



**DLB Expired on February 28, 2016**



February 14, 2013

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

Dear Dealer Principal:

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.

#### 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	BM1GG	2000142	2014201
ES 350	JTH	2006	BJ46G	2000122	2154865
		2007	BJ46G	2152373	2274244
		2008	BJ46G	2272246	2342372
		2009	BK1EG	2341225	2414572
		2010	BK1EG	2413336	2472840
		2011	BK1EG	2471873	2513315
		2012	BK1GG	2000152	2036105
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
IS 250	JTH	2006	BK262	2000010	2021611
				5000018	5025772
		2007	BK262	2021159	2058542
				5025773	5050845
		2008	BK262	2057792	2082748
				5050849	5086447
		2009	BK262	2082750	2094284
				5086448	5107246
		2010	BF5C2	2094264	2100284
				5107249	5129060
		2011	BF5C2	2100134	2101920
				5129064	5156853
IS 250 AWD	JTH	2006	CK262	2000002	2008675
				5000013	5007908
		2007	CK262	2008542	2019897
				5007909	5015612
		2008	CK262	2019898	2027723
				5015613	5027611
		2009	CK262	2027724	2032532
				5027612	5036006

MODEL	WMI	MY	VDS	START	FINISH
IS 250 AWD	JTH	2010	CF5C2	2032533	2034898
				5036007	5044700
		2011	CF5C2	2034899	2035500
				5044623	5052754
IS 350	JTH	2012	CF5C2	2035323	2036050
				5052402	5060750
		2013	CF5C2	2036051	2036071
				5060507	5062515
		2006	BE262	2000000	2007084
				5000018	5011869
		2007	BE262	2006942	2013016
				5011408	5017246
		2008	BE262	2013017	2016302
				5017247	5021818
		2009	BE262	2016271	2017388
				5021819	5023468
		2010	BE5C2	2017389	2017712
				5023469	5025230
		2011	BE5C2	5025210	5028448
				5000105	5002049
		2012	CE5C2	5028291	5031233
				5002050	5003020
		2013	BE5C2	5031180	5031615
				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. Claims will be denied for any update performed on a vehicle which is not covered by DLB.

#### 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 insure vehicle coverage prior to performing the product update.

#### Technical Instructions

Technicians are requested to follow the trunk release lever replacement instructions which are available on TIS.

#### Parts Ordering

The updated trunk release lever has been placed on Dealer Ordering Solution and will be systematically released daily per the limits communicated to each dealership from its facing PDC. Please refer to your Parts Allocation Report for additional details.

Part Number	Parts Name	Qty. Per/Veh
04002-81153	Handle, Back Door Inside	1