

Certain 2006 to 2011 IS350, Certain 2010 to 2011 IS350C, and
 Certain 2007 to 2011 GS350 Vehicles
 2GR-FSE Intake VVT Actuator Gear
IMPORTANT SAFETY RECALL
 This notice applies to your vehicle: [VIN]

URGENT SAFETY RECALL
 This is an important Safety Recall.
 The remedy will be performed at **NO**
CHARGE to you.

Dear Lexus Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in certain 2006 to 2011 IS350, certain 2010 to 2011 IS350C, and certain 2007 to 2011 GS350 Vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the Condition?

The engines in the subject vehicles are equipped with a Variable-Valve Timing (VVT) system. 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. 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.

What will Lexus do?

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

What should you do?

This is an important Safety Recall

Please contact any authorized Lexus dealer to schedule an appointment to have the remedy performed as soon as possible.

The repair will take approximately 1 day. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. A rental vehicle is available while your vehicle is being repaired.

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.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.lexus.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

- *Your local Lexus dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.*
- You can find additional information and locate a Lexus dealer in your area by going online and visiting www.lexus.com.
- If you require further assistance, you may contact the Lexus Customer Assistance Center at 1-800-255-3987, Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Lexus Customer Assistance Center L201
19001 South Western Avenue
Torrance, CA 90509

Please note that the dealer must complete the Safety Recall remedy before reimbursement consideration requests can be processed.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.



October 8, 2013

To: Area General Manager
From: Don Fordiani - National Dealer and Field Operations Manager
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

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.

Dealer and Owner Notification

Lexus will notify dealers via e-mail the evening of October 9, 2013.

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.

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	
			2017389	2017712	
BE5C2	2010	5023469	5025230		
		5024742	5028032		
2011	5024742	5028032			
	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 Dealer Daily/TIS**. Dealers must perform the procedure as outlined in the Technical Instructions located on TIS.

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. Please have dealerships carefully review their resources, including 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.

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.)

The attached Dealer Notification Letter contains additional details.

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.

Attachments

- CC: Assistant Area General Managers
Customer Satisfaction Managers
Customer Services Field Managers
Customer Services Operations Managers
District Service and Parts Managers
Field Technical Specialists
Field Product Engineers
Pre-Owned Managers
Vehicle Field Sales Managers