

LEXUS

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
November 1, 2017	The loaner vehicle reimbursement procedure section has been added.

The most recent update in the attached Dealer Letter will be highlighted with a red box.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



October 4, 2017

Subject: Safety Recall HLE (H2E) - *Interim Notice*
Certain 2010 Model Year HS 250h
Hybrid Vehicle Transaxle Replacement

On October 4, 2017, 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 2010 model year HS 250h vehicles.

Condition

A manufacturing issue in an electric motor in the involved vehicle's hybrid drivetrain may cause components to wear, leading to a potential short circuit. This condition will illuminate warning lights and warning messages. In most cases, the vehicle will enter a fail-safe mode, resulting in reduced propulsion and allowing the vehicle to be driven safely for a limited distance. Under rare conditions, the hybrid system could shut down. While power steering and braking assist will function normally, a hybrid system shut down while driving at higher speeds could increase the risk of a crash.

Remedy

Lexus is currently preparing the remedy for this condition. When the remedy becomes available, Lexus will send an owner notification by first class mail advising owners to make an appointment with their authorized Lexus dealer to have the hybrid vehicle transaxle replaced with a new one at ***NO CHARGE***.

Covered Vehicles

There are approximately 18,100 vehicles covered by this Safety Recall. Approximately 30 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Model Name	Model Year	Production Period
HS 250h	2010	Late January 2009 - Early September 2010

Owner Letter Mailing Date

Lexus expects to notify owners in late November 2017.

Lexus makes significant effort to obtain current customer name and address information from each state through industry resources 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 you are contacted by an owner who has not yet received a notification, please ***verify eligibility by confirming through TIS prior to performing repairs***. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Pre-Owned Vehicles in Dealer Inventory

Lexus typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Lexus.

Lexus expects dealers to use the attached Pre-Owned-Safety Recall Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Lexus and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state "Disclosure Form HLE/H2E" and include the VIN.

L-Certified Vehicles

Lexus' L-Certified policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as L-Certified until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Loaner Vehicle Reimbursement Procedure

A loaner vehicle or alternative transportation can be claimed for \$45 per day.

Op. Code	Description
GHG84A	Vehicle Rental 1-30 Days
GHG84B	Vehicle Rental 31-60 Days

NOTE: Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.

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 Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Lexus Customer Assistance Center (1-800-255-3987) - Monday through Friday, 7:00 am to 8:00 pm, Saturday 7:00 am to 5:00 pm Central Standard Time.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Lexus, a Division of Toyota Motor North America, Inc.

Attachment

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



Safety Recall HLE (Interim H2E) - *Interim Notice*
Certain 2010 Model Year HS 250h
Hybrid Vehicle Transaxle Replacement

Frequently Asked Questions




Original Publication Date: October 4, 2017

Q1: *What is the condition?*

A1: A manufacturing issue in an electric motor in the involved vehicle's hybrid drivetrain may cause components to wear, leading to a potential short circuit. This condition will illuminate warning lights and warning messages. In most cases, the vehicle will enter a fail-safe mode, resulting in reduced propulsion and allowing the vehicle to be driven safely for a limited distance. Under rare conditions, the hybrid system could shut down. While power steering and braking assist will function normally, a hybrid system shut down while driving at higher speeds could increase the risk of a crash.

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

A2: There are no warnings prior to the occurrence of this condition. However, if the condition occurs, the Malfunction Indicator Lamp (MIL), the Master Warning Light, and/or the "Check Hybrid System" warning message may illuminate. These warnings may also be accompanied by buzzer sounds.

		
Warning Message	Malfunction Indicator Lamp (MIL)	Warning/Indicator Lights
In the multi-information display (A buzzer may also sound)		

Q3: *What should I do if I receive these warnings?*

A3: You should safely pull over at the first available opportunity and call for assistance. Your vehicle may be operating in fail-safe mode, which only allows the vehicle to be driven safely for a limited distance.

Q4: *What is Lexus going to do?*

A4: Lexus is currently preparing the remedy for this condition. When the remedy becomes available, Lexus will send an owner notification by first class mail advising owners to make an appointment with their authorized Lexus dealer to have the hybrid vehicle transaxle replaced with a new one at **NO CHARGE**.

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

A5: There are approximately 18,100 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
HS 250h	2010	Late January 2009 - Early September 2010

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

A5a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q6: *What if I previously paid for repairs related to this Safety Recall?*

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

Q7: *How does Lexus obtain my mailing information?*

A7: 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.

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, 7:00 am to 8:00 pm, Saturday 7:00 am to 5:00 pm Central Standard Time.



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Lexus, A Division of Toyota Motor North America
6565 Headquarters Drive
Plano, TX 75024

PRE-OWNED VEHICLE BUYER DISCLOSURE FORM

Safety Recall HLE Certain 2010 Model Year HS 250h Vehicles Hybrid Vehicle Transaxle Replacement

This vehicle is involved in Safety Recall HLE. At this time, remedy parts are not available and the remedy has not been performed. I understand that the vehicle will need to be returned to an authorized Lexus dealer to have the remedy performed at ***NO CHARGE*** when the remedy is available.

Customer Signature _____

Lexus recommends that you regularly check recall applicability using www.lexus.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

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Customer Information

Customer Phone # _____

Customer Name _____

Customer Email _____

Date _____

Customer Address _____

Please provide this information so that Lexus or the dealer can notify you when the remedy becomes available.

Dealer Information

Dealer Name/Address _____

Dealer Phone Number _____