

## CSC-10045088-8429

### Certain 2013 Model Year Lexus GS350 Vehicles Engine Control Module (ECM) Reflash

#### Customer Satisfaction Campaign

[VIN]

Dear Lexus GS 350 Owner:

We greatly appreciate your purchase of the 2013 model year GS 350.

At Lexus, vehicle quality and your ownership experience are very important to us. Lexus recently identified a momentary sensation that some drivers may consider unusual following the upshift into 3<sup>rd</sup> gear while in Economy ("ECO") mode.

As part of our continuing efforts to provide superior customer satisfaction and to optimize vehicle performance, Lexus would like to reflash the Engine Control Module (ECM) calibration in your GS 350 to eliminate this condition from occurring.

#### What should you do?

Any Lexus dealer will reflash the ECM with a new calibration at **No Charge** to you.

#### What if you have other questions?

*Your local Lexus dealer will be more than happy to answer any of your questions and arrange an appointment to perform the reflash.* 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 through 4:00 pm Pacific Time.

We have sent this notice in the interest of your continued satisfaction with our products. We apologize for any inconvenience.

Thank you for driving a Lexus.

Sincerely,

LEXUS DIVISION  
TOYOTA MOTOR SALES, USA, INC.

### Warranty Claim Submission Guidelines for 2013 GS 350

- Customer Satisfaction Campaign (CLS) CLA – Engine Control Module (ECM) Reflash
- Limited Service Campaign (LSC) CLC – Heating, Ventilation, and Air Conditioning (HVAC) System Update
  - Safety Recall CLD – Variable Gear Ratio Steering (VGRS) Off-Center

1. Service Advisors and Technicians: Verify vehicle eligibility prior to vehicle repair.
2. Warranty Administrator: Pull up the associated repair order in the Claims Processing System or refer to the repair order hard copy to identify which procedures were completed during the service visit requiring a claim(s) to be submitted.

Note: Lexus will debit any overlapping labor paid on warranty claims incorrectly submitted by dealers.



**TECHNICAL INSTRUCTIONS**  
**FOR**  
**CUSTOMER SATISFACTION CAMPAIGN CLA**  
**ENGINE CONTROL MODULE (ECM) REFLASH**  
**CERTAIN 2013 MODEL YEAR GS350**

***UPDATED MAY 24, 2012***

**TECHNICAL INSTRUCTION UPDATE NOTICE:**

Updated 5/24/12

- Operation flowchart has been updated (SECTION I)
- Warranty Claim Submission Guidelines have been added (SECTION VII)

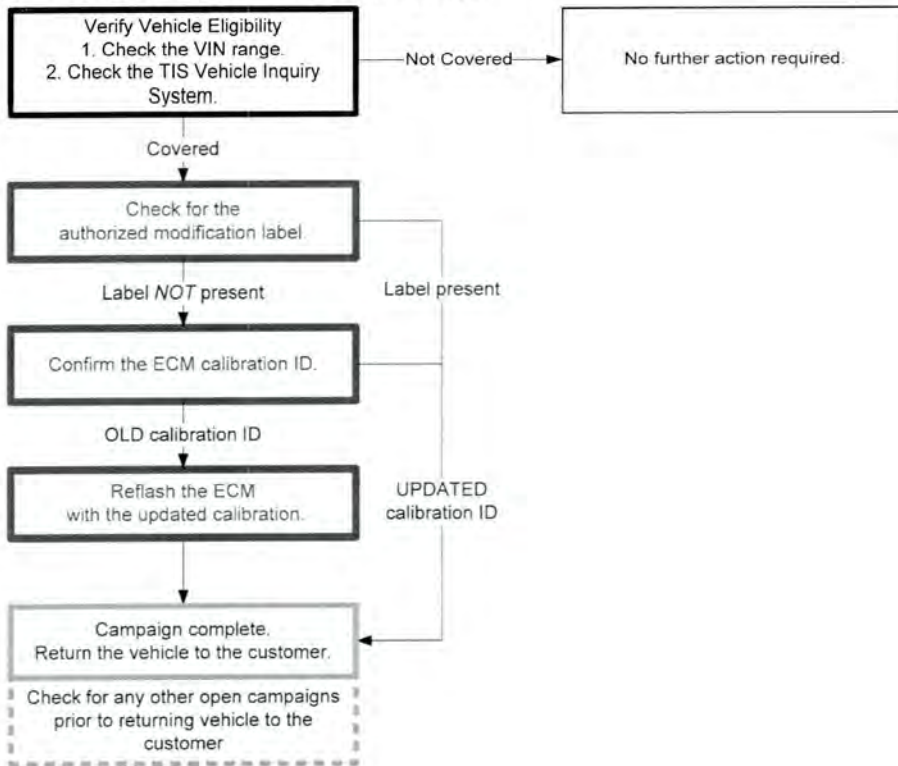
Updated 2/23/12

- VIN information has been added
- Reflash procedure has been updated (SECTION VI)

