



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

TMS-NTC-13041  
January 31, 2013

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

Re: Toyota Safety Recall 13V-030 – Preliminary Dealer Notification

To whom it may concern,

Please find attached the Preliminary Dealer Notification Letter for Toyota Safety Recall 13V-030 on the following Lexus vehicles:

- 2006 Through Early 2012 Model Year IS250 and IS350
- 2010 Through Early 2012 Model Year IS250C and IS350C
- 2008 Through 2011 Model Year IS-F

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 "M. J. K.", is written over a thin horizontal line.

Quality Compliance Assistant Manager

Attachments:

- Lexus 13V-030 (DLA) Dealer Notification (Prelim)



January 29, 2013

**Subject:** Safety Recall DLA (Interim D2A) - **Preliminary Notice**  
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:

On January 30, 2013, Lexus will file 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.

This preliminary information is being provided to keep you informed of the filing. **Lexus is currently preparing the remedy for this condition.** We will notify dealers again at the time of the next phase, prior to the start of 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, IS250C and IS 350C and IS-F vehicles covered by this recall:

### Status

- DLA ("D2A" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting late Tuesday, January 29, 2013. For reference purposes only, VINs covered by this Safety Recall will be searchable in TIS starting late (PST) Tuesday, January 29, 2013.
- ***Lexus is currently finalizing the remedy for this condition.***

### 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 Q&A is 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 PST.

## Pre-Owned Vehicles in Dealer Inventory

Lexus generally requests that dealers not deliver any pre-owned vehicles in their inventory which are involved in a Safety Recall until the defect has been remedied. However, in this case, until the remedy is available dealers can deliver pre-owned vehicles if they disclose to the customer that the vehicle is subject to a Safety Recall and Lexus or the dealers will send/forward them a notification when the remedy is 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 DLA. Thus, no affected units should be sold or delivered as a CPO vehicle until the Safety Recall has been completed on that vehicle.

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.

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

Attachment

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



Safety Recall DLA (D2A Preliminary Notice)  
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

On January 30, 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 is currently preparing the remedy for this condition. We will notify dealerships again at the time of the next phase, prior to the owner notification starting.*

**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 conditions from occurring?***

A1b: Yes, until the remedy is available, 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 is currently preparing the remedy for this condition.* Once preparations are complete, owners of the vehicles covered by this Safety Recall will receive an owner notification letter via first class mail starting in late February, 2013. Any authorized Lexus dealer will replace the wiper arm nuts at **NO CHARGE** to the vehicle owner.

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

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

**Q3a: *What if a customer experiences the condition before the Remedy is available?***

A3a: If a customer experiences a wiper arm that has become inoperative, they should contact their authorized Lexus dealer for diagnosis and appropriate repair. If the condition is related to this Safety Recall the repair will be performed at **no charge**.

**Q4: *Which and how many Lexus vehicles are covered?***

Q4: 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 replace wiper arm nuts 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.

January 30, 2013

*Toyota Fast Facts* is an update on Toyota and industry news. Please feel free to share this information with family and friends. For more news, visit [www.toyotaneewsroom.com](http://www.toyotaneewsroom.com).

---

### **Toyota Announces Two Voluntary Safety Recalls of Certain 2003 and 2004 Corolla and 2006 Through Early 2012 Lexus IS Vehicles**

Toyota Motor Sales, USA, Inc. (TMS), will conduct two separate safety recalls involving approximately 752,000 Corolla and Corolla Matrix vehicles and approximately 270,000 Lexus IS vehicles.

The airbag control module for the supplemental restraint system (SRS) in the Corolla and Corolla Matrix vehicles could have been manufactured with application-specific integrated circuits (ASICs) that are susceptible to internal shorting. These ASICs could experience an internal short that creates abnormal current flow and increased heat. If this occurs, there is a possibility that the ASIC could become damaged. In some instances, the front airbag(s) and/or seat belt pretensioners could inadvertently deploy.

The second safety recall involves the front wipers on certain Lexus IS vehicles where the wiper arm nut might not be sufficiently tight. If movement of the wipers is restricted by an external load, such as a buildup of heavy snow on the windshield, one or both of the wipers could become inoperative.

Owners of vehicles covered by these safety recalls will receive an owner notification letter via first class mail in the near future. Any authorized Toyota or Lexus dealer will perform this recall at no charge to the vehicle owner.

Detailed information is available to customers at [www.toyota.com/recall](http://www.toyota.com/recall) and the Toyota Customer Experience Center at 1-800-331-4331 or [www.lexus.com/recall](http://www.lexus.com/recall) and Lexus Customer Satisfaction at 1-800-255-3987.

**TOYOTA ANNOUNCES TWO VOLUNTARY SAFETY RECALLS OF CERTAIN 2003  
AND 2004 COROLLA AND 2006 THROUGH EARLY 2012 LEXUS IS VEHICLES**

TORRANCE, Calif., January 30, 2013 – Toyota Motor Sales, USA, Inc. (TMS), will conduct two separate safety recalls involving approximately 752,000 Corolla and Corolla Matrix vehicles and approximately 270,000 Lexus IS vehicles.

The airbag control module for the supplemental restraint system (SRS) in the Corolla and Corolla Matrix vehicles could have been manufactured with application-specific integrated circuits (ASICs) that are susceptible to internal shorting. These ASICs could experience an internal short that creates abnormal current flow and increased heat. If this occurs, there is a possibility that the ASIC could become damaged. In some instances, the front airbag(s) and/or seat belt pretensioners could inadvertently deploy.

The second safety recall involves the front wipers on certain Lexus IS vehicles where the wiper arm nut might not be sufficiently tight. If movement of the wipers is restricted by an external load, such as a buildup of heavy snow on the windshield, one or both of the wipers could become inoperative.

Owners of vehicles covered by these safety recalls will receive an owner notification letter via first class mail in the near future. Any authorized Toyota or Lexus dealer will perform this recall at no charge to the vehicle owner.

Detailed information is available to customers at [www.toyota.com/recall](http://www.toyota.com/recall) and the Toyota Customer Experience Center at 1-800-331-4331 or [www.lexus.com/recall](http://www.lexus.com/recall) and Lexus Customer Satisfaction (1 800-255-3987).

###

**MEDIA CONTACTS:**

Vehicle Safety and Quality Communications

Brian R. Lyons (310) 468-2552

Cindy Knight (310) 468-2170

John Hanson (310) 468-4718

Toyota Motor Sales, USA, Inc. Media Line (310) 468-5297