



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue, S207
Torrance, CA 90509-2991

TMS-NTC-12124
May 29, 2012

Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: Toyota Safety Recall 12V-221 – Updated Dealer Notification Remedy

To whom it may concern,

Please find attached the Updated Dealer Notification Letter (Remedy) for Toyota Safety Recall 12V-221 on the following Lexus vehicles:

- Certain 2013 GS 350 F-Sport RWD Vehicles

If you have any questions regarding this matter, please contact me at (310) 468-5316.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark J. Kubota".

Mark Kubota
Quality Compliance Supervisor

Attachments:

- Lexus 12V-221 (CLD) Updated Dealer Notification (Remedy)



May 16, 2012

Subject: Update - Safety Recall CLD
Certain 2013 GS 350 F-Sport RWD Vehicles
Variable Gear Ratio Steering (VGRS) Off-Center

Dear Dealer Principal:

On May 16, 2012, 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 2013 GS 350 F-Sport Rear Wheel Drive (RWD) vehicles.

Background

On certain 2013 Model Year Lexus GS350 F-Sport RWD vehicles equipped with the VGRS system, the steering control ECU (VGRS ECU) programming for the VGRS system could cause the steering wheel to become off-centered when restarting immediately after the vehicle is parked with the steering wheel turned. If this occurs and a driver does not realize that the steering wheel is off-centered when pulling from a parked position, the vehicle could maneuver in an unexpected direction and result in a crash.

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

Remedy

Lexus dealers are requested to update the VGRS ECU calibration at **NO CHARGE** to the vehicle owner.

Owner Notification

Lexus will begin mailing Safety Recall Notices by first class mail in early June, 2012. A sample owner letter is attached for your reference.

Covered Vehicles

There are approximately 650 model year 2013 GS 350 F-Sport RWD vehicles covered by this Safety Recall in the United States.

Model	WMI	Year	VIN Range	
			VDS	Range
GS 350 F-Sport RWD	JTH	2013	BE1BL	5000150-5003459

Please note that only owners of the covered vehicles will be notified. If your dealership is contacted by owners who have 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.

Vehicles in Dealer Inventory

As required by Federal law, dealers are not to deliver any new vehicles in their inventory which are involved in a safety recall unless the defect has been remedied. Vehicle safety recall applicability and completion can be verified through TIS. Please conduct the remedy as specified in the technical instructions.

Remedy Procedures

The technical instructions (TI) and the updated VGRS ECU calibration will be posted on TIS on Wednesday, May 16, 2012.

Many GS 350 vehicles subject to Safety Recall CLD may also be subject to CSC CLA (Engine Control Module Update) and/or Limited Service Campaign CLC (Air Conditioner ECU Calibration Update). It is important that your dealership perform all applicable repairs in a single service visit and correctly submit the associated warranty claims. Lexus will only accept sublet charges for customer care amenities (car wash, fuel fill, rental, pick-up and delivery) on the dealer claim for the LSC CLC remedy.

