



Retention and Satisfaction - Fixed Operations
Published May 18, 2016
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To: All Lexus Dealers
From: Lexus Fixed Operations

Safety Recall FLE - Remedy Phase
Certain 2013 - 2015 Model Year ES 350 and ES 300h Vehicles
Pre-Collision System (PCS)

The Safety (Non-compliance) Recall FLE Remedy Phase dealer letter, FAQ, and Technical Instructions are now available on TIS.

Refer to the dealer letter, FAQ, and Technical Instructions for additional information.

Thank you for your cooperation.

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



Safety Recall FLE - *Remedy Notice*

Certain 2013 - 2015 Model Year ES 350 and ES 300h Vehicles
Pre-Collision System (PCS)

Frequently Asked Questions
Published May 18, 2016

Background

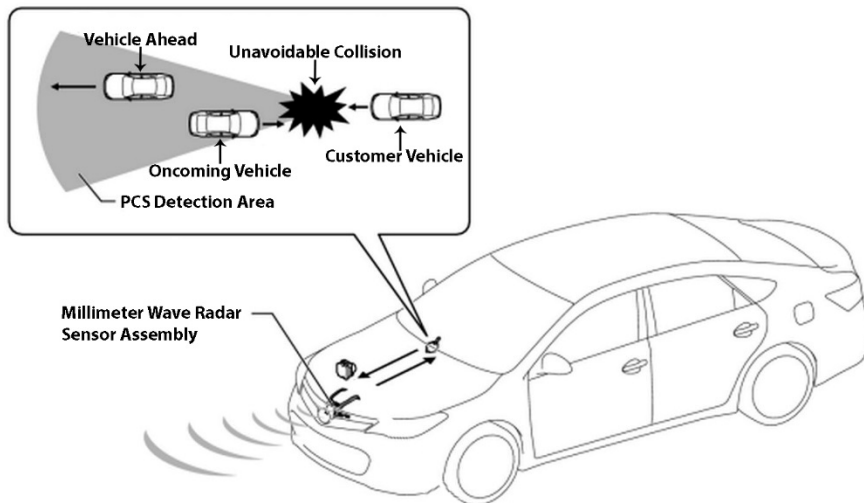
On November 3, 2015, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration informing the agency of our intent to conduct a voluntary Safety Recall on certain 2013 - 2015 Model Year ES 350 and ES 300h vehicles.

Q1: *What is the condition?*

A1: In certain driving situations, the optional Pre-Collision System (PCS), on the involved vehicles could interpret a steel road joint or steel plate in the road surface as an obstacle or vehicle in the path of travel and activate. When the system activates, the vehicle's brakes are applied automatically, the system activates Brake Assist mode, and the front seat belts may tighten. The driver will hear a warning buzzer, the PCS indicator lamp will illuminate, and a message will appear on the multi-information display.

Q1a: *What is the function of the Pre-Collision System?*

A1a: The Pre-Collision System detects potential collisions with obstacles like vehicles ahead or objects in the roadway using a forward looking millimeter wave radar and inputs from other vehicle sensors. When the system's Electronic Control Unit (ECU) detects a potential collision, brakes are automatically applied and the front seat belts may tighten.



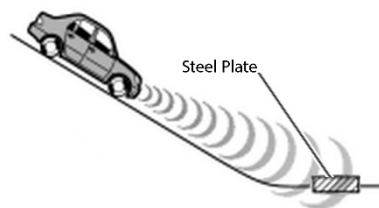
Q2: *Are there any warnings that this condition exists?*

A2: If PCS activation occurs, the customer may notice a warning buzzer before braking. This and other unique road conditions that might result in unexpected PCS activation are described in the Owner's Manual.

<http://drivers.lexus.com/lexusdrivers/info/my-lexus/resources/owners-manual-search.do>

Q3: *What is the cause of this condition?*

A3: The system, under certain road conditions and vehicle orientation to the road surface while in motion, may activate PCS. See the example illustration.



Q4: *What is Lexus going to do?*

A4: Lexus will send an owner notification by first class mail advising owners to make an appointment with their authorized Lexus dealer to have certain PCS components replaced with improved ones at **NO CHARGE**.

Q5: *Which and how many vehicles are covered by this campaign?*

A5: There are approximately 6,100 2013 - 2015 model year ES 350 and ES 300h vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period	UIO
ES 350	Certain 2013-2015	Mid-June 2012 to Early July 2015	3,600
ES 300h	Certain 2013-2015	Mid-June 2012 to Early July 2015	2,500

Q5a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A5a: Yes, approximately 24,700 2013 - 2015 model year Toyota Avalon and Avalon Hybrid vehicles are also covered by this Safety Recall.

Q5b: *Why are other vehicles with PCS not involved?*

A5b: Other Lexus and Toyota vehicles equipped with PCS do not have the same drive and handling characteristics or vehicle body dimensional characteristics; newer generation systems are of a different design. Therefore, other Lexus and Toyota vehicles are not included in this recall.

Q6: *Until I bring my vehicle in for the remedy, can I turn off the PCS system off?*

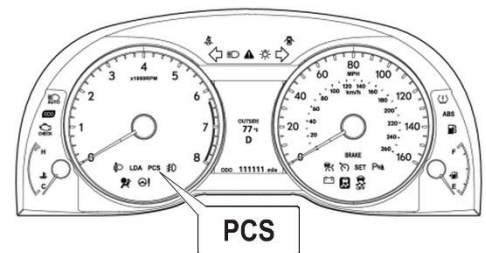
A6: Customers may turn off the PCS system by pressing the PCS CANCEL switch located in the glove box. This will only deactivate the PCS function. Lexus urges customers to make an appointment at their authorized Lexus dealer to have the remedy performed as soon as possible.

Q7: *If the PCS system is turned off, are any other safety systems affected or disabled?*

A7: No, no other systems will be affected.

Q8: *When the PCS system is turned off, which warning lamps are illuminated?*

A8: The PCS warning light on the instrument cluster will illuminate.



Q9: *What should an owner do if they experience this condition?*

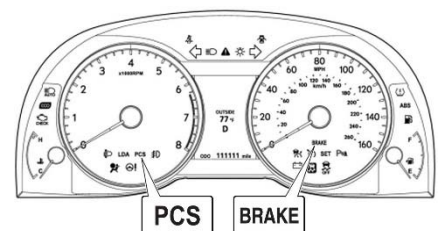
A9: If a driver notices a warning buzzer and vehicle deceleration without pushing the brake pedal, but does not recognize any obstacles or risks ahead, continue driving normally. During PCS activation, if the brake pedal is applied, PCS will cause greater deceleration.

Q10: *Which warning lamps are illuminated on the instrument panel when the PCS system is activated?*

A10: The PCS indicator lamp and the brake light will illuminate.

Q10a: *Are there any other indications when the PCS system is activated?*

A10a: A warning buzzer will sound.



Q11: *Does this condition affect other pre-collision or safety systems on the vehicle?*

A11: No, this does not affect other systems.

Q12: *What if I previously paid for repairs related to this campaign?*

A12: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q13: *How does Lexus obtain my mailing information?*

A13: 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.

Q14: *What if I have addition questions or concerns?*

A14: 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.