



October 9, 2013

Subject: Safety Recall DLG - **Remedy Available**
Certain 2006 to 2011 Model Year IS 350, Certain 2010 to 2011 Model Year IS 350C
and Certain 2007 to 2011 Model Year GS 350 Vehicles
2GR-FSE Intake VVT Actuator Gear

Dear Dealer Principal:

As previously communicated, on September 4, 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 2006 to 2011 model year IS 350, certain 2010 to 2011 model year IS 350C and certain 2007 to 2011 model year GS 350 vehicles.

Lexus has completed remedy preparations and will now begin mailing the remedy owner letter.

Condition

The engines in the subject vehicles are equipped with a Variable-Valve Timing (VVT) system which controls the camshafts to provide optimal valve timing under certain driving conditions. The bolts used to secure the housing and sprocket of the intake-side VVT gear assembly could become loose due to abnormal impacts generated within the gear assembly immediately after a cold start-up. If this occurs, the VVT gear will not control the intake valves correctly. In certain cases, the VVT gear housing and sprocket could separate and result in the engine stopping while the vehicle is being driven, increasing the risk of a crash.

Please review this entire package with your staff to familiarize them with this notification and implementation requirements.

Remedy

Lexus dealers will replace the intake VVT actuator gears at **NO CHARGE** to the vehicle owner. For additional information on the repair procedures, please refer to TIS.

Owner Notification

Lexus will begin mailing Safety Recall Notices by first class mail in phases beginning in Mid-October, 2013. The owner letters will be spread over several weeks consistent with parts availability and service capacity. A sample owner letter is attached.

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 the notification, please **verify coverage by confirming through Dealer Daily/TIS.**

Pre-Owned Vehicles in Dealer Inventory

Lexus requests dealers to conduct the remedy on any pre-owned vehicles currently in dealer inventory that are covered by this Safety Recall prior to delivery to the customer.

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

Number and Identification of Covered Vehicles

There are approximately 101,500 vehicles covered by this Safety Recall in the United States.

MODEL	WMI	VDS	MY	Start of SERIAL	Finish of SERIAL
GS350	JTH	BE1KS	2010	0046992	0051057
		BE1KS	2011	0051058	0054036
		BE96S	2007	0007608	0028367
			2008	0023566	0043034
			2009	0043035	0047088
		CE1KS	2010	0024324	0028153
			2011	0028154	0030546
		CE5C2	2011	5000104	5001811
		CE96S	2007	0001838	0013164
			2008	0013166	0021655
			2009	0021657	0024397
IS350	JTH	BE262	2006	0001001	0003002
				2000000	2007084
				5000005	5011869
			2007	2006942	2013016
				5011870	5017246
			2008	2011547	2016302
				5017247	5021818
			2009	2016235	2017388
				5021000	5023468
		BE5C2	2010	2017389	2017712
				5023469	5025230
2011	5024742		5028032		
IS350C	JTH	FE2C2	2010	2500004	2505028
			2011	2504989	2506857

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 the notification, please **verify coverage by confirming through TIS**. Dealers must perform the procedure as outlined in the Technical Instructions located on TIS.

Remedy Procedures

Refer to TIS for the appropriate Technical Instructions (TI). Technical instructions will be posted on TIS on October 10, 2013.

Conduct all applicable, non-completed Safety Recall and service campaigns on the vehicle during the time of the appointment.

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.

Parts Ordering

To assure sufficient availability of parts for scheduled appointments, the Safety Recall DLG kits have been placed on the Dealer Order Solution process. Please refer to the information sent by the facing PDC to each dealer's parts manager for specific information on daily order limits.

Part Number	Part Description	Quantity Per Vehicle Remedied
04002-67131	Camshaft Timing Gear Kit	1
04003-18131	Fuel Hose Kit	1
04002-79131	Gasket Kit*	1

*Please refer to the Technical Instructions for additional information about the gasket kit.

IMPORTANT PARTS ORDERING UPDATE

All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts are 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.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership associates involved in the recall process are required to successfully complete E-Learning course LSC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to have one of the following certifications:

- Lexus Senior or Master Service Technician
- Lexus Senior or Master Diagnostic Specialist

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, and the technician skill level and ability, before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

