



**CONFIDENTIAL  
DRAFT**

**Safety Recall BLF – Customer Contact Word Track  
Thirty Two Specific 2011 Model Year RX 350 Vehicles  
Brake Actuator Assembly**

Mr / Mrs. \_\_\_\_\_, my name is \_\_\_\_\_ from the Lexus National Call Center. At Lexus, we are dedicated to providing vehicles of outstanding quality and value. Part of our commitment is to provide important information to you whenever a specific concern or problem may affect your vehicle.

Recently, Lexus informed the National Highway Traffic Safety Administration (NHTSA) that a Safety Recall will be conducted to address a problem involving your 2011 RX 350 vehicle equipped with the Vehicle Dynamics Integrated Management, otherwise known as VDIM. We are currently making preparations to implement the Safety Recall remedy. The purpose of this call is to explain what the recall is about and to keep you informed of Lexus' implementation plan.

The specific condition is that the calibration in the Brake Actuator for the Hydraulic Control Valves is incorrect. Due to this condition, there is a possibility that the right front wheel may not be controlled properly during an ABS (Anti-Lock Brake) or VSC (Vehicle Stability Control) actuation event. This could result in increased stopping distances and/or a failure to adequately correct excessive vehicle yaw, which could increase the risk of a vehicle crash.

Lexus is currently working on obtaining the necessary replacement parts.

Once the parts become available in the next couple of weeks, we will re-contact you and work to schedule an appointment at a dealership of your choice to complete the recall. We will also make arrangement to ship the necessary parts to the dealership at that time. The repair will take approximately two hours.

If you have any questions in the meantime, please contact us at the Lexus National Call Center. You may contact us 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.

We sincerely apologize for any inconvenience this may cause you.

Do you have any other questions that we can answer for you?

Thank you again for your time.

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Additional Questions and Answers -

How many vehicles involved - 32

What is ABS

The Anti-Lock Braking System (ABS) applies individual brake pressure to the wheels to help prevent the wheels from locking up or skidding while maximizing braking under a variety of driving conditions.

What is VSC

The Vehicle Stability Control (VSC) assists the driver to control skidding when swerving suddenly under or turning on slippery road surfaces. The VSC works by applying individual brake pressure to the appropriate wheels in order to create torque about the vehicle's vertical axis and opposing the skid.

What is Trac

Traction Control (Trac helps restrain the slippage of the drive wheels if the driver depresses the accelerator pedal excessively when starting accelerating on a slippery road.