

LEXUS

◀ IMPORTANT UPDATE ▶

Lexus Fixed Operations

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
08/19/2016	<ul style="list-style-type: none">• This Safety Recall is no longer active. Any vehicle that did not receive a 2 arm replacement repair is now included in Safety Recall GLK. Refer to GLK documents posted on TIS for current information.• This document should only be used for claim processing information (until September 16, 2016).

The most recent update in the attached Dealer Letter will be highlighted with a red box.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

See GLK for Current Information



April 8, 2014

Subject: Safety Recall CSE - *(Supplement to CLE) - Remedy Available*
2010 Model HS 250h Vehicles
REINSPECTON REQUIRED - Rear Lower Suspension Arm No. 1

Dear Dealer Principal:

The original remedy for Safety Recall CLE on 2010 Model Year HS 250h vehicles was launched in Mid-November, 2012. **Lexus will be re-notifying all owners covered by Safety Recall CLE to return to the dealership for another inspection and remedy. This supplemental CSE Campaign supersedes Safety Recall CLE. The inspection and remedy that will be completed in this supplemental campaign is different from the original inspection and remedy procedure and must be performed on all applicable vehicles regardless of the completion status of Safety Recall CLE.**

Background

Safety Recall CLE involved inspecting the right and left Rear Suspension Lower Arm No. 1 ("arm") for looseness. Based upon this inspection, it may have been necessary to replace the arm(s).

Analysis of previously repaired vehicles under this Safety Recall revealed some inspections may not have been adequate and portions of the repair procedure may not have been performed correctly.

Based upon this information, Lexus will be re-notifying all owners covered by Safety Recall CLE. The notification will apologize to customers and inform them that their vehicles may *not* have been inspected or repaired correctly. The letter will request the customer to return to the dealership for a revised inspection and remedy procedure. The revised inspection and remedy will be performed at **No Charge**.

Lexus will begin notifying customers of the remedy phase of this repair.

The following information is provided to inform you of the remedy phase of this campaign and your degree of involvement.

Owner Letter Mailing Date

The owner notification will commence in late April, 2014.

Lexus tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If your dealership is contacted by an owner who has not yet received a notification, please verify eligibility by confirming through TIS prior to performing repairs. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

LCCS Vehicles and Pre-Owned Vehicles in Dealer Inventory

Lexus requests dealers to conduct the remedy on any LCCS vehicles and/or pre-owned vehicles currently in dealer inventory that are covered by this Safety Recall prior to delivery to the customer.

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 CSE. Thus, no affected units should be sold or delivered as a CPO vehicle until the Supplemental Safety Recall remedy has been completed on that vehicle.

Number and Identification of Covered Vehicles

There are approximately 18,000 2010 model year HS 250h vehicles covered by this Supplemental Safety Recall in the U.S.

Model	Model Year	VDS	Start	Finish
HS 250h	2010	BB1BA	A2000193	A2040350

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

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership associates involved in the recall process are required to successfully complete E-learning course LSC13A. **Additionally, technicians performing this remedy must have successfully completed the following courses and have the following level of certification.**

- Completion of LSC13C (Area hands on training for the CSE remedy procedure)
- Completion of L453 (Suspension, Steering and Handling)
- Lexus Senior or Master Technician, or Senior or Master Diagnostic Specialist

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

CSE Supplemental Remedy

Lexus dealers are requested to inspect the rear lower suspension arms using the newly developed procedure. If any rust is found on the internal threaded portion of the arm(s), the arm will be replaced. After the inspection or replacement, the rear suspension alignment will be set and the arms will be sealed with an epoxy. Labels will also be applied stating the arms are no longer adjustable. The above actions will be performed at NO CHARGE to the customer. Additionally, if Safety Recall CLE was previously completed, the dealer will discard the warning labels, clips, and owner's manual supplement previously provided. For additional information on inspection and repair procedures, please refer to TIS.