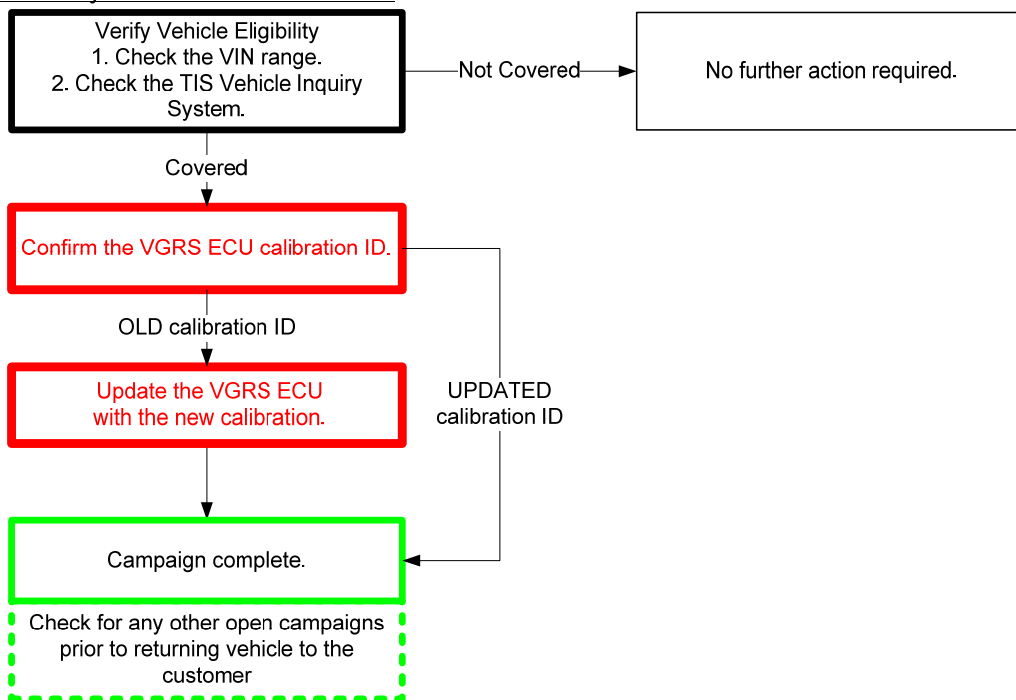
Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Lexus. To help ensure that all vehicles have the VGRS ECU calibration update 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.

Parts Ordering

The VGRS ECU calibration update does not require any parts.

Warranty Reimbursement Procedure



The operation codes to be used for this Safety Recall are:

Model	Op. Code	Description	Flat Rate Hour
GS 350 F-Sport RWD	2510EC	VGRS ECU calibration update (combined with LSC CLC HVAC ECU calibration update)	0.4/vehicle
	2510ED	VGRS ECU calibration update (combined with CSC CLA ECM reflash and LSC CLC HVAC ECU calibration update)	0.3/vehicle

*The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Many GS 350 vehicles subject to Safety Recall CLD may also be subject to CSC CLA (Engine Control Module Update) and/or Limited Service Campaign CLC (Air Conditioner ECU Calibration Update). It is important that your dealership perform all applicable repairs in a single service visit and correctly submit the associated warranty claims. Lexus will only accept sublet charges for customer care amenities (car wash, fuel fill, rental, pick-up and delivery) on the dealer claim for the LSC CLC remedy. Please refer to the GS 350 Warranty Administrator Job Aid for specific guidelines on correct claim submission.

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 delivery or remote repair of the customer's vehicle may be claimed if required.

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 Brian Lyons (310-468-2552) in Corporate Communications. (Please do not provide this number to customers. Please provide this contact only to media associates.)

Customer Contacts

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.

Please review this entire package with your Service and Parts staff to familiarize them with its contents so they may properly implement this campaign as well as address any owner concerns that may arise regarding this Limited Service Campaign.

Thank you for your understanding. Your on-going care for these Lexus owners during this campaign protects our customers and their image of Lexus.

Sincerely,

Don Fordiani
National Field and Dealer Operations Manager

Attachments

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



Safety Recall CLD
Certain 2013 Model Year GS350 F-Sport RWD Vehicles
Variable Gear Ratio Steering (VGRS) Off-Center - Q&A

Background

On May 16, 2012, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration informing the agency of our intent to conduct a voluntary Safety Recall on certain 2013 Model Year Lexus GS350 F-Sport Rear Wheel Drive (RWD) vehicles.

Q1: What is the condition?

A1: On certain 2013 Model Year Lexus GS350 F-Sport RWD vehicles equipped with the VGRS system, the steering control ECU programming for the VGRS system could cause the steering wheel to become off-centered when restarting immediately after the vehicle is parked with the steering wheel turned.

Q1a: What is Variable Gear Ratio Steering (VGRS)?