**Previous versions of these Technical Instructions should be discarded.**



## I. OPERATION FLOW CHART



## II. IDENTIFICATION OF AFFECTED VEHICLES

### A. COVERED VIN RANGE

WMI	Year	VIN Range	
		VDS	Range
JTH	2013	BE1BL	5000150-TBD
		CE1BL	5000125-TBD

#### NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Customer Satisfaction Campaign, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

## III. PREPARATION

### A. PARTS

Part Number	Part Description	Quantity
00451-00001-LBL	Authorized Modification Label*	1

\*Labels can be ordered in packs of 25 from the MDC through Dealer Daily website

### B. TOOLS & EQUIPMENT

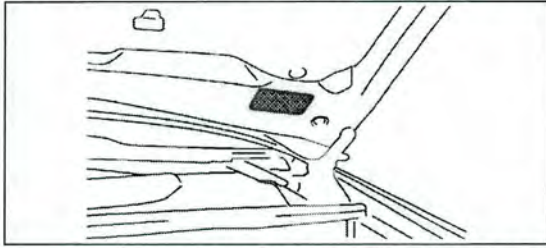
- TIS Techstream
- Techstream Lite
- GR8 Battery Diagnostic Station

## IV. BACKGROUND

Lexus recently identified a momentary sensation that some drivers may consider unusual following the upshift into 3<sup>rd</sup> gear while in Economy ("ECO") mode. As part of our continuing efforts to provide superior customer satisfaction and to optimize vehicle performance, Lexus will re-flash the Engine Control Module (ECM) calibration in certain early 2013 model year GS 350 to eliminate this condition from occurring.



## V. ECM CALIBRATION ID VERIFICATION



### 1. CHECK FOR THE AUTHORIZED MODIFICATION LABEL

- a) Open the hood to determine if the modification label is present.

INSPECTION RESULT	ACTION REQUIRED
Label <b>NOT</b> present	Proceed to <b>STEP 2. ECM CAL ID</b>
Label present	Not affected, campaign complete

### 2. CONFIRM THE ECM CALIBRATION ID

- a) Perform a health check.
- b) Confirm the current calibration ID in the ECM.

MODEL	CURRENT CALIBRATION ID	ACTION REQUIRED
2WD	Main	330S2000
	Sub	530G4000
4WD	Main	330S3000
	Sub	530G5000

Proceed to  
**STEP VI. ECM REFLASH PROCEDURE**

**NOTE:** If the calibration ID is **NOT** listed above, the vehicle is not affected and the campaign is complete.

## VI. ECM REFLASH PROCEDURE

### 1. CONNECT THE GR8

- a) Set the GR8 to Power Supply Mode to help maintain 13.5 volts during ECM reprogramming.



- A battery charger set to power supply mode **MUST** be used during reprogramming.
- ECM damage may occur if the correct battery charger setting is not used.

### 2. REFLASH THE ECM

- a) Click yes on the health check results screen, or follow the links below to begin the reflash process.

MODEL	ECM	CURRENT CAL ID	UPDATED CAL ID
2WD	Main	330S2000	330S2100
	Sub	530G4000	Same (not updated)
4WD	Main	330S3000	330S3100
	Sub	530G5000	Same (not updated)

**NOTE:**

- For general reprogramming procedures, refer to [L-SB-0015-10](#).
- Confirm the latest version of Techstream software is being used.

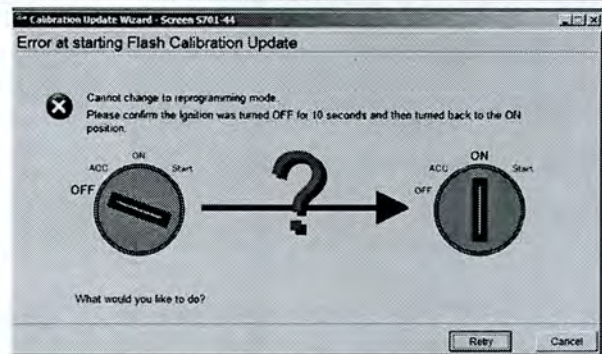
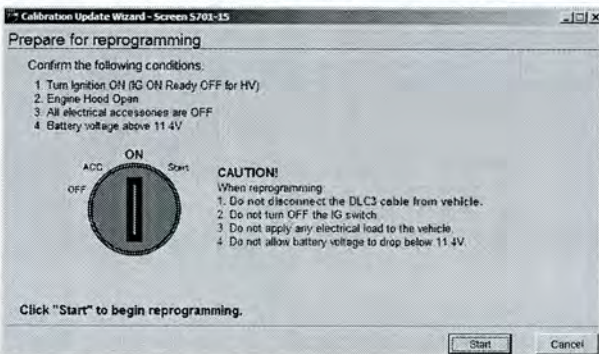


- If the Techstream does not have sufficient battery power the reflash will fail.
- Confirm the DLC3 cable is in good condition before attempting reflash.