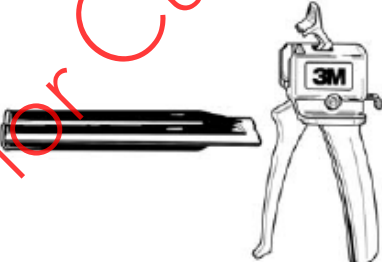
Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

Special Service Tools

In a separate shipment, which is scheduled to arrive prior to the remedy announcement for each Area, your dealership will receive a package containing Special Service Tools for this campaign. The package will have a fluorescent (green, orange, yellow, or pink) label like the sample shown below for easy identification.



These tools are needed when performing the Rear Lower Suspension Arm No. 1 epoxy application for Supplemental Safety Recall CSE. These tools ARE NOT available through normal parts or tools channels. There is a very limited supply of tools, but if additional tools are needed, contact your Area office.

Name	Sample Image	Qty.
Epoxy Mold		4 halves / 2 completed molds
Epoxy Applicator		1

Material Ordering Information

The epoxy kit required for each vehicle can be ordered through the Lexus Complete Maintenance Care Program (LCMC) and will be drop shipped from AMREP.

Model Application	Epoxy Kit Part Number	Chemical Name	Quantity/Vehicle
HS 250h	00289-SW1LX-DS	Epoxy Kit	1 kit per vehicle
<p><u>The kit above includes the following components:</u> 50 mL Tube of Epoxy - Quantity 1 Epoxy Mixing Nozzle - Quantity 1 Safety Recall Caution Labels - Quantity 2</p>			

The required Mold Release Spray can be ordered through the LCMC program and will be drop shipped from AMREP.

Model Application	Mold Release Spray Part Number	Chemical Name	Quantity/Vehicle
HS 250h	00289-HKLMR-DS	Mold Release Spray	1 can per 100 vehicles
Note: When ordering a quantity of 1 your dealership will be shipped 1 can of Mold Release Spray.			

Parts Ordering Information

Orders can be placed through your dealership's facing PDC.

Campaign	Part Number	Part Description	Quantity
CSE	04002-36112	Rear Suspension Arm No. 1 Kit*	As needed
*The kit above includes the following parts:			
48710-12270		Rear Lower Suspension Arm No. 1	1
90179-12027		Nut	1

The suspension arm kits for this recall have been placed on Dealer Ordering Solutions (DOS) and will be released based on dealer ordering criteria. Each dealer ship will receive specific dealer ordering criteria in an e-mail from their facing PDC manager. Therefore, it is vital that your dealership's parts and service departments coordinate appointments for the remedy repair. A sample Parts Allocation Report is on the following page for your reference.



Parts Allocation Report

99999
SAMPLE LEXUS

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q. Sample at (999) 999-9999.

