



October 15, 2014

To: Area General Managers

From: Don Fordiani, National Field and Dealer Operations Manager

Subject: Safety Recall ELF (E2F) - *Preliminary Notice*
2007 through 2010 Model Year LS Vehicles
2006 through 2011 Model Year GS and IS Vehicles
2010 Model Year IS C Vehicles
2008 through 2010 Model Year IS F Vehicles
Potential Fuel Pressure Sensor Leak

On October 15, 2014, Lexus will file 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 2007 through 2010 model year LS, 2006 through 2011 model year GS and IS, 2010 model year IS C, and 2008 through 2010 model year IS F vehicles.

This preliminary information is being provided to keep you informed of the filing. Lexus is currently preparing the remedy for this condition.

Condition

In the subject vehicles, the sealing property of the gasket seated in between the pressure sensor and the fuel delivery pipe could become degraded. During vehicle operation, fuel could leak past the gasket. In the presence of an ignition source, this could increase the risk of a vehicle fire.

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

Involved Vehicles

There are approximately 423,000 vehicles covered by this Safety Recall in the United States.

NOTE: There are only eight 2011 Model Year vehicles covered by this Safety Recall.

Model	Model Year	Production Period	Approx. UIO
LS 460 / 600h	2007 through 2010	May 2006 through July 2010	84,000
GS 300 / 350 GS 460 / 450h	2006 through 2011	January 2005 through September 2010	104,000
IS 250 / 350	2006 through 2011	August 2005 through September 2010	218,000
IS 250C / 350C	2010	April 2009 through June 2010	13,000
IS F	2008 through 2010	December 2007 through July 2010	3,700

Status/Implementation at Dealerships

- Dealers will be notified with regard to this Safety Recall via e-mail late the evening of October 14, 2014. Please reference the attached Dealer Daily Message.
- ELF ("E2F" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting Wednesday, October 15, 2014.
- VINs covered by this Safety Recall will be searchable on TIS starting Wednesday, October 15, 2014.
- *Lexus is currently preparing the remedy for this condition.* We anticipate the remedy will be available in the near future.
- If a customer contacts your dealers indicating that they have experienced a persistent fuel odor while driving or immediately after operating their vehicle, please ask your dealers to verify coverage under this Safety Recall and provide a complimentary loaner vehicle until the remedy is available. Instructions for loaner vehicle reimbursement will be provided at a later date.

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 vehicle has been remedied.

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 dealer 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.

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