



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

TMS-NTC-14009
February 13, 2014

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

Re: Toyota Safety Recall – Dealer Notification Preliminary

To whom it may concern,

Please find attached the Dealer Notification – Preliminary Letter for Toyota Safety Recall 14V054 on the following Toyota and Lexus vehicles:

- Certain 2012 and 2013 Model Year Toyota Tacoma Vehicles
- Certain 2013 Model Year Toyota RAV4 Vehicles
- Certain 2012 and 2013 Model Year Lexus RX350 Vehicles

If you have any questions regarding this matter, please contact me at (310) 468-1870.

Sincerely,

A handwritten signature in black ink, which appears to read "Wayne Hutchins".

Quality Compliance Administrator

Attachments:

- Toyota 14V054 Dealer Notification (Preliminary)



February 12, 2014

**Subject: Safety Recall ELA (E2A) - Preliminary Notice
Certain 2012 and 2013 Model Year RX 350 Vehicles
Brake Actuator Reprogramming**

Dear Dealer Principal:

On February 12, 2014, 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 2012 and 2013 model year RX 350 vehicles.

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

Condition

The integrated system providing enhanced vehicle control, including features like Anti-Lock Braking (ABS), Traction Control (TRAC), and Vehicle Stability Control (VSC), can intermittently become inoperative and illuminate one or more various warning lamp(s) due to an electrical circuit condition. If this occurs, the self-diagnostic system will store DTC 1428. Also, the ABS, TRAC, and VSC functions can become inoperative increasing the risk of a crash.

If these driver support systems are disabled, standard braking operation is fully functional.

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 54,000 certain 2012 and 2013 model year RX 350 vehicles covered by this Safety Recall in the United States.

Status/Implementation at Dealerships

- ELA ("E2A" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting Wednesday, February 12, 2014.
- For references purposes only, VINs covered by this Safety Recall will be searchable on TIS starting Wednesday February 12, 2014.
- *Lexus is currently preparing the remedy for this condition.* We anticipate the remedy will be available in early March 2014.

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.



New Vehicles in Dealership Inventory

As required by Federal law (49 Code of Federal Regulations §577.13), Lexus is advising that dealers are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the vehicle has been remedied. Vehicle Safety Recall completion can be verified through TIS.

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, unless prohibited by your state's law, dealers can deliver un-remedied, 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 ELA. 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.

Attachments

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

Kathy Wachs / Service and Parts Operations
Lexus Customer Services
February 12, 2014
Approved by: Don Fordiani

Safety Recall ELA (E2A) - Preliminary Notice
Certain 2012 and 2013 Model Year RX 350 Vehicles
Brake Actuator Reprogramming
*****URGENT*****

On February 12, 2014, 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 2012 and 2013 model year RX 350 vehicles.

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

Condition

The integrated system providing enhanced vehicle control, including features like Anti-Lock Braking (ABS), Traction Control (TRAC), and Vehicle Stability Control (VSC), can intermittently become inoperative and illuminate one or more various warning lamp(s) due to an electrical circuit condition. If this occurs, the self-diagnostic system will store DTC 1428. Also, the ABS, TRAC, and VSC functions could become inoperative increasing the risk of a crash.

If these driver support systems are disabled, standard braking operation is fully functional.

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 54,000 certain 2012 and 2013 model year RX 350 vehicles covered by this Safety Recall in the United States.

Status/Implementation at Dealerships

- ELA ("E2A" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting Wednesday, February 12, 2014.
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New Vehicles in Dealership Inventory

As required by Federal law (49 Code of Federal Regulations §577.13), Lexus is advising that dealers are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the vehicle has been remedied. Vehicle Safety Recall completion can be verified through TIS. A VIN list containing new vehicles in dealer stock can be found at the end of this communication.

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, unless prohibited by your state's law, dealers can deliver un-remedied 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 ELA. 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.

Attachments



Safety Recall ELA (E2A) - **Preliminary Notice**
Certain 2012 and 2013 Model Year RX 350 Vehicles
Brake Actuator Reprogramming - FAQ

Q1: *What is the condition?*

A1: The integrated system providing enhanced vehicle control, including features like Anti-Lock Braking (ABS), Traction Control (TRAC), and Vehicle Stability Control (VSC), can intermittently become inoperative and illuminate one or more warning lamp(s) due to an electrical circuit terminal. If this occurs, the ABS, TRAC, and VSC functions could become inoperative increasing the risk of a crash.

