

Kathy Wachs / Service and Parts Operations  
Lexus Customer Services  
July 26, 2011  
Approved by: Chuck Yaeger, National Customer Services Manager

To: All Lexus Dealers  
From: Lexus Service and Parts Operations

Safety Recall BLF (Interim B2F) - Preliminary Notice  
Thirty Two RX 350 (2011 Model Year) Vehicles  
Brake Actuator Assembly  
\*\*\*\*\*URGENT\*\*\*\*\*

On July 26, 2011, 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 32 specific 2011 model year RX 350 vehicles.

This preliminary information is being provided to keep you informed of the filing. Lexus is currently working on obtaining the necessary replacement parts and additional information will be provided at a later date.

Condition

In 32 specific 2011 model year RX 350 vehicles equipped with Vehicle Dynamics Integrated Management (VDIM), 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 ABS (Antilock Brake System) or VSC (Vehicle Stability Control) actuation. 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.

Covered Vehicles

- There are 32 specific RX 350 (certain 2011 model year) vehicles in the United States covered by this Safety Recall.

Model	Model Year	Production Date	Number of Vehicles
RX 350 2WD	2011	August, 2010 to mid-April, 2011	4 units
RX 350 AWD	2011	September, 2010 to early March, 2011	28 units

Note: Refer to attached VIN list for specific VINs.

## Status

- BLF ('B2F' until the remedy is launched) Preliminary Notification documents will be posted on TIS starting the morning of Wednesday, July 27, 2011. For reference purposes only, VINs covered by this Safety Recall will be searchable on TIS starting Wednesday, July 27, 2011 (Pacific Time).
- Lexus is currently working on obtaining the necessary replacement parts. Lexus anticipates it will take until mid-August, 2011 to prepare the replacement parts.

## Owner Notification

- Owner notification letters will be sent by first class mail beginning in mid-August, 2011.

## New Vehicles in Dealer Stock

- As required by Federal law, dealers are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the defect has been remedied. A VIN list is attached for your reference.
- Lexus will be contacting dealerships that our records indicate may have vehicles in dealership new vehicle inventory.

## Pre-Owned Vehicles in Dealer Inventory

Lexus generally requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicles have been remedied. However, in this case, until the remedy is available dealers can deliver pre-owned vehicles if they disclose to customers that the vehicle is subject to a Safety Recall and Lexus will send them a notice when there is a remedy 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 BLF. Thus, no affected units may be sold or delivered as a CPO vehicle until the Safety Recall has been completed on that vehicle.

## Customer Handling

Lexus requests that dealers work with the customers and answer any questions they may have based on the information in the Q&A.

In the event the customers' concerns are not alleviated, on a case-by-case basis, please refer the customer to the Customer Assistance Center. The Lexus Customer Assistance Center can be reached at 1-800-25-LEXUS Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

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.

## Media Contacts

- If you are a dealership associate, please contact your District Service and Parts Manager.
- **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 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.

Attachment

CC: Customer Satisfaction  
General Manager  
Parts Manager  
Pre-owned Manager  
Sales Manager  
Service Manager  
Warranty Administrator



Safety Recall BLF Q&A  
Thirty Two Specific 2011 Model Year RX 350 Vehicles  
Brake Actuator Assembly

**Q1:** *What is the condition?*

A1: In 32 specific 2011 model year RX 350 vehicles, equipped with Vehicle Dynamics Integrated Management (VDIM), 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 ABS (Antilock Brake System) or VSC (Vehicle Stability Control) actuation. 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.

**Q1a:** *What is the ABS?*

A1a: 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.

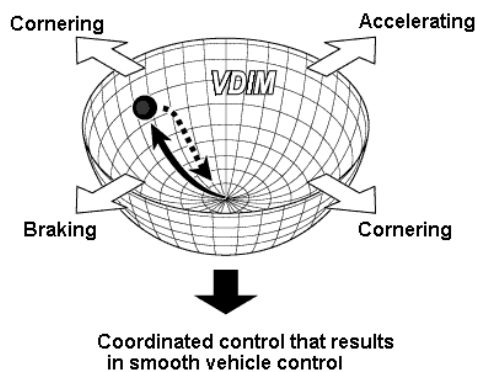
**Q1b:** *What is the VSC?*

A1b: The Vehicle Stability Control (VSC) assists the driver to control skidding when swerving suddenly 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.