A1a: The VGRS system enhances the relationship between the amount the steering wheel must turn and the reaction of the vehicle's front wheels, which varies depending on the situation. For example, at higher speeds, VGRS makes handling less sensitive for a smoother driving experience. At slow speeds, the driver does not need to turn the wheel as much while maneuvering.

Q1b: How many degrees can the steering wheel become off-centered?

A1b: Depending upon the position of the steering wheel when the ignition is turned "OFF", it is possible the steering wheel may become off center to a maximum of approximately 110 degrees.

Q1c: Will this condition occur every time the vehicle is parked with the steering wheel turned?

A1c: No, this condition will not occur every time the vehicle is parked with the steering wheel turned.

Q2: Are there any steps the driver may take to minimize the occurrence of this condition?

A2: If it is safe and possible to do so, the driver can prevent the steering wheel from becoming off-centered by centering it when parking before turning the ignition "OFF".

Q3: Are there any steps the driver should take if they experience this condition?

Q3: If the driver notices that the VGRS is off center, the driver should contact an authorized Lexus dealer for diagnosis and repair.

Q4: What is Lexus going to do?

A4: Owners of the vehicles covered by this Safety Recall will receive an owner notification letter via first class mail starting in early June, 2012. Any authorized Lexus dealer will update the VGRS ECU calibration at **NO CHARGE** to the vehicle owner.

Q5: Which and how many Lexus vehicles are covered?

A5: This Safety Recall covers certain 2013 Model Year Lexus GS350 F-Sport RWD vehicles. There are approximately 650 vehicles covered by this Safety Recall in the U.S.

Q5a: What is the production period of the covered vehicles?

A5a: The vehicles covered by this Safety Recall were produced from mid-December, 2011 through early February, 2012.

Q5b: Are there any other Toyota or Lexus models covered by this Safety Recall?

A5b: No, only certain 2013 Model Year GS350 F-Sport RWD Vehicles are covered by this Safety Recall in the U.S.

Q6: *How long will it take to perform the VGRS ECU calibration update?*

A6: The VGRS ECU calibration update will take approximately 1 hour. However, it may be necessary for the owner to make the vehicle available for a longer period of time depending upon the dealer's work schedule.

Q7: *What if an owner has additional questions or concerns?*

A7: 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 Standard Time.

Certain 2013 Model Year GS350 F-Sport RWD Vehicles
Variable Gear Ratio Steering (VGRS) Off-Center
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 certain 2013 Model Year Lexus GS350 F-Sport Rear Wheel Drive (RWD) vehicles.

What is the Condition?

On certain 2013 Model Year Lexus GS350 vehicles, programming of the Variable Gear Ratio Steering (VGRS) Electronic Control Unit (ECU) could cause the steering wheel to become off-centered when restarting immediately after the vehicle is parked with the steering wheel turned. If this occurs and a driver does not realize that the steering wheel is off-centered when pulling from a parked position, the vehicle could maneuver in an unexpected direction and result in a crash.

What will Lexus do?

Any authorized Lexus dealer will update the VGRS ECU calibration, at **no charge** to you.

What should you do?

This is an important Safety Recall

Please contact your authorized Lexus dealer to have the VGRS ECU calibration update performed as soon as possible. The update will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary for you to make your vehicle available for a longer period of time.

Until your vehicle is remedied, if it is safe and possible to do so, you can prevent the steering wheel from becoming off-centered by centering it when you park before turning the ignition "OFF".

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 Lexus Customer Satisfaction 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 Hotline 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 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,