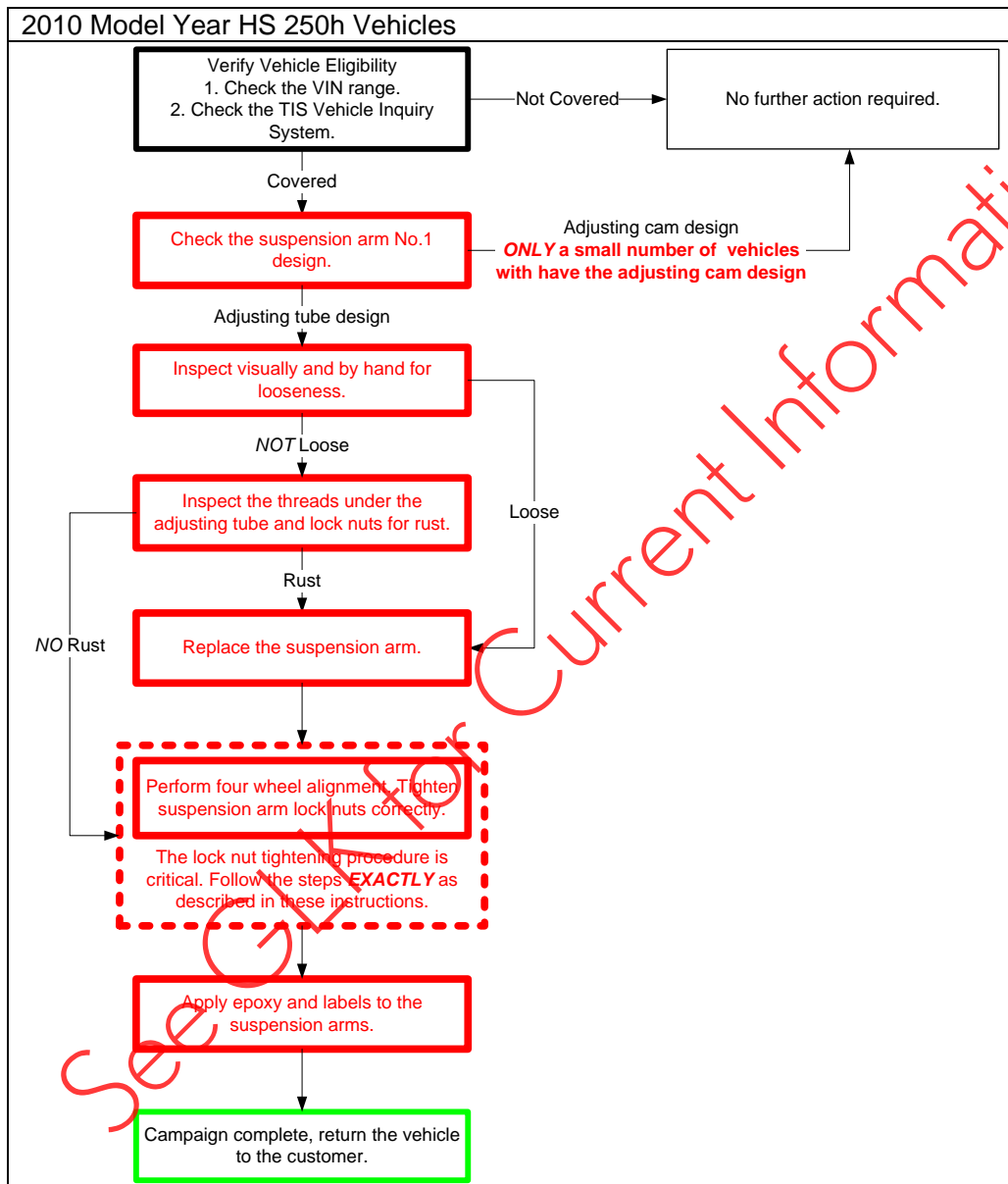
Part Number	Part Description	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

Remedy Procedures

Please refer to TIS for Technical Instructions on inspection and repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of the appointment.

Warranty Reimbursement Procedure



NOTE: The Op Codes below will expire on September 16th, 2016. Please see updated directions and Op Codes under campaign GLK after this date.

Model	Op. Code	Description	Flat Rate Hour
HS250h	3507JA	Check Rear Lower Suspension Arm No. 1 for Rust/Looseness, apply epoxy, warning labels and perform alignment	2.3 hr/vehicle
	3507JB	Check Rear Lower Suspension Arm No. 1 for Rust/Looseness, replace one arm, apply epoxy, warning labels and perform alignment	2.4 hr/vehicle
	3507JC	Check Rear Lower Suspension Arm No. 1 for Rust/Looseness, replace both arms, apply epoxy, warning labels and perform alignment	2.6 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The flat rate time for alignment is included in op codes 3507JA, 3507JB and 3507JC.
- The cost of the epoxy kit can be claimed by part number under opcodes 3507JA, 3507JB and 3507JC.
- The cost of the mold release spray can be claimed under opcodes 3507JA, 3507JB and 3507JC as sublet type "ZZ" at a maximum rate of \$0.25 per vehicle.

In limited cases where the Rear Suspension Arm No. 1 is of the adjustment cam design type the following operation code should be used.