### PAY CLOSE ATTENTION DURING THIS STEP OF THE REFLASH PROCESS

After turning IG ON it may be necessary to wait an additional 25-30 seconds before pressing Start on the CUW.

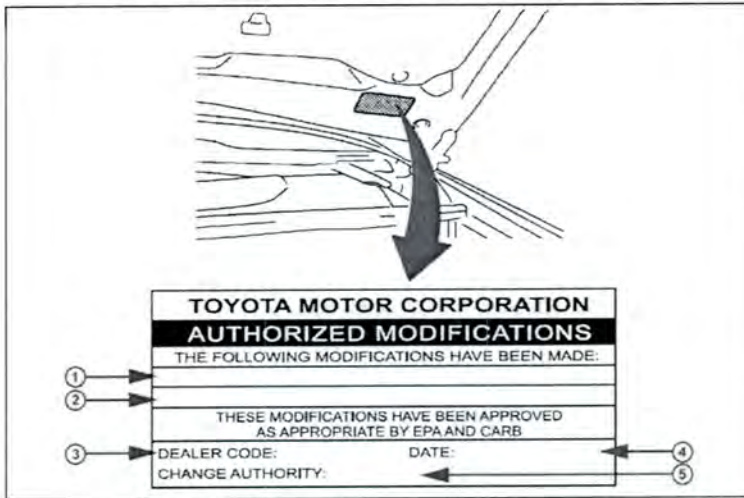
If Start is pressed on the CUW before allowing enough time to elapse, an error may occur and the CUW will request that you retry the process.





### 3. ATTACH THE AUTHORIZED VEHICLE MODIFICATION LABEL

- a) Fill out the label.
- b) Affix the label to the under-side of the hood.



1	Replacement ECM P/N 2WD – 89661-30U51 4WD – 89661-30U61
2	New Calibration ID 2WD – 330S2100 4WD – 330S3100
3	Dealer Code
4	Date Completed
5	Campaign Code (CLA)

### 4. CHECK FOR DTCs

### 5. CHECK FOR ANY OTHER OPEN CAMPAIGNS

- a) Check for any other open campaigns prior to returning vehicle to the customer.



- If applicable, advise the warranty administrator that multiple campaigns have been completed on this vehicle.
- Refer to the attached Warranty Claim Submission Guidelines for assistance with claim submissions.

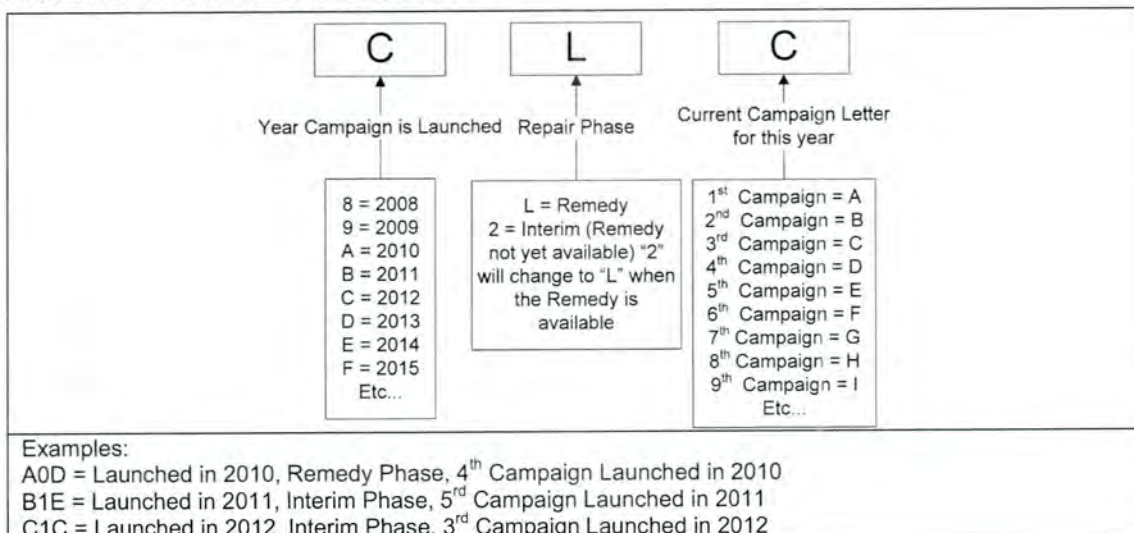
## ◀ VERIFY REPAIR QUALITY ▶

- Confirm the GR8 is set up properly prior to beginning the reprogramming
- Confirm the reflash completes successfully
- Confirm the Authorized Vehicle Modification Label is filled out and affixed to the vehicle
- Confirm there are no DTCs in the ECM

If you have any questions regarding this update, please contact your regional representative

## VII. APPENDIX

### A. CAMPAIGN DESIGNATION DECODER



## Warranty Claim Submission Guidelines for 2013 GS 350

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