



February 13, 2013

To: Area General Managers

From: Don Fordiani - National Dealer and Field Operations Manager

Subject: Product Update DLB - Internal Trunk Release Lever (Handle)
 Certain 2006 through Early 2013 Model Year IS 250, IS 350 and IS-F,
 Certain 2007 through Early 2013 Model Year ES 350 and ES 300h, and
 Certain 2013 Model Year GS 350 and GS 450h Vehicles

As previously communicated in December 2012, Lexus discovered that the trunk release lever (handle) in some model vehicles can break if not pulled in the direction specified on the handle. The part has been changed in production and parts have been prepared to support a product update for existing customer vehicles.

The purpose of this communication is to advise you that we will be contacting customers advising them of the product update. Notifications will be sent to owners of covered vehicles beginning in late February, 2013. The dealer notification, owner notification and a Q&A are enclosed for your reference.

Condition

The vehicles covered by this Product Update are equipped with an internal trunk release lever (handle) located inside of the trunk compartment. The handle makes it possible for a person trapped inside the trunk to escape from the compartment. If the handle is not pulled in the direction indicated* on the lever, the lever may break and not open the trunk.

*This information is also available in the Owner's Manual.

Lexus will replace the handle with a new one made of a different material at **no charge** for a limited time through **February 28, 2016**

There are approximately 720,000 IS, ES and GS vehicles covered by this product update.

Identification of Covered Vehicles

MODEL	WMI	MY	VDS	START	FINISH
ES 300H	JTH	2013	BW1GG	2000142	2014201
ES 350	JTH	2007	BJ46G	2000122	2154865
		2008	BJ46G	2152373	2274244
		2009	BJ46G	2272246	2342372
		2010	BK1EG	2341225	2414572
		2011	BK1EG	2413336	2472840
		2012	BK1EG	2471873	2513315
GS 350	JTH	2013	BE1BL	5000150	5019003
			CE1BL	5000125	5013887
GS 450H	JTH	2013	BS1BL	5000157	5005497

MODEL	WMI	MY	VDS	START	FINISH
IS F	JTH	2008	BP262	5000156	5004828
		2009	BP262	5004658	5006738
		2010	BP5C2	5006743	5008082
		2011	BP5C2	5008080	5009726
		2012	BP5C2	5009692	5010859
		2013	BP5C2	5010828	5011046

MODEL	WMI	MY	VDS	START	FINISH	MODEL	WMI	MY	VDS	START	FINISH		
IS 250	JTH	2006	BK262	2000010	2021611	IS 250 AWD	JTH	2010	CF5C2	2032533	2034898		
				5000018	5025772					5036007	5044700		
		2007	BK262	2021159	2058542			2011	CF5C2	2034899	2035500		
				5025773	5050845					5044623	5052754		
		2008	BK262	2057792	2082748			2012	CF5C2	2035323	2036050		
				5050849	5086447					5052402	5060750		
		2009	BK262	2082750	2094284			2013	CF5C2	2036051	2036071		
				5086448	5107246					5060507	5062515		
		2010	BF5C2	2094264	2100284			IS 350	JTH	2006	BE262	2000000	2007084
				5107249	5129060							5000018	5011869
		2011	BF5C2	2100134	2101920					2007	BE262	2006942	2013016
				5129064	5156853							5011408	5017246
		2012	BF5C2	2101792	2103133					2008	BE262	2013017	2016302
				5156194	5184999							5017247	5021818
2013	BF5C2	2103127	2103181	2009	BE262	2016275	2017388						
		5184062	5189632			5021819	5023468						
IS 250 AWD	JTH	2006	CK262	2000002	2008675	2010	BE5C2			2017389	2017712		
				5000013	5007908					5023469	5025230		
		2007	CK262	2008542	2019897	2011	BE5C2			5025210	5028448		
				5007909	5015612		CE5C2			5000105	5002049		
		2008	CK262	2019898	2027723	2012	BE5C2			5028291	5031233		
				5015613	5027611		CE5C2			5002050	5003020		
		2009	CK262	2027724	2032532	2013	BE5C2	5031180	5031615				
				5027612	5036006		CE5C2	5003012	5003167				

NOTE: To take advantage of existing systems and processes, this product update will be identified as "DLB" in Dealer Daily/TIS for affected vehicle identification purposes. Please verify through Dealer Daily/TIS prior to performing the product update.

New and Pre-Owned Vehicles in Dealer Inventory

Although most dealers should have very few, if any, new vehicles in dealer inventory that were produced prior to the product update being implemented, Lexus requests that dealers check new vehicle inventory and replace the trunk release lever in any vehicle requiring it prior to new vehicle delivery. Dealers are also requested to check any pre-owned vehicles in their inventory and to replace the trunk release lever in any vehicle requiring it prior to pre-owned vehicle delivery. Always verify Dealer Daily/TIS to ensure vehicle coverage prior to performing the product update.

Dealer Handling of Product Update

The enclosed dealer letter provides detailed information regarding update procedures including parts ordering and warranty claim submission.

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 Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Please review this communication with your staff to familiarize them with the proper step-by-step procedures required to support dealers' implementation of this Product Update.

Thank you for your understanding and cooperation.

Attachments

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