Model	Op. Code	Description	Flat Rate Hour
HS250h	3507JD	Suspension Arm is Adjustment Cam Type	0.2 hr/vehicle

- The flat rate time include 0.1 hours for administrative cost per unit for the dealership.

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/day) or the cost of pick-up and redelivery 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.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Lexus. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Contacts

A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions please direct the inquiry to the Customer Assistance Center at 1-800-255-3987.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Enclosures

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

See GLK for Current Information



Safety Recall CSE - (Supplement to CLE) - Remedy Available
2010 Model Year HS 250h
Rear Lower Suspension Arms (No.1)
RE-INSPECTION REQUIRED

Background

The original remedy for Safety Recall CLE on 2010 Model Year HS 250h vehicles was launched in Mid-November, 2012. **Lexus will be re-notifying all owners covered by Safety Recall CLE to return to the dealership for another inspection and remedy. This supplemental CSE Campaign supersedes Safety Recall CLE. The inspection and remedy that will be completed in this supplemental campaign is different from the original inspection and remedy procedure and must be performed on all applicable vehicles regardless of the completion status of Safety Recall CLE.**

Q1: Why is Lexus conducting a supplemental recall for CLE?

A1: Analysis of previously repaired vehicles under this Safety Recall revealed that some inspections may not have been adequate and portions of the repair procedure may not have been performed correctly. Based upon this information, Lexus has revised the inspection and remedy procedures applied to vehicles covered by Safety Recall CLE. To ensure vehicles are properly inspected and repaired, Lexus is requesting **all owners** of vehicles which were covered by Safety Recall CLE to come to the dealership to have the revised inspection and remedy procedure performed.

We sincerely apologize for any inconvenience this may cause you.

Q1a: When available what will the revised inspection and remedy procedure entail?

A1a: Once the revised inspection and remedy is available, Lexus dealers will be requested to inspect the rear lower suspension arms using the newly developed procedure. If any rust is found on the internal threaded portion of the arm(s), the arm will be replaced. After the inspection or replacement, the rear suspension alignment will be set and the arms will be sealed with an epoxy. Labels will also be applied stating the arm is no longer adjustable. The above actions will be performed at **NO CHARGE** to the customer. Additionally, if Safety Recall CLE was previously completed, the dealer will discard the warning labels, clips and owner's manual supplement previously provided.

Q1b: What is the purpose of the epoxy?

A1b: The epoxy is being applied to make the arm non-adjustable and prevent future improper servicing. The epoxy will also seal the arm, preventing water from entering and causing the formation of rust.

Q1c: How will I have my alignment adjusted in the future?

A1c: During the remedy repair Lexus will set the rear alignment of your vehicle to the proper specification. Future vehicle alignment adjustment and steering wheel centering will be performed using the front wheel adjustments only. This is similar to many other vehicles. If the rear wheel alignment shifts out of specification, rear suspension arms or other components may need to be replaced.

Q2: What is the condition?

A2: The Rear Lower Suspension Arm No.1 Assemblies ("arm") are currently adjustable. If the nuts for adjusting the rear wheel alignment are not tightened following the proper procedure and torque specification when vehicle alignment service is performed, backlash can develop at the threaded portion of the arm. This backlash can lead to the formation of rust on the threads. If this occurs, threads could wear, causing the arm to separate, which could result in the loss of vehicle control and a crash.

Q3: What is Lexus going to do?

A3: Beginning in late April Lexus will send an owner notification by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Lexus dealer will perform the revised inspection and remedy procedure at **NO CHARGE** to you.

Q3a: How does Lexus obtain my mailing information?

A3a: Lexus uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q3b: Do I need my owner letter to have the remedy performed?

A3b: 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.

Q4: Are there any warnings that this condition has occurred?

A4: Yes, if the Rear Suspension Arm No. 1 becomes loose, the driver may notice an abnormal noise from the rear of the vehicle.

Q4a: What should I do if they hear an abnormal noise from the rear of the vehicle?

