

TMS-NTC-13130  
June 10, 2013

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

Re: Toyota Safety Recall 13V-235 – Preliminary Dealer Notification

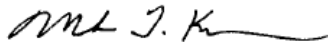
To whom it may concern,

Please find attached the Preliminary Dealer Notification Letter for Toyota Safety Recall 13V-235 on the following Toyota and Lexus vehicles:

- Certain 2010 Model Year HS250h Vehicles
- Certain 2010 Model Year Prius Vehicles

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

Sincerely,



Quality Compliance Assistant Manager

Attachments:

- Lexus 13V-235 (DLD) Dealer Notification (Prelim)
- Toyota 13V-235 (D0H) Dealer Notification (Prelim)

Kathy Wachs / Service and Parts Operations  
 Lexus Customer Services  
 June 5, 2013  
 Approved by: Don Fordiani

Safety Recall DLD (Interim D2D) - **Preliminary Notice**  
 Certain 2010 Model Year HS 250h Vehicles  
 Brake Booster Pump Assembly (Accumulator)  
 \*\*\*URGENT\*\*\*

On June 5, 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 certain 2010 Model Year HS 250h vehicles.

This preliminary information is being provided to keep you informed of the filing. Lexus is currently preparing the remedy parts for this condition. We will notify dealerships again at the time of the next phase, prior to the owner notification starting.

### Condition

The subject vehicles are equipped with brake pressure accumulators consisting of a metal plunger containing brake fluid encased in a metal housing. The plunger is designed with metal pleated bellows to allow for motion. Nitrogen gas is sealed between the plunger and housing. There is a possibility that a fatigue crack could develop in the bellows due to the vertical vibration of the plunger while driving. If this occurs, nitrogen gas could leak into the brake fluid and cause the brake pedal stroke to become longer, resulting in decreased braking force. Decreased braking force could result in increased stopping distance and increase the risk of a crash.

### Covered Vehicles

- There are approximately 5,100 Lexus HS 250h (Certain 2010 Model Year) vehicles covered by this Safety Recall in the US.

Model	Model Year	Production Period	Approx. UIO
HS 250h	Certain 2010	Mid June, 2009 through Early October, 2009	5,100

### Status

- DLD ("D2D" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting the morning of Wednesday, June 5, 2013. *For reference purposes only*, VINs covered by this Safety Recall will be searchable on TIS starting Wednesday morning, June 5, 2013.
- Lexus is currently preparing the remedy parts 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 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 Handling

A FAQ is attached to help your dealership respond to any customer concerns. If the customer has any further questions, they are requested to contact the Lexus Customer Assistance Center. The Lexus Customer Assistance Center can be reached 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.

### 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 vehicle has been remedied. However, in this case, unless prohibited by your state's law, dealers can deliver pre-owned vehicles if they disclose to the customer that the vehicle is subject to a Safety Recall and that Lexus will send them a notification when the remedy is available. Please make sure the state DMV records are updated as soon as possible with the new owner name and address.

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 DLD. Thus, no affected units may be sold or delivered as a CPO vehicle until the Safety Recall has been

completed on that vehicle.

### Handling of Vehicles Exhibiting this Condition

In the unlikely event a customer contacts a dealership and **has experienced** the condition described, dealerships are requested to assist him/her by setting up an appointment to diagnose the condition. If the condition is related to the Safety Recall, the diagnosis and repair will be performed at **no charge**. The dealer should contact the Technical Assistance Hotline (TAS) 800-233-3718 prior to starting repair on vehicles which have exhibited this condition. The brake booster pump assembly has been placed on Manual Allocation Control (MAC). Please refer to the MAC report for additional details.

Please review this preliminary notification with your staff to assure that all relevant personnel have been informed with regard to this subject.

Thank you for your cooperation.

Attachment



Safety Recall DLD (D2D) - Preliminary Notice  
 Certain 2010 Model Year HS 250h Vehicles  
 Brake Booster Pump Assembly (Accumulator)

On June 5, 2013, a Defect Information Report (DIR) was filed with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2010 HS 250h vehicles.

This preliminary information is being provided to keep you informed of the filing. Lexus is currently preparing the remedy parts for this condition.