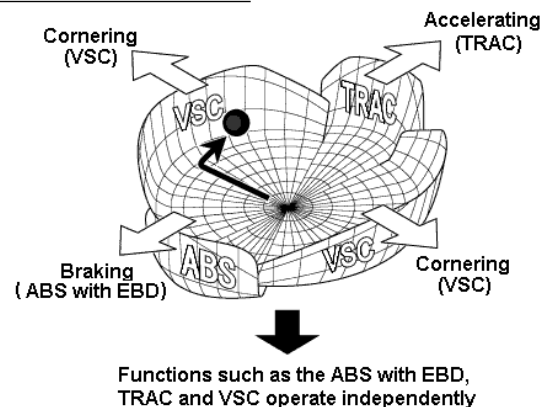
**Q1c:** *What is the TRAC?*

A1c: Traction Control (TRAC) helps restrain the slippage of the drive wheels if the driver depresses the accelerator pedal excessively when starting or accelerating on a slippery surface.

**Vehicle with VDIM**



**Vehicle without VDIM**



**Q2:** *Which packages are equipped with the VDIM in RX350?*

A2: Vehicles with the Premium Package or Sport Package are equipped with the VDIM system.

**Q3: Which and how many vehicles are covered by this Safety Recall?**

A3: There are 32 specific 2011 model year RX 350 vehicles in the United States covered by this safety recall.

Model Name	Model Year	Production Date	Number of Vehicles
RX 350 2WD	2011	August, 2010 to mid-April, 2011	4 units
RX 350 AWD	2011	September, 2010 to early-March, 2011	28 units

**Q3a: Are there any other Lexus/Toyota models covered?**

A3a: No. There are no other Toyota or Lexus models covered by this Safety Recall.

**Q4: What is Lexus going to do?**

A4: Any authorized Lexus dealer will replace the brake actuator with a new one at **NO CHARGE** to the vehicle owner. Owner notification letters will be sent by first class mail beginning in late August, **2011**.

**Q5: How long will the repair take?**

A5: The repair will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: What should an owner do if they experience the condition or have immediate concerns about the current safety of their vehicle?**

A6: Owners with questions or concerns are asked to please contact the Lexus Customer Assistance Center at 1-888-25-LEXUS Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

<b>VIN</b>	<b>Last Servicing Dealer</b>	<b>Area</b>	
2T2BK1BA5BC081094		61603 Central	
2T2ZK1BA4BC059568		61604 Central	
2T2BK1BA7BC101281		62101 Central	
2T2BK1BA5BC082651		62102 Central	
2T2BK1BA6BC093416		62102 Central	
2T2BK1BA8BC100463		62130 Central	
2T2BK1BA5BC088790		63408 Central	
	<b>Central Count</b>		<b>7</b>
2T2BK1BA3BC091901		60702 Eastern	
2T2BK1BA9BC091109		60702 Eastern	
2T2BK1BAXBC106314		62003 Eastern	
2T2BK1BA2BC084759		63102 Eastern	
2T2BK1BA1BC094439		63130 Eastern	
2T2BK1BA9BC082202		63130 Eastern	
2T2BK1BA2BC101298		63705 Eastern	
2T2BK1BA4BC088148		63705 Eastern	
2T2BK1BA5BC083721		63705 Eastern	
2T2BK1BA7BC094283		63705 Eastern	
2T2BK1BA9BC087884		63705 Eastern	
2T2BK1BAXBC096111		63705 Eastern	
2T2BK1BA1BC085286		63730 Eastern	
	<b>Eastern Count</b>		<b>13</b>
2T2ZK1BA4BC054046		60104 Southern	
2T2ZK1BAXBC058053		60105 Southern	
2T2BK1BA3BC085418		60906 Southern	
	<b>Southern Count</b>		<b>3</b>
2T2BK1BA0BC105950		60490 TMS	
2T2BK1BA0BC095713		82413 TMS	
2T2ZK1BA8BC041526		92413 TMS	
	<b>TMS Count</b>		<b>3</b>
2T2BK1BAXBC104062		60450 Western	
2T2BK1BA1BC094540		63002 Western	
2T2BK1BA4BC095553		63002 Western	
2T2BK1BA6BC086935		63002 Western	
2T2BK1BA7BC094610		63002 Western	
2T2BK1BA7BC096793		63002 Western	
	<b>Western Count</b>		<b>6</b>
	<b>Grand Count</b>		<b>32</b>