A4a: If you hear an abnormal noise from the rear of the vehicle, you should contact any authorized Lexus dealer for diagnosis, and if applicable, repair. If the condition is related to this Safety Recall the repair will be performed at **no charge** to you.

Q5: Which and how many vehicles are covered by Supplemental Safety Recall CSE?

A5: There are approximately 18,000 Lexus HS 250h vehicles covered by this Supplemental Safety Recall in the U.S.

Model Name	Model Year	Production Period	Number of Vehicles (Approx.)
HS250	2010	July, 2009 through Late August, 2010	18,000

Q5a: Are there any other Toyota or Lexus vehicles covered?

A5a: Yes, there are approximately 760,000 Toyota 2006 to Early 2011 Model Year RAV4 Vehicles covered by a Supplemental Safety Recall.

Q6: What if I have additional questions or concerns?

A6: Owners with questions or concerns are asked to please contact the Customer Assistance Center 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.

**2010 Model Year HS250h Vehicles
Rear Lower Suspension Arms (No.1)
SAFETY RECALL NOTICE**

URGENT SAFETY RECALL
This is an important Safety Recall Notification. The revised inspection will be performed at **NO CHARGE** to you.

REVISED INSPECTION AND REMEDY PROCEDURE

[VIN]

Dear Lexus Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. As previously advised, Lexus has decided that a defect, which relates to motor vehicle safety, exists in 2010 Model Year HS250h vehicles.

Several months ago Lexus initiated a Safety Recall on these vehicles (Safety Recall #CLE). Since then, it was discovered that some inspections were not adequate and portions of the repair procedure may not have been performed correctly. To ensure vehicles covered by this Safety Recall are repaired correctly Lexus has developed a revised inspection and remedy procedure. This new Safety Recall (#CSE) supersedes CLE and should be completed as soon as possible.

EVEN IF YOU HAVE HAD THE PREVIOUS RECALL COMPLETED, YOU WILL NEED TO RETURN YOUR VEHICLE TO A LEXUS DEALER FOR THE NEW RECALL REPAIR. IF YOU DID NOT HAVE THE PREVIOUS RECALL COMPLETED, OR ARE NOT SURE, PLEASE BRING YOUR VEHICLE TO A LEXUS DEALER TO HAVE THE RECALL REPAIR COMPLETED.

We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.

What will Lexus do?

Any authorized Lexus dealer will inspect the rear lower suspension arms using the newly developed procedure. If any rust is found on the internal threaded portion of the arm(s), the arm will be replaced. After the inspection or replacement, the rear suspension alignment will be set and the arms will be sealed with an epoxy. Labels will also be applied stating the arm is no longer adjustable. The above actions will be performed at **no charge** to you.

What is the condition?

The Rear Lower Suspension Arm No.1 Assemblies ("arm") are currently adjustable. If the nuts for adjusting the rear wheel alignment are not tightened following the proper procedure and torque specification when vehicle alignment service is performed, backlash can develop at the threaded portion of the arm. This backlash can lead to the formation of rust on the threads. If this occurs, threads could wear, causing the arm to separate, which could result in the loss of vehicle control and a crash.

What should you do?

This is an important Safety Recall

Please contact any authorized Lexus dealer and make an appointment to have the revised inspection and remedy performed on your vehicle at **no charge** to you.

The revised inspection and remedy procedure will take approximately 2 hours. However, depending upon 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/ownersupdate. 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 and set up an appointment to perform the repair.***
- You can find additional information and locate a Lexus dealer in your area by going online and visiting www.lexus.com.
- If you require further assistance, you may contact the Lexus Customer Assistance Center at 1-800-255-3987, Monday through Friday, 5:00 am to 6:00 pm, 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, D.C. 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>.

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

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

Lexus, a Division of Toyota Motor Sales, U.S.A., Inc
Lexus Customer Assistance Center L201
19001 South Western Avenue
Torrance, CA 90509

Please note that the dealer must complete the Safety Recall remedy before reimbursement consideration requests can be processed.

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 lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.