDS	Serial
LX 470	2003	HT00W	3521286 - 3535572
	2004		3535334 - 3548789
	2005		3548477 - 3555881 4000000 - 4003435
	2006		4003120 - 4019991
	2007		4019996 - 4029735

#### NOTE:

- If your dealerships are contacted by owners who request verification of *Safety Recall coverage, please have them confirm through TIS.*

### Implementation at Dealerships

Technical instructions, part information, and warranty claim submission instructions will be provided when parts become available. All associates who have a part in this Safety Recall should be familiar with the contents of this letter.

### 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. If a dealer wishes to sell or deliver a vehicle covered by this Safety Recall, it is important the dealer clearly communicate to the consumer that the vehicle has been identified by Lexus as subject to recently announced Preliminary Safety Recall and that the consumer will be notified by Lexus when the remedy is available.

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### Parts Ordering

Part number information for the newly designed snap ring and additional component will be provided when it is available.

### 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 dealerships and the Lexus brand. Please ask your dealers to welcome these customers and answer any questions they may have. The attached Q&A is provided to assure a consistent message is communicated.

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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  
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



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July 29, 2010

**Subject:** Voluntary Safety Recall ALF - Preliminary Notice  
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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



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