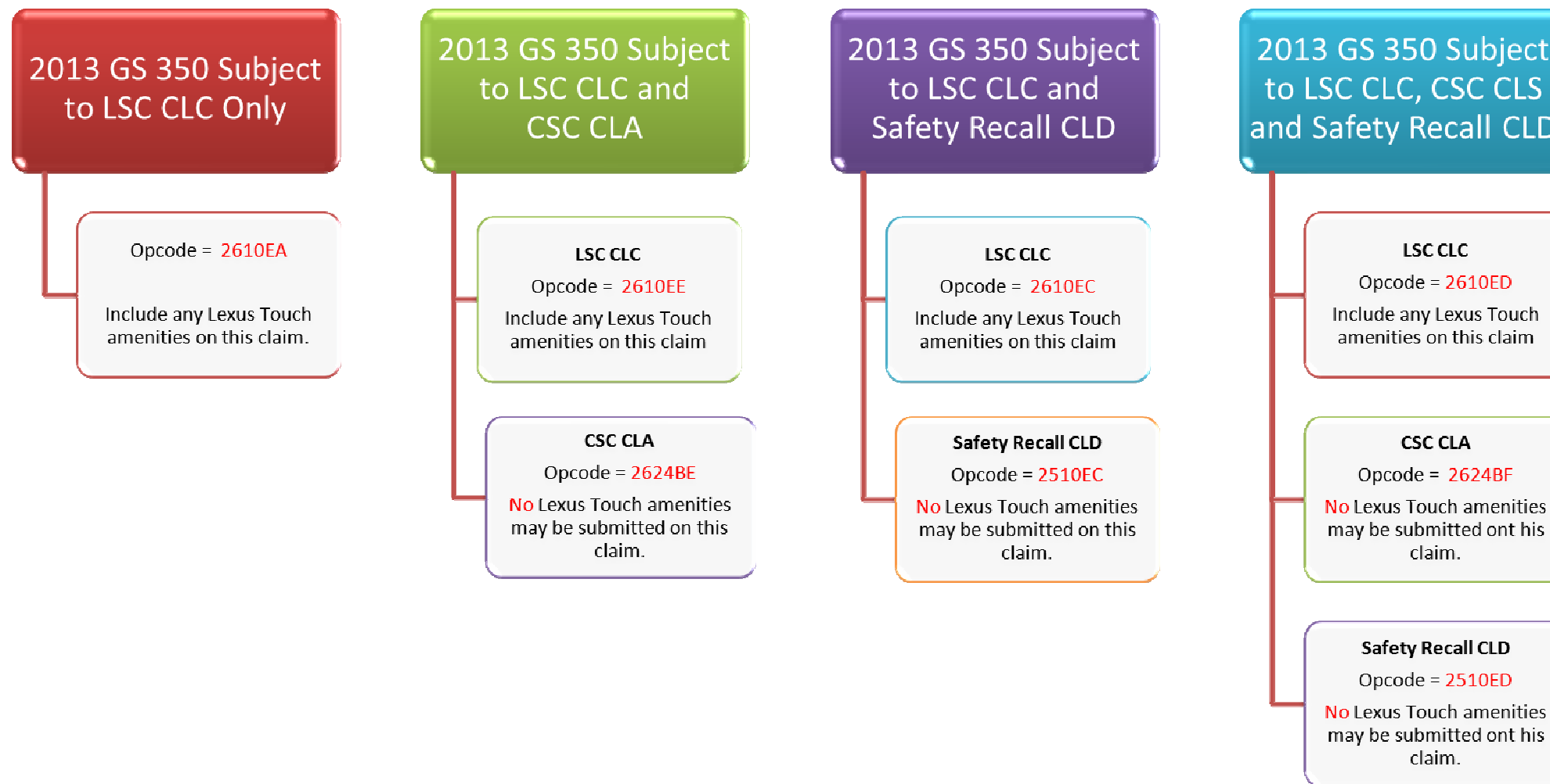
Lexus Division
TOYOTA MOTOR SALES, U.S.A., INC.

Warranty Claim Submission Guidelines for 2013 GS 350

- Customer Satisfaction Campaign (CLS) CLA – Engine Control Module (ECM) Reflash
- Limited Service Campaign (LSC) CLC – Heating, Ventilation, and Air Conditioning (HVAC) System Update
 - Safety Recall CLD – Variable Gear Ratio Steering (VGRS) Off-Center

1. **Service Advisors and Technicians:** Verify vehicle eligibility prior to vehicle repair.
2. **Warranty Administrator:** Pull up the associated repair order in the Claims Processing System or refer to the repair order hard copy to identify which procedures were completed during the service visit requiring a claim(s) to be submitted.