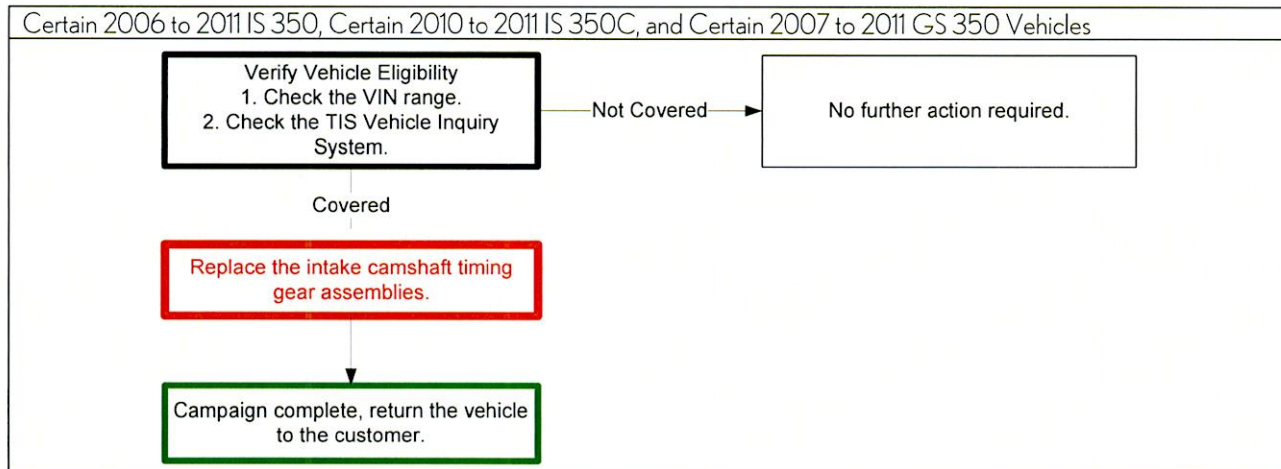
Tools, Supplies and Equipment

In a separate shipment, which is scheduled to arrive on Thursday October 10, your dealership was sent a package containing special service tools for this campaign. When received, the package will have a fluorescent (green, orange, yellow, or pink) label like the sample shown below for easy identification.

**ATTN: SERVICE MANAGER
CAMPAIGN DLG
TOOLS**

These tools are needed when performing the Intake VVT actuator gear replacement campaign. These tools **ARE NOT** available through normal parts or tools channels. There is a very limited supply of tools, but if additional tools are needed, contact your area representative.

Warranty Reimbursement Procedures



Safety Recall	Model	Opcode	Description	Flat Rate Hour
DLG	GS	3528HA	Replace the camshaft timing gear assembly	6.5 hr./vehicle
	IS	3528HB	Replace the camshaft timing gear assembly	6.7 hr./vehicle

- The flat rate times include 0.1 hours for administrative cost 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 of pick-up and delivery of the customer's vehicle may be claimed if required and subject to the guidelines published in the Safety Recall/Special Service Campaign/Limited Service Campaign General Procedures document on TIS.

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 Contacts

A Q&A is attached to assist you in responding to any customer questions or 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.

Please review this notification with your entire service and parts 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
Service Manager
Warranty Administrator



Safety Recall DLG - Remedy Notice

Certain 2006 to 2011 Model Year IS350

Certain 2010 to 2011 Model Year IS350C

Certain 2007 to 2011 Model Year GS350

2GR-FSE Intake VVT Actuator Gear

As previously announced, on September 4, 2013, 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 2006 to 2011 Model Year IS350, Certain 2010 to 2011 Model Year IS350C, and certain 2007 to 2011 Model Year GS350 vehicles.

Lexus has completed remedy preparations and will now begin to notify owners.

Q1: What is the condition?

A1: The subject vehicles are equipped with a Variable-Valve Timing (VVT) system which controls the camshafts to provide optimal valve timing under certain driving conditions. The bolts used to secure the housing and sprocket of the intake-side VVT gear assembly could become loose due to abnormal impacts generated within the gear assembly immediately after a cold start-up. If this occurs, the VVT gear will not control the intake valves correctly. In certain cases, the VVT gear housing and sprocket could separate and result in the engine stopping while the vehicle is being driven, increasing the risk of a crash.

Q1a: What does the VVT Actuator Gear do?

A1a: The VVT Actuator phases the camshaft to vary the open and close timing of the valves in accordance with driving conditions such as engine speed and load. This results in optimization of horsepower, torque, idle speed, fuel economy and emissions.

Q1b: What is the cause of this condition?

A1b: The lock pin contained inside the VVT actuator holds the inner rotor to the outer rotor upon startup. If the lock pin does not lock, the inner rotor can rotate and contact the outer rotor, resulting in an abnormal impact. This abnormal impact can cause the VVT actuator bolts to loosen over time.

Q2: What is Lexus going to do?

A2: In Mid-October, 2013 Lexus will send an owner notification by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Lexus dealer will replace the Intake VVT Actuator Gears at **No Charge** to you.

Q2a: How does Lexus obtain my mailing information?

A2a: 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.

Q2b: Do I need my owner letter to have the remedy performed?

A2b: 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.

Q3: Are there any warnings that this condition exists?

A3: An early warning of this condition can be identified by a brief rattle noise for approximately 1 second upon a cold start-up.

Q3a: What should I do if I notice a rattle noise upon a cold-start?

A3a: If you notice a brief rattle (approximately 1 second) upon a cold start-up, 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.

Q4: Which and how many vehicles are covered by this Safety Recall?

A4: There are approximately 101,500 vehicles covered by this Safety Recall in the U.S.

Model Name	Model Year	Production Period	Appx. UIO
IS350	Certain 2006 to 2011 Model Year	Late May, 2005 through Mid-July 2011	37,000
IS350C	Certain 2010 to 2011 Model Year	Late November 2008 through Mid-July, 2011	6,100
GS350	Certain 2007 to 2011 Model Year	Mid-June, 2006 through Mid-July 2011	58,500

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

A4a: No, there are no other vehicles covered by this Safety Recall.

Q4b: Why is the exhaust VVT actuator gear not affected by this condition?

A4b: The exhaust VVT actuator gear is of a different design.

Q4c: Why are other models not covered by this Safety Recall?

A4c: Engines installed in other models have camshafts and valve springs which are of a different design specification. Therefore this condition only occurs in models equipped with the 2GR-FSE engine. (GS450h is not affected due to lower engine speed specifications at start up).

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

A5: Reimbursement consideration instruction 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.