



13Y-030

October 7, 2013

To: Area General Managers

From: Don Fordiani - National Dealer and Field Operations Manager

Subject: Safety Recall DLA - **Revised SST Available**
2006 Through Early 2012 Model Year IS 250 and IS 350,
2010 Through Early 2012 Model Year IS250C and IS 350C, and
2008 Through 2011 Model Year IS-F
Front Wiper Arm Nut

As previously communicated in January 2013, 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 2006 through early 2012 model year IS 250 and IS 350, 2010 through early 2012 model year IS250C and IS350C, and 2008 through 2011 model year IS-F vehicles.

Lexus has completed tool preparations and will now complete the Remedy owner notification.

Condition

Each wiper arm is installed onto a pivot shaft which is linked to the wiper motor mechanism by an installation nut (wiper arm nut). The wiper arm nut may not have been tightened sufficiently due to high friction between the nut and the wiper arm. Under certain usage conditions, such as a buildup of heavy snow on the windshield, one or both of the wipers could become inoperative. Inoperative wiper arms could reduce driver visibility and increase the risk of a crash.

Until the remedy can be performed, drivers can reduce the possibility of this condition from occurring by clearing off heavy snow and/or ensuring the wipers are not frozen to the windshield before turning them on.

There are approximately 268,000 IS 250, IS 350, IS 250 C and IS 350C and IS-F vehicles covered by this recall.

Remedy

Lexus dealers will clean the mating surface of the wiper arm and pivot shaft. During reassembly improved wiper arm nuts will be installed. The remedy will be performed at **NO CHARGE** to you. For additional information on the inspection and repair procedures, please refer to TIS

Lexus requests that your Area technical staff ensures that your dealers' service and technician staffs have reviewed and understand the remedy procedure prior to the start of owner notifications.

Dealer and Owner Notification

The attached dealer letter will be sent to Lexus dealers via e-mail on October 8, 2013. Lexus will begin to notify owners of affected vehicles in mid-October, 2013, approximately two weeks after this communication. The owner notifications will be mailed in quantities consistent with parts availability.

Lexus tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealers receive a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealers' 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 dealers are contacted by an owner who has not yet received a notification, please remind them to verify eligibility by confirming through Dealer Daily/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 or loan to a customer.

Number and Identification of Covered Vehicles

There are approximately 268,000 IS 250, IS 350, IS 250C, IS 350C and IS-F vehicles covered by this Safety Recall.

MODEL	WMI	MY	VDS	START	FINISH
IS 250	JTH	2006	BK262	2000010	2021611
				5000018	5025772
		2007	BK262	2021159	2058542
				5025773	5050845
		2008	BK262	2057792	2082748
				5050849	5086447
		2009	BK262	2081667	2094281
				5086449	5107246
		2010	BF5C2	2094264	2100284
				5107249	5129060
		2011	BF5C2	2100247	2101920
				5129064	5152530
IS 250 AWD	JTH	2006	CK262	2000003	2008675
				5000013	5007908
		2007	CK262	2008542	2019897
				5007909	5015612
		2008	CK262	2019898	2027723
				5015613	5027611
		2009	CK262	2027724	2032532
				5027613	5036006
		2010	CF5C2	2032534	2034898
				5036007	5044700
		2011	CF5C2	2034395	2035500
				5044623	5051264
IS 250 CONV	JTH	2012	CF5C2	2035323	2035942
		2010	FF2C2	2500062	2514637
		2011	FF2C2	2514638	2521290
		2012	FF2C2	2520985	2522268

MODEL	WMI	MY	VDS	START	FINISH
IS 350	JTH	2006	BE262	2000000	2007084
				5000018	5011869
		2007	BE262	2006942	2013016
				5011870	5017246
		2008	BE262	2011547	2016302
				5017247	5021818
		2009	BE262	2016235	2017388
				5021000	5023468
		2010	BE5C2	2017389	2017712
				5023469	5025230
		2011	BE5C2	5024742	5027957
IS 350 AWD	JTH	2011	CE5C2	5000104	5001879
IS 350 CONV	JTH	2010	FE2C2	2500025	2505028
	JTH	2011	FE2C2	2504989	2507138
	JTH	2012	FE2C2	2507139	2507504
IS F	JTH	2008	BP262	5000156	5004828
IS F	JTH	2009	BP262	5002981	5006738
IS F	JTH	2010	BP5C2	5006743	5008082
IS F	JTH	2011	BP5C2	5008017	5009599

Please note that only owners of the covered vehicles will receive the notification. If your dealers are contacted by an owner who has not yet received the notification, remind them to **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

Dealer Handling of Safety Recall

The enclosed dealer letter provides detailed information regarding update procedures including a Special Service Tool, parts ordering and warranty claim submission.

