

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

TMS-NTC-14140  
July 10, 2014

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

Re: Toyota Safety Recall 14V-270 – Remedy Notice to Dealers

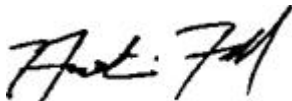
To whom it may concern:

Please find attached the Remedy Notice sent to dealers for Safety Recall 14V-270 on the following Lexus model for your review:

- Certain 2013 Model Year GS350 Vehicles (Brake Pedal Load Sensing Switch)

If you have any questions regarding this matter, please contact Austin Fadel at (310) 468 - 5906

Sincerely,



Austin Fadel  
Quality Compliance Administrator

Attachments:

- Remedy Notice for 14V-270 (Lexus - ELB)



July 10, 2014

**Subject:** Safety Recall ELB (E2B) - *Remedy Available*  
Certain 2013 Model Year GS 350 Vehicles  
Brake Pedal Load Sensing Switch

Dear Dealer Principal:

As previously communicated on May 21, 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 2013 model year GS 350 vehicles.

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

#### Condition

The brake pedal assembly in the subject vehicles contains a brake pedal load sensing switch which allows the brake system to detect brake pedal force application by the driver. Due to a manufacturing error, there is a possibility that the switch could improperly cause the brake system to activate without driver input while driving and without activating the rear brake lights. This could result in unexpected moderate deceleration, increasing the risk of a vehicle crash.

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

#### Covered Vehicles

There are approximately 10,500 certain 2013 model year GS 350 vehicles covered by this Safety Recall in the United States.

Model	MY	VDS	START	FINISH
GS 350	2013	BE1BL	5011400	5019491
		CE1BL	5008576	5014098

#### Remedy

Authorized Lexus dealers will replace the brake pedal support assembly at *no charge* to the vehicle owner.

#### Owner Notification Dates

Lexus has completed remedy preparations and will begin to notify owners in mid-July, 2014.

*Lexus makes significant effort 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 a dealer is contacted by an owner who has not yet received the notification, please verify coverage by confirming through Dealer Daily/TIS. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.



### 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. §577.13 requires us to provide the following advisory: it is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

### Pre-Owned Vehicles in Dealer Inventory

Lexus requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. 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 ELB. Thus, no affected units should be sold or delivered as a CPO vehicle until the Safety Recall remedy has been completed on that vehicle.

### LCCS Vehicles

Lexus recommends dealers complete the remedy repair on any LCCS vehicles in a dealer's fleet covered by a Safety Recall prior to loaning a vehicle to a customer.

Vehicle Safety Recall completion can be verified through TIS. Contact your Area Office for assistance in identifying affected vehicles at your dealership if needed.

### Parts Ordering Process

VDS	Drivetrain	Grade	Part Description	Part Number	Quantity / Vehicle
BE1BL	2WD	Normal	Support Assy. Kit, Brake Pedal*	04004 - 27330	1
		F-Sport		04004 - 27430	
CE1BL	AWD	Normal	Support Assy. Kit, Brake Pedal*	04004 - 27530	
		F-Sport		04004 - 27630	
ALL			Gasket, Brake Booster	44785 - 47010	1
			Seal	90015 - AH002	1

\* Each Brake Pedal Support Assy. Kit includes a Clip (Part # 90468-15005)

The cost of brake fluid (up to 1 liter) can be claimed up to \$20 per vehicle as sublet type "OF"

The brake pedal support assembly kits, brake booster gasket and seal for this Safety Recall have been placed on Dealer Ordering Solutions (DOS) and will be released based on dealer ordering criteria. Each dealership will receive specific dealer ordering criteria in an e-mail from their facing PDC manager. Therefore, it is vital that your dealership's parts and service departments coordinate appointments for the replacement.

### 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 currently hold at least one of the following

certification levels:

- Senior or Master Technician
- Senior or Master Diagnostic Technician

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, 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.

**Remedy Procedures**

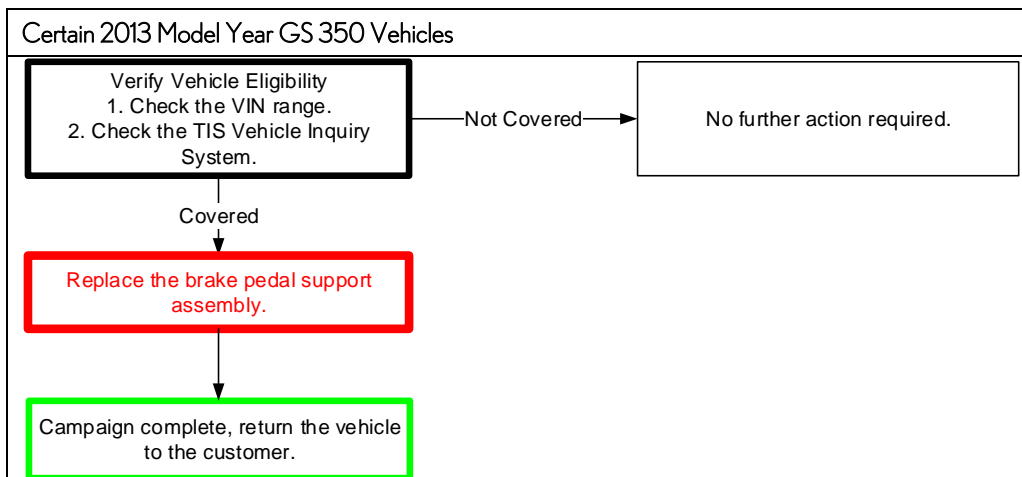
Please refer to TIS for Technical Instructions on replacement of the brake pedal support assembly.