Note: Lexus will debit any overlapping labor paid on warranty claims incorrectly submitted by dealers.



TECHNICAL INSTRUCTIONS
FOR
SAFETY RECALL CLD
VGRS (VARIABLE GEAR RATIO STEERING) ECU REFLASH
CERTAIN 2013 MODEL YEAR GS350 F-SPORT RWD

UPDATED MAY 24, 2012

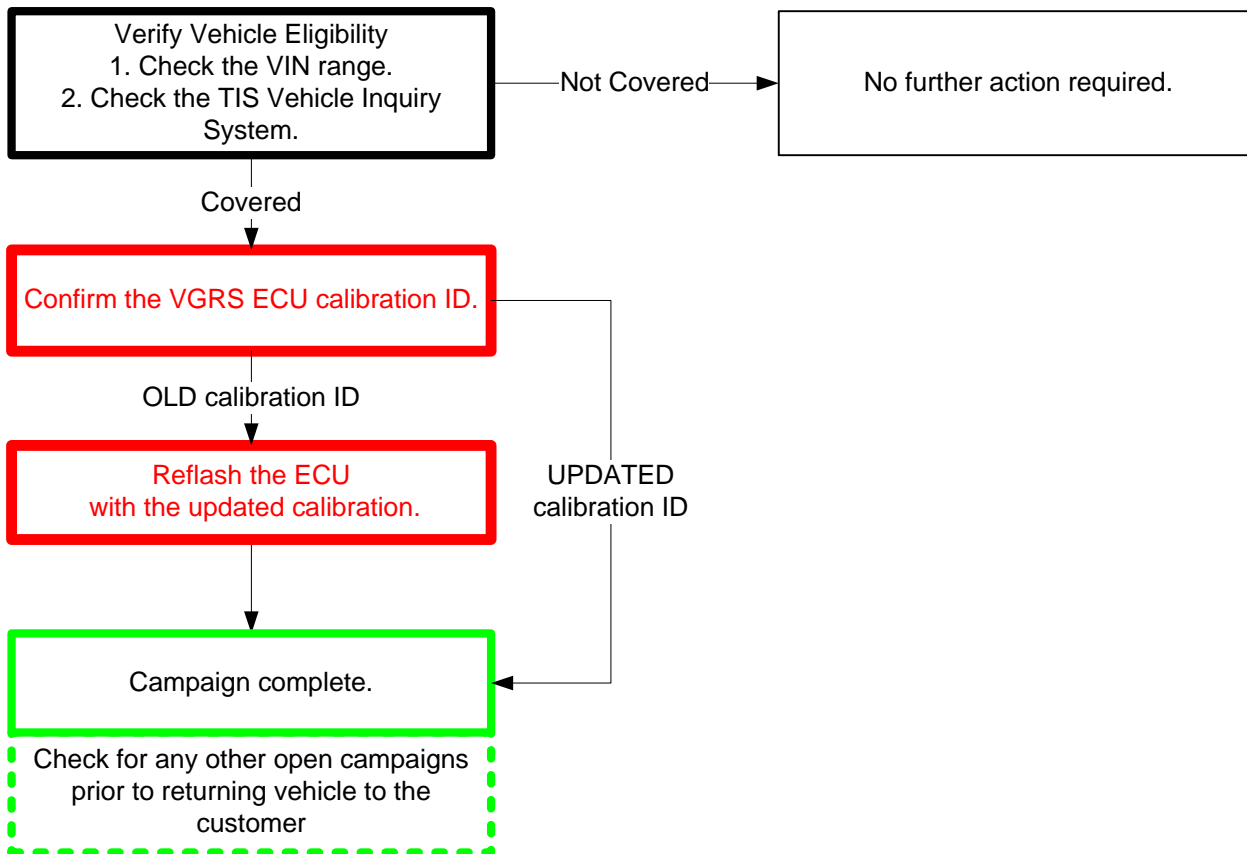
TECHNICAL INSTRUCTION UPDATE NOTICE:

Updated 5/24/12

- **Warranty Claim Submission Guidelines have been added ([SECTION VII](#))**

Previous versions of these Technical Instructions should be discarded.

