



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

TMS-NTC-13052  
February 13, 2013

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

Re: Toyota Safety Recall 13V-030 – Supplemental Dealer Communication

To whom it may concern,

Please find attached a Supplemental Dealer Communication 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) Supplemental Dealer Communication

## **To All Lexus Dealers and General Managers:**

This correspondence is intended as further clarification regarding the sale of Lexus Certified Pre-owned (LCPO) vehicles that are subject to a Safety Recall including the current Lexus DLA Voluntary Safety Recall on certain Lexus IS vehicles.

Government restrictions on delivery of vehicles subject to a recall apply only to new vehicles not used vehicles. Lexus has taken the position dealers should not deliver any covered vehicles under any recall until the remedy has been performed on the vehicle. If, however, a dealer makes the independent decision to sell or deliver a Lexus non-certified pre-owned vehicle that is subject to a Safety Recall, but which has not yet received the repair, the dealer must clearly communicate to the consumer the vehicle has been identified by Lexus as subject to a recently announced Voluntary Safety Recall and the consumer will be notified by Lexus or the dealer when the remedy is available.

As you know, with respect to LCPO vehicles, Lexus has a policy generally prohibiting the sale or delivery of any certified vehicle with an outstanding special service campaign or recall, such as the current DLA Voluntary Safety Recall. Without waiving or modifying this policy, Lexus may elect from time to time to authorize specific exceptions to permit LCPO certifications, provided required disclosures are made to consumers. Any specific exception must be in writing from Lexus to all dealers, and no specific exception may be construed as a general or ongoing exception to or waiver of the LCPO policy.

We appreciate the support and vigilance the dealer body has maintained by upholding our industry leading certified program standards, and we know that you, our dealers, are actively working on IS vehicles subject to the DLA recall. We also know that you are anxiously awaiting the repair information for IS vehicles subject to the DLA recall, which will be coming mid-February.

To support your efforts to manage current Lexus owner expectations, workload capacity challenges, and parts availability, Lexus is granting a limited exception to its policy prohibiting the sale or delivery of LCPO vehicles that are subject to the current DLA Voluntary Safety Recall, *provided*:

- the remedy and repair instructions have not yet been issued by Lexus;
- the attached Acknowledgement is presented to and signed by the customer prior to finalizing the sale or otherwise delivering the vehicle;
- the dealer has confirmed that the wipers are functioning properly;
- the vehicle meets all other criteria necessary for certification as an LCPO vehicle; and
- the dealer maintains customer contact information and informs the customer of the availability of the **remedy when notified by Lexus**.

In summary, if any dealer intends to sell or deliver any Lexus certified pre-owned vehicle covered by the current DLA Voluntary Safety Recall, and the vehicle meets all other criteria necessary for certification as a Lexus Certified Pre-Owned Vehicle, it may be certified only if the customer has been made aware that the vehicle he or she is purchasing is subject to a Safety Recall, and that the customer will be receiving a notification, which will include information about having the recall condition(s) repaired at no cost to the customer. The communication of this information must be confirmed by having the customer sign the enclosed Acknowledgement before completing the sale or otherwise delivering any certified vehicle covered by the recall.

If you have any questions please don't hesitate to contact your Lexus Area Certified Pre-Owned Manager.

## Lexus Certified Pre-Owned Vehicle Safety Recall Acknowledgement

Lexus is committed to providing its customers with high quality products and superior customer service.

In this regard, please be advised that the vehicle you are purchasing, VIN \_\_\_\_\_, is subject to a voluntary recall to remedy the following issues:

Each wiper arm is installed onto a pivot shaft, which is linked to the wiper motor mechanism, by an installation nut (wiper arm nut). On certain IS vehicles, 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.

Lexus is in the process of notifying customers of this voluntary recall and is working hard to remedy the conditions described above and in the recall notice. You will be notified, either by mail or by direct contact from the dealership, to bring this vehicle back for the completion of the work necessary due to the recall.

If this vehicle is being sold as a Lexus Certified Pre-Owned Vehicle (LCPO), please note that Lexus vehicles generally are not certified as LCPO's until the work needed to repair any outstanding recalls has been performed. Although the work needed to repair the above recall has not yet been performed on this vehicle, your Lexus Dealer is conditionally authorized to sell this vehicle as a LCPO *provided*: (1) the vehicle meets all the other requirements necessary to be designated as a LCPO, and (2) you, the customer, have been made aware that the vehicle you are purchasing is subject to the Safety Recall., and that you will be receiving notice of this recall.

This acknowledgement is intended to help promote and confirm the communication of important information concerning the vehicle that you are purchasing.

This acknowledgement does not apply to New Vehicles. New Vehicles covered by a Safety Recall cannot be delivered until the remedy is complete.

\_\_\_\_\_

I acknowledge that I have driven or been given the opportunity to drive this vehicle and been given notice of the voluntary recall described above. I have read and understand the information stated above, and I agree to purchase the vehicle with full knowledge of this information.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date