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.

**Warranty Reimbursement Procedures**



Model	Opcode	Description	Flat Rate Time
GS 350	AGG58A	Replace Brake Pedal Support Assembly	3.8 hrs./vehicle

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 redelivery 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 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 to 4:00 pm PST.

Thank you for your understanding and cooperation.

Attachment

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



Safety Recall ELB (E2B) - **Remedy Notice**  
Certain 2013 Model Year GS 350 Vehicles  
Brake Pedal Load Sensing Switch - FAQ

Background

As previously announced on May 22, 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 2013 model year GS 350 vehicles.

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

Q1: What is the condition?

A1: The brake pedal assembly in the subject vehicles contains a brake pedal load sensing switch which allows the brake system to detect brake pedal force application by the driver. Due to a manufacturing error, there is a possibility that the switch could improperly cause the brake system to activate without driver input while driving and without activating the rear brake lights. This could result in unexpected moderate deceleration, increasing the risk of a vehicle crash.

Q1a: What is the cause of the condition?

A1a: The condition is caused by insufficient soldering inside the brake pedal load sensing switch.

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

A2: No. However, if the condition occurs, the Brake System Warning Light (located in the instrument panel) will illuminate.

Brake System Warning Light



*Please note that this light could illuminate for reasons unrelated to this condition.*

Q3: What if I experience this condition?

A3: If you experience this condition, stop the vehicle in a safe manner and contact Lexus Roadside Assistance at 1-800-255-3987. Lexus Roadside Assistance will coordinate transportation of your vehicle to the nearest Lexus dealer.

Q4: What is Lexus going to do?

A4: Owners of vehicles covered by this Safety Recall will receive an owner notification letter by first class mail starting in mid-July 2014. Any authorized Lexus dealership will replace the brake pedal assembly which includes the brake pedal load sensing switch at **NO CHARGE** to you.

Q4a: How does Lexus obtain my mailing information?

A4a: 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.

**Q4b: Do I need my owner letter to have the remedy performed?**

A4b: 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: How long will the repair take?**

A5: Replacement of the brake pedal assembly will take approximately 4 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: Which and how many vehicles are involved in this Safety Recall?**

A6: There are approximately 10,500 GS 350 vehicles (2013 Model Year) involved in this Safety Recall in the U.S.

Model Name	Model Year	Production Period	Appx. UIO
GS 350	Certain 2013	Early June, 2012 through Late December, 2012	10,500

**Q6a: Are there any other Toyota, Lexus or Scion vehicles involved in this Safety Recall in the U.S.?**

A6a: No. This specific condition only affects certain 2013 Model Year GS 350 vehicles.

**Q6b: Why are 2013 Model Year GS 450H vehicles not involved in this Safety Recall?**

A6b: The brake pedal assembly in 2013 model year GS 450H vehicles does not contain a brake pedal load sensing switch.

**Q7: What if I previously paid for repairs to my vehicle for this condition?**

A7: Reimbursement consideration instructions will be provided in the remedy owner letter.

**Q8: What if I have additional questions or concerns?**

A8: 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 to 4:00 pm Pacific Time.

Certain 2013 Model Year GS 350 Vehicles  
Brake Pedal Load Sensing Switch  
**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 2013 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 brake pedal assembly in the subject vehicles contains a brake pedal load sensing switch which allows the brake system to detect brake pedal force application by the driver. Due to a manufacturing error, there is a possibility that the switch could improperly cause the brake system to activate without driver input while driving and without activating the rear brake lights. This could result in unexpected moderate deceleration, increasing the risk of a vehicle crash.

**What will Lexus do?**

Any authorized Lexus dealer will replace the brake pedal assembly, which includes the brake pedal load sensing switch, 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 4 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until the remedy is completed on your vehicle, please be aware there are no warnings or indicators of this condition. However, if the condition occurs, the Brake System Warning Light (located in the instrument panel) will illuminate.

Brake System Warning Light



*Please note that this light could illuminate for reasons unrelated to this condition.*

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](http://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](http://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 to 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 S.E., 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>.

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.