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. COVERED VIN RANGE

WMI	Year	VIN Range		Note
		VDS	Range	
JTH	2013	BE1BL	5000150-5003459	F-Sport RWD

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

*No parts are needed for this campaign.

B. TOOLS & EQUIPMENT

- TIS Techstream
- Techstream Lite
- GR8 Battery Diagnostic Station

IV. BACKGROUND

On certain 2013 Model Year Lexus GS350 F-Sport RWD vehicles equipped with the VGRS system, the steering control ECU (VGRS ECU) programming for the VGRS system could cause the steering wheel to become off-centered when restarting immediately after the vehicle is parked with the steering wheel turned. If this occurs and a driver does not realize that the steering wheel is off-centered when pulling from a parked position, the vehicle could maneuver in an unexpected direction and result in a crash.

V. ECU CALIBRATION ID VERIFICATION

1. CONFIRM THE VGRS ECU CALIBRATION ID

- Perform a health check.
- Confirm the current calibration ID in the ECU.

CURRENT CALIBRATION ID	ACTION REQUIRED
8918F30011	Proceed to STEP VI. ECU REFLASH PROCEDURE

NOTE: If the calibration ID currently in the VGRS ECU is *NOT* listed above, the vehicle is not affected and the campaign is complete.

VI. ECU REFLASH PROCEDURE

1. CONNECT THE GR8

- Set the GR8 to Power Supply Mode to help maintain 13.5 volts during ECU reprogramming.



- A battery charger set to power supply mode **MUST** be used during reprogramming.
- ECU damage may occur if the correct battery charger setting is not used.

2. REFLASH THE ECU

- Click yes on the health check results screen, or follow the links below to begin the reflash process.

CURRENT CALIBRATION ID	UPDATED CALIBRATION ID
8918F30011	8918F30012

NOTE:

- For general reprogramming procedures, refer to [L-SB-0015-10](#).
- Confirm the latest version of Techstream software is being used.



- If the Techstream does not have sufficient battery power the reflash will fail.
- Confirm the DLC3 cable is in good condition before attempting reflash.

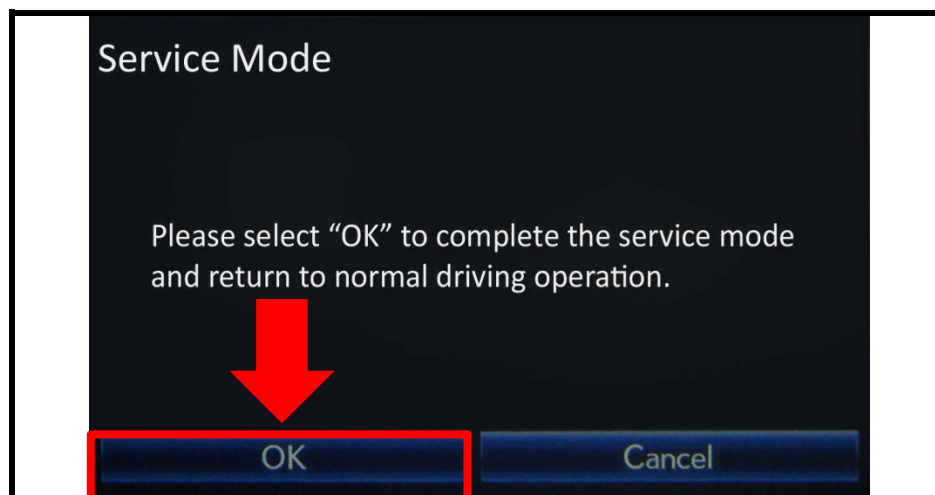
3. CHECK FOR DTCs

NAVIGATION SYSTEM STATUS CONFIRMATION

After completing the reflash the navigation system will be in 'Service Mode'. To remove the system from 'Service Mode', follow these steps.