**Q1: What is the condition?**

A1: The subject vehicles are equipped with brake pressure accumulators consisting of a metal plunger containing brake fluid encased in a metal housing. The plunger is designed with metal pleated bellows to allow for motion. Nitrogen gas is sealed between the plunger and housing. There is a possibility that a fatigue crack could develop in the bellows due to the vertical vibration of the plunger while driving. If this occurs, nitrogen gas could leak into the brake fluid and gradually cause the brake pedal stroke to become longer, resulting in decreased hydraulic pressure. Under certain circumstances, this condition could affect stopping distance and increase the risk of a crash.

**Q1a: What is the Brake Pressure Accumulator?**





A1a: Brake fluid is discharged by the Brake Booster Pump and passes through a check valve where it is then stored in the accumulator. The brake fluid that is stored in the accumulator provides the hydraulic pressure that is needed for brake operation.

**Q1b: What is the cause of the condition?**

A1b: The cause of this condition is insufficient strength of components inside the brake pressure accumulator.

**Q2: Are there any warnings that this condition exists?**

A2: Yes. You may notice a squeak from the engine compartment during brake application. Additionally, the brake pedal may have a longer stroke and/or spongy feeling. If this condition is present, the warning lights listed in the table below may illuminate and the skid control buzzer may sound.

Warning Lights	
	Brake System Warning Light (red indicator)
	Brake System Warning Light (yellow indicator)
	ABS Warning Light
	Master Warning Light

*Please note that the warning lights shown above may also illuminate for conditions not related to this Safety Recall.*

**Q2a:** *What if I experience the warnings described before the remedy is available?*

A2a: If you experience one or more of the warnings described above, please contact your local authorized Lexus dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at No Charge to you.

**Q3:** *What is Lexus going to do?*

A3: Lexus is currently preparing the remedy for this condition. Once preparations are complete, Lexus will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall. The remedy will be performed at No Charge.

When available, the remedy will entail an inspection and, if necessary, replacement of the Brake Booster Pump Assembly at No Charge.

**Q3a:** *When does Lexus anticipate the remedy will be available?*

A3a: Lexus is currently working on obtaining the remedy parts for this Safety Recall. Lexus anticipates it will take several weeks to prepare a sufficient quantity of remedy parts.

**Q3b:** *How does Lexus obtain my mailing information?*

A3b: 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.

**Q3c:** *When the remedy becomes available, do I need my owner letter to have the remedy performed?*

A3c: 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:** *Which and how many vehicles are covered by this Safety Recall?*

A4: There are approximately 5,100 Lexus HS 250h (Certain 2010 Model Year) vehicles covered by this Safety Recall in the US.

Model Name	Model Year	Production Period	Approx. UIO
HS 250h	Certain 2010	Mid June, 2009 through Early October, 2009	5,100

**Q4a:** *Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall in the U.S.?*

A4a: Yes, there are approximately 82,000 Toyota Prius (Certain 2010 Model Year) vehicles covered by this Safety Recall in the U.S.

**Q4b:** *Why aren't other Hybrid models covered by this Safety Recall?*

A4b: Other Hybrid models utilize a Brake Booster Pump Assembly which is of a different design.

**Q5:** *What if I previously paid for repairs to my vehicle for this condition?*

A5: Reimbursement consideration instructions will be provided in the remedy owner letter.

**Q6:** *What if I have additional questions or concerns?*

A6: If you have additional questions or concerns, please contact the Lexus 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.

June 4, 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).

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#### 1. **Toyota Announces Voluntary Recall of Certain Toyota Prius and Lexus HS 250h Vehicles**

Toyota Motor Sales, U.S.A., Inc. today announced that it will conduct a voluntary safety recall involving approximately 87,000 model year 2010 Toyota Prius and Lexus HS 250h vehicles.

The involved vehicles are equipped with a brake pressure accumulator that may develop a fatigue crack on an internal part due to vibration. Toyota has had no reports of any accidents or injuries associated with this condition.

Owners of vehicles subject to this recall will receive a notification by first class mail. The recall remedy will involve inspection of the brake booster pump assembly to see if it is equipped with an involved accumulator. If so, the dealer will replace the brake booster pump assembly with an improved one at no cost to the customer.

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