



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

TMS-NTC-13221
September 11, 2013

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

Re: Toyota Safety Recall 13V-395 Preliminary Dealer Notification

To whom it may concern,

Please find attached the Preliminary Dealer Notification Letter for Toyota Safety Recall 13V-395 on the following Lexus vehicles:

- Certain 2006 to 2011 Model Year IS 350
- Certain 2010 to 2011 Model Year IS 350C
- Certain 2007 to 2011 Model Year GS 350 Vehicles

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-395 (DLG) Dealer Notification (Prelim)



September 4, 2013

Subject: Safety Recall DLG (D2G) - **Preliminary Notice**
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:

On September 4, 2013, Lexus filed 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.

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 dealers again at the time of the next phase, prior to owner notification starting.

Condition

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

Below are a few highlights of the preliminary notice; please review this entire package with your staff to familiarize them with this notification and implementation requirements.

Covered Vehicles

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

Status/Implementation at Dealerships

- DLG ("D2G" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting the morning of Wednesday, September 4, 2013.
- For references purposes only, VINs covered by this Safety Recall will be searchable ton TIS starting Wednesday September 4, 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 Q&A is attached to assist you in responding to any questions or 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 do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle 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 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 DLG. Thus, no affected units should be sold or delivered as a CPO vehicle until the Safety Recall remedy 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.

Attachment

CC: Customer Satisfaction Manager
General Manager
Parts Manager
Pre-owned Manager
Service Manager



Safety Recall DLG (D2G) - **Preliminary Notice**

Certain 2006 to 2011 Model Year IS 350

Certain 2010 to 2011 Model Year IS 350C

Certain 2007 to 2011 Model Year GS 350

2GR-FSE Intake VVT Actuator Gear

On September 4, 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 2006 to 2011 Model Year IS350, Certain 2010 to 2011 Model Year IS350C, and certain 2007 to 2011 Model Year GS350 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 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: Are there any warnings that this condition exists?

A2: An early warning of this condition can be identified by brief rattle noise for approximately 1 second upon a cold start-up.

Q2a: What should I do if I notice a rattle noise upon a cold-start?

A2a: 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.

Q3: What is Lexus going to do?

A3: **Lexus is currently working on obtaining the necessary remedy parts.** Once the parts are available, we will notify owners.

Once the remedy parts have been produced in sufficient quantities, Lexus will send (consistent with parts availability and repair capacity) an owner notification by first class mail advising owners to make an appointment with his/her authorized Lexus dealer to have the Intake VVT Actuator Gear replaced 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.

Q3: *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?*

Q4: There are approximately 101,500 certain 2006 to 2011 Model Year IS 350/IS 350C and certain 2007 to 2011 Model Year GS 350 vehicles covered by this Safety Recall in the US.

Model Name	Model Year	Production Period	Appx. UIO
IS 350	Certain 2006 to 2011 Model Year	Late May, 2005 through Mid-July 2011	37,000
IS 350C	Certain 2010 to 2011 Model Year	Late November 2008 through Mid-July, 2011	6,100
GS 350	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 not affected by this condition?*

A4b: The exhaust VVT actuator 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).

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.

Safety Recall DLG (D2G) - **Preliminary Notice**
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

On September 4, 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 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.

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 dealers again at the time of the next phase, prior to owner notification starting.

Condition

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.

Below are a few highlights of the preliminary notice; please review this entire package with your staff to familiarize them with this notification and implementation requirements.

Covered Vehicles

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

Status/Implementation at Dealerships

- DLG ("D2G" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting the morning of Wednesday, September 4, 2013.
- For references purposes only, VINs covered by this Safety Recall will be searchable on TIS starting Wednesday September 4, 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 Q&A is attached to assist you in responding to any questions or 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 do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle 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 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 DLG. Thus, no affected units should be sold or delivered as a CPO vehicle until the Safety Recall remedy 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.

Attachment



Safety Recall DLG (D2G) - **Preliminary Notice**

Certain 2006 to 2011 Model Year IS 350
Certain 2010 to 2011 Model Year IS 350C
Certain 2007 to 2011 Model Year GS 350
2GR-FSE Intake VVT Actuator Gear

On September 4, 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 2006 to 2011 Model Year IS350, Certain 2010 to 2011 Model Year IS350C, and certain 2007 to 2011 Model Year GS350 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 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: Are there any warnings that this condition exists?

A2: An early warning of this condition can be identified by brief rattle noise for approximately 1 second upon a cold start-up.

Q2a: What should I do if I notice a rattle noise upon a cold-start?

A2a: 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.

Q3: What is Lexus going to do?

A3: **Lexus is currently working on obtaining the necessary remedy parts.** Once the parts are available, we will notify owners.

Once the remedy parts have been produced in sufficient quantities, Lexus will send (consistent with parts availability and repair capacity) an owner notification by first class mail advising owners to make an appointment with his/her authorized Lexus dealer to have the Intake VVT Actuator Gear replaced 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.

Q3: *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?*

Q4: There are approximately 101,500 certain 2006 to 2011 Model Year IS 350/IS 350C and certain 2007 to 2011 Model Year GS 350 vehicles covered by this Safety Recall in the US.

Model Name	Model Year	Production Period	Appx. UIO
IS 350	Certain 2006 to 2011 Model Year	Late May, 2005 through Mid-July 2011	37,000
IS 350C	Certain 2010 to 2011 Model Year	Late November 2008 through Mid-July, 2011	6,100
GS 350	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 not affected by this condition?*

A4b: The exhaust VVT actuator 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).

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.

Sept. 3, 2013

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.

Toyota Recalls Highlander and Lexus RX Hybrids for Transistors; Lexus IS and GS for Loose Bolts

Toyota Motor Sales, U.S.A. today announced that it will conduct two voluntary safety recalls. One involves approximately 133,000 MY 2006-2010 Highlander Hybrid and MY 2006-2008 Lexus RX 400h vehicles. The other involves approximately 102,000 MY 2006-2011 Lexus IS 350, IS 350C, and GS 350 vehicles.

In the involved Toyota Highlander Hybrid and Lexus RX 400h vehicles, transistors within the hybrid system's inverter assembly can experience heat damage due to variations in characteristics of the transistors' parallel circuits. Should this occur, various warning lights on the instrument panel will illuminate, and in most cases the vehicle will enter "limp home mode." In limited instances, the hybrid system will shut down and resulting in the vehicle stopping while the vehicle is being driven.

In the involved Lexus IS 350, IS 350C and GS 350 vehicles, bolts used to secure the variable valve timing control device can become loose, causing the vehicle to stop while being driven. Early warning for this condition can be an abnormal noise just after start-up.

Owners of vehicles subject to these recalls will receive a notification by first class mail.

Detailed information is available to customers at www.toyota.com/recall and www.lexus.com/recall and by calling the Toyota Customer Experience Center at 1-800-331-4331.