- Disconnect Techstream.
- Turn vehicle off.
- Turn vehicle on.
- After initializing, the navigation screen will indicate service mode. Select OK.

NOTE: If these steps are not followed, or cancel is selected, the vehicle will return to 'Service Mode' every time the vehicle is restarted.



4. CHECK FOR ANY OTHER OPEN CAMPAIGNS

a) Check for any other open campaigns prior to returning vehicle to the customer.



- If applicable, advise the warranty administrator that multiple campaigns have been completed on this vehicle.
- Refer to the attached Warranty Claim Submission Guidelines for assistance with claim submissions.

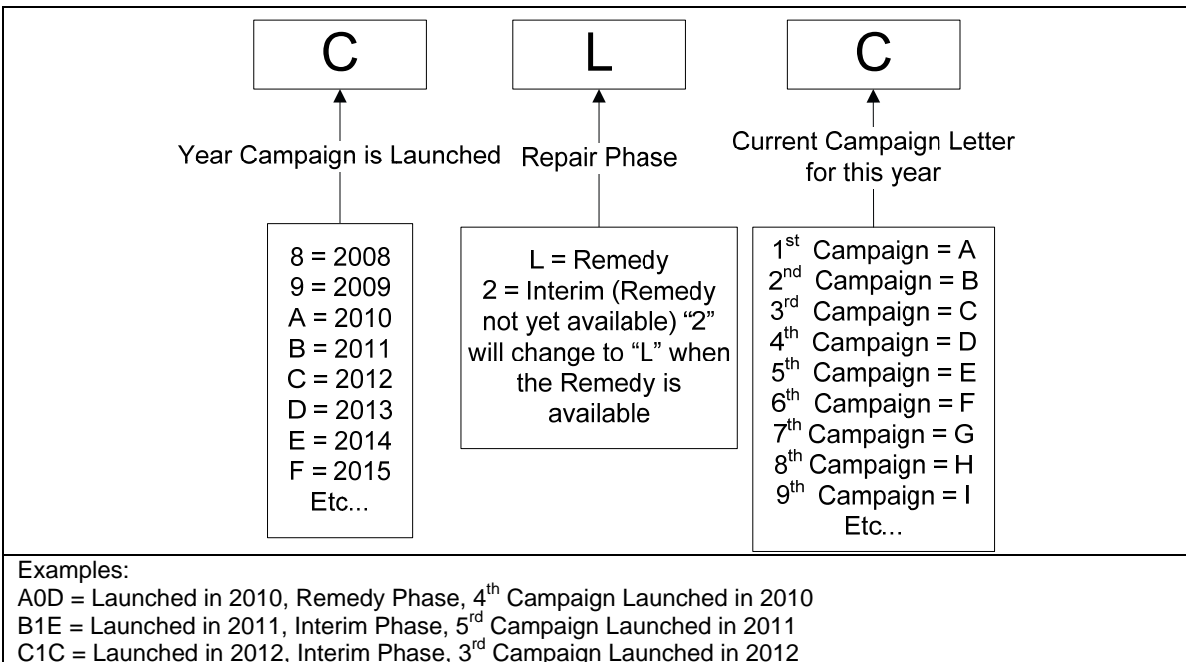
◀ VERIFY REPAIR QUALITY ▶

- Confirm the GR8 is set up properly prior to beginning the reprogramming
- Confirm the reflash completes successfully
- Confirm there are no DTCs in the ECU
- Confirm navigation system is removed from service mode

If you have any questions regarding this update, please contact your regional representative

VII. APPENDIX

A. CAMPAIGN DESIGNATION DECODER



Warranty Claim Submission Guidelines for 2013 GS 350

- Customer Satisfaction Campaign (CLS) CLA – Engine Control Module (ECM) Reflash
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