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 Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Handling

A copy of the owner notification letter and Q&A are attached to assist you in responding to any dealer or customer questions. If a customer has any further questions they are requested to contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm PST, or Saturday, 7:00 am through 4:00 pm Pacific Time.

Please review this preliminary notification 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.

Attachments

CC:	Assistant Area General Managers	District Technical Manager
	Customer Satisfaction Managers	Field Product Engineers
	Customer Services Field Managers	Pre-Owned Managers
	Customer Services Operations Managers	Vehicle Field Sales Managers
	District Service and Parts Managers	



October 8, 2013

Subject: Safety Recall DLA - **Revised SST Available**
2006 Through Early 2012 Model Year IS 250 and IS 350,
2010 Through Early 2012 Model Year IS250C and IS 350C, and
2008 Through 2011 Model Year IS-F
Front Wiper Arm Nut

Dear Dealer Principal:

As previously communicated in January 2013, 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 2006 through early 2012 model year IS 250 and IS 350, 2010 through early 2012 model year IS250C and IS350C, and 2008 through 2011 model year IS-F vehicles.

Lexus has completed tool preparations and will now complete the Remedy owner notification.

Condition

Each wiper arm is installed onto a pivot shaft which is linked to the wiper motor mechanism by an installation nut (wiper arm nut). The wiper arm nut may not have been tightened sufficiently due to high friction between the nut and the wiper arm. Under certain usage conditions, such as a buildup of heavy snow on the windshield, one or both of the wipers could become inoperative. Inoperative wiper arms could reduce driver visibility and increase the risk of a crash.

Until the remedy can be performed, drivers can reduce the possibility of this condition from occurring by clearing off heavy snow and/or ensuring the wipers are not frozen to the windshield before turning them on.

There are approximately 268,000 IS 250, IS 350, IS 250 C and IS 350C and IS-F vehicles covered by this recall:

Remedy

Lexus dealers will clean the mating surface of the wiper arm and pivot shaft. During reassembly improved wiper arm nuts will be installed. The remedy will be performed at **NO CHARGE** to Lexus owners. For additional information on the inspection and repair procedures, please refer to TIS.

Owner Notification

Lexus will notify owners of remaining affected vehicles in mid-October, 2013, approximately two weeks after this communication. The owner notifications will be mailed in quantities consistent with parts availability and repair capacity.

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 Dealer Daily/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 or loan to a customer.

Also, as a reminder, normally Lexus CPO policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall, such as this Safety Recall DLA. However, if a dealer has advised a customer of this Safety Recall and obtained the customer's signature on the Lexus Certified Pre-Owned Vehicle Open Recall Acknowledgement Form provided to dealers by your Area Office in February, 2013, dealers may sell an affected vehicle under the certified program.

Number and Identification of Covered Vehicles

There are approximately 268,000 IS 250, IS 350, IS 250C, IS 350C and IS-F vehicles covered by this Safety Recall.

MODEL	WMI	MY	VDS	START	FINISH
IS 250	JTH	2006	BK262	2000010	2021611
				5000018	5025772
		2007	BK262	2021159	2058542
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IS F	JTH	2009	BP262	5002981	5006738
IS F	JTH	2010	BP5C2	5006743	5008082
IS F	JTH	2011	BP5C2	5008017	5009599

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

Tools and Equipment


Lexus will ship each dealer a quantity of a Special Service Tool (SST) required to perform the remedy. The tools will be delivered to dealers on Wednesday, October 9, 2013.

Parts Ordering

The part has been placed on Dealer Ordering Solution and will be systematically released daily per the limits communicated to each dealership from its facing PDC. Please refer to your Parts Allocation Report for additional details.

Part Number	Parts Name	Qty. Per/Veh
04002-64153	Front Wiper Nut Kit (2 nuts/kit)	1

Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume * PDC Affected UIO. Both Parts and Service should work together to coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below 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

IMPORTANT PARTS ORDERING UPDATE

Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be eligible for the Monthly Parts Return Program. Please refer to Service and Parts Operations Communication 2011-20 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.



