



August 8, 2011

Subject: Safety Recall BLF – **Remedy Available
Thirty Two RX 350 (2011 Model Year) Vehicles
Brake Actuator Assembly**

Dear Dealer Principal:

As communicated 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 communication is to inform you that the Safety Recall remedy is available and Lexus will begin notifying owners of vehicles covered by this Safety Recall.

Background

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 a vehicle slide, 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 Technical Instructions on TIS for the specific VINs.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

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.

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 pre-owned 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 a recently announced Safety Recall.

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 BLC. Thus, no affected units may be sold or delivered as a CPO vehicle until the Safety Recall has been completed on that vehicle.

Owner Notification

Lexus will begin mailing Safety Recall Notices by first class mail in late August, 2011. A sample of the owner letter is attached.

Remedy Procedures

Refer to TIS for the appropriate Technical Instructions. Technical instructions will be posted on TIS on Monday, August 8, 2011.

Parts Ordering

In order to assure that the brake actuators are available for these 32 vehicles, the parts have been placed on Manual Allocation Control (MAC). Please contact your DSPM to request release of this part for a scheduled customer appointment.

Parts number	Parts Description	Quantity	Remarks
44050 – 0E071	ACTUATOR ASSY, BRAKE	1	For 2WD Model
44050 – 0E081	ACTUATOR ASSY, BRAKE	1	For 4WD Model

IMPORTANT PARTS ORDERING REMINDER

Effective March 1, 2009, Special Service Campaign (SSC), Limited Service Campaign (LSC) and Customer Satisfaction Program (CSP) parts do not earn obsolescence credits and are not returnable under the Monthly Return Program. Please order parts based only on confirmed appointments and immediate customer needs. Please reference Service and Parts Operations Communication 2009-01 for additional details

Warranty Claim Instructions

The warranty operation code will be provided in mid-August. Please hold your warranty claims for this remedy until the operation code is available.

Lexus' usual customer care amenities of car wash and fuel tank fill apply to this Safety Recall. Additionally, one day of rental vehicle expense (to a maximum of \$45) 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.

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.

Media Contacts

- Dealership associates with questions should contact their 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.

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

Attachments

Cc: Customer Satisfaction Manager
General Manager
Parts Manager
Pre-Owned Manager
Sales Manager
Service Manager



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 a vehicle slide, 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.

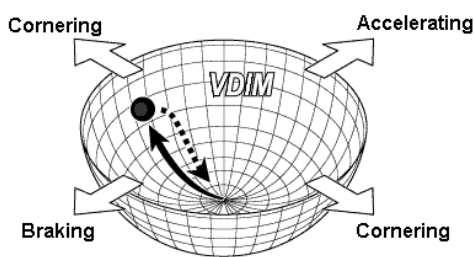
Q1b: What is the VSC?

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?

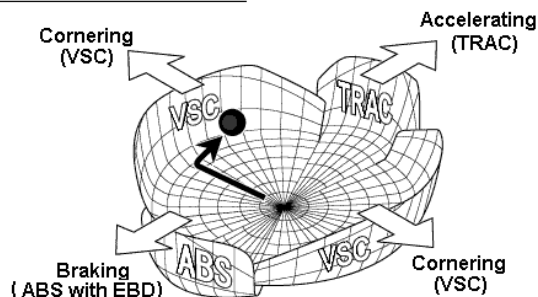
A1c: Traction Control (TRAC) helps restrain the slippage of the drive wheels if the driver depresses the accelerator pedal excessively when starting or accelerating on a slippery surface.

Vehicle with VDIM



↓
Coordinated control that results
in smooth vehicle control

Vehicle without VDIM



↓
Functions such as the ABS with EBD,
TRAC and VSC operate independently

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 1-800-25-LEXUS Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

**Lexus 2011 RX350 Vehicles
Brake Actuator Assembly
Safety Recall Notice**

[VIN]

Dear Lexus Owner:

This notice is being 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 specific 2011 Model Year RX350 Vehicles.

What is the condition?

In 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 a vehicle slide, which could increase the risk of a vehicle crash.

What is Lexus going to do?

Any authorized Lexus dealer will replace the brake actuator assembly with a new one at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact your authorized Lexus dealer to make an appointment to have this important remedy performed on your vehicle as soon as possible.

The brake actuator replacement will take approximately two hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice 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?

Your local Lexus dealer will be more than happy to answer any of your questions. 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.

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, DC 20590 or call the toll free Vehicle Safety Hot Line 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 of your receipt of this letter.

Thank you for driving a Lexus.

Sincerely,
Lexus Division

TOYOTA MOTOR SALES, U.S.A., INC.