If these driver support systems are disabled, standard braking operation is fully functional.

Q1a: *What is ABS?*

A1a: The Anti-lock Braking System (ABS) manages the brake force at each wheel during braking to help prevent or minimize wheel lock up, maximizing stopping performance under a variety of driving and road surface conditions.

Q1b: *What is VSC?*

A1b: Vehicle Stability Control (VSC) assists the driver in maintaining directional control of the vehicle by applying individual brake pressure to the appropriate wheels and managing engine output.

Q1c: *What is TRAC?*

A1c: TRAC helps minimize the slippage of the drive wheels if the driver depresses the accelerator pedal excessively when accelerating on a low traction road surface.

Q2: *Are there any warnings or indicators of this condition?*

A2: Yes. If this condition occurs, the VSC, ABS, and/or the Brake lamp (located in the instrument panel) may illuminate, and the ABS, TRAC, and VSC functions can become inoperative.

Q2a: *Which warning lamps can illuminate if this condition occurs?*

A2a: If this condition occurs the following lights can illuminate:



The following message may also appear on your cluster display:



Please note that these lamps and messages may illuminate for reasons unrelated to this condition.

Q3: What if I experience this condition before the remedy is available?

A3: If you experience this condition, ***immediately*** contact your local authorized Lexus dealer for diagnosis. In most instances, this condition is intermittent and can be cleared by stopping the vehicles in a safe manner and turning the ignition OFF.

Q3a: Can my vehicle be driven if this condition occurs on my vehicle?

A3a: Yes, the vehicle can still be driven, as the ***standard braking system remains operational*** even if the condition is present. However, as the enhanced functions (ABS, TRAC, and VSC) can be disabled, Toyota requests that you use caution while driving, especially under adverse weather conditions.

Also, in most instances, this condition is intermittent and can be cleared by stopping the vehicle in a safe manner and turning the ignition OFF.

Q4: What is Lexus going to do?

A4: ***Lexus is currently preparing the remedy for this condition.*** The final remedy will be a software update to the affected Electronic Control Unit. Once remedy preparations are complete, Lexus will send an owner notification letter by first class mail to owners of vehicles involved in this Safety Recall. The remedy, when available, will be provided at ***no charge*** to you.

Q4a: When does Lexus anticipate the remedy will be available?

A4a: Lexus is currently preparing the updated software for this Safety Recall. Lexus anticipates it will take several weeks before the remedy is available.

Q4b: How does Lexus obtain my mailing information?

A4b: 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.

Q4c: When the remedy becomes available, do I need my owner letter to have the remedy performed?

A4c: 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.

Q5: Which and how many vehicles are involved in this Safety Recall?

A5: There are approximately 54,000 RX vehicles (2012 through 2013 Model Year) involved in this campaign. In total, there are approximately 261,000 vehicles (2012 through 2013 Model Year) involved in this campaign. All affected vehicles had been produced in North America

Model Name	Plant	Model Year	Production Period	Appx. UIO
Lexus RX 350	TMMC	Certain 2012 to 2013	Late March, 2012 through Mid December, 2012	54,000

Q5a: Are there any other Toyota, Lexus or Scion vehicles involved in this Safety Recall in the U.S.?

A5a: Yes. Certain 2012 and 2013 Model Year Toyota Tacoma vehicles and Certain 2012 Model Year Toyota RAV4 vehicles are also involved in this Safety Recall.

Q5b: Are all 2012 and 2013 model year RX 350 vehicles involved in this Safety Recall?

A5b: **No.** Only certain 2012-2013 Model Year RX 350 vehicles produced in TMMC (Canada Plant) are involved in this campaign. If you are unsure whether or not your vehicle is involved in this campaign,

please contact your local Lexus dealership for assistance.

Q6: What if I previously paid for repairs to my vehicle for this condition?

A6: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q7: What if I have additional questions or concerns?

A7: 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.