In the limited cases in which the wiper arm pivot hole(s) is found to be out of specification during the inspection procedure, the following part(s) should be ordered. Only a small number of vehicles will require this part. All replaced wiper arms will be called for return and inspection under the Parts Recovery Program.

Wiper arms have been placed on Manual Allocation Control (MAC). Please refer to the MAC report posted in the Lexus Customer Services website for the process to request part release.

Model	Part Number	Parts Name	Qty. Per/Veh
IS 250, IS 350, IS 250 C and IS 350C	85211-53080	Right Hand Front Wiper Arm	1
	85221-53080	Left Hand Front Wiper Arm	1
IS-F	85211-53070	Right Hand Front Wiper Arm	1
	85221-53070	Left Hand Front Wiper Arm	1

Warranty Claim Submission Procedures

Dealers are required to submit product update claims using the following operation codes.

Model	Operation Code	Description	Flat Rate Hour
IS 250, IS 350, IS 250C, IS 350C and IS-F	3524AA	Remove the serration pattern of two wiper arm pivot holes	0.6*
	3524AB	Remove the serration pattern of one wiper arm pivot hole and replace one wiper arm	0.6*
	3524AC	Replace two wiper arms	0.6*

*The flat rate time includes 0.1 hours for administrative costs 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 the pick-up and redelivery or remote repair of a customer's vehicle may be claimed if required.

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

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Customer Handling

A copy of the owner notification letter and Q&A are attached to assist your dealership in responding to any customer concerns. If the customer has any further questions they are requested to contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm PST, or Saturday, 7:00 am through 4:00 pm Pacific Time.

Please review this remedy notification 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 DLA - Remedy Available

2006 through early 2012 Model Year IS 250 and IS 350,
2010 through early 2012 Model Year IS250C and IS 350C, and
2008 through 2011 Model Year IS-F
Front Wiper Arm Nut - Q&A

As previously announced in January 2013, 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 2006 through early 2012 Model Year IS250 and IS350, 2010 through early 2012 Model Year IS250C and IS 350C, and 2008 through 2011 Model Year IS-F vehicles.

Lexus has completed parts preparation and will now begin notifying vehicle owners.

Q1: What is the condition?

A1: Each wiper arm is installed onto a pivot shaft which is linked to the wiper motor mechanism by an installation nut (wiper arm nut). The wiper arm nut may not have been tightened sufficiently due to high friction between the nut and the wiper arm. Under certain usage conditions, such as a buildup of heavy snow on the windshield, one or both of the wipers could become inoperative. Inoperative wiper arms could reduce driver visibility and increase the risk of a crash.

Q1a: What is the cause of condition?

A1a: The cause of the condition is insufficient tightening of the wiper arm nut due to high friction between the nut and the wiper arm.

Q1b: Are there any steps the driver can take to prevent this condition from occurring?

A1b: Yes, until the remedy is performed, drivers can reduce the possibility of this condition from occurring by clearing off heavy snow and/or ensure the wipers are not frozen to the windshield before turning them on.

Q2: What is Lexus going to do?

A2: Lexus has completed parts preparations and will begin to notify owners covered by this recall via first class mail in Late February, 2013.

Any authorized Lexus dealer will clean the mating surface of the wiper arm and pivot shaft. During reassembly improved wiper arm nuts will be installed. The remedy will be performed at **NO CHARGE** to you.

Q3: Are there any warnings that this condition may occur?

A3: No, there are no specific warnings that this condition will occur.

Q4: Which and how many Lexus vehicles are covered?

A4: There are approximately 268,000 vehicles covered by this Safety Recall in the U.S. as follows:

Model Name	Model Year	Production Period	Appx. UIO
IS	2006MY through early 2012MY	Late August, 2005 through Early October, 2011	243,000 units
IS-C	2010MY through early 2012MY	Mid-April, 2009 through Early October, 2011	20,300 units
IS-F	2008MY through 2011MY	Mid-December, 2007 through Mid-July 2011	4,400 units

Q4a: Are there any other Lexus or Toyota vehicles covered by this Safety Recall?

A4a: No. There are no other Lexus or Toyota models covered by this Safety Recall.

Q5: How long will the repair take?

A5: The remedy will take approximately 0.5 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.

Q6: If a customer lives in a warm climate area do they need to have this Safety Recall performed?

A6: Yes, the customer should have the Safety Recall remedy performed regardless of the vehicle operating conditions.

Q7: What if a customer has previously paid for repairs to their vehicle for the condition described above?

A7: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q8: What if an owner has additional questions or concerns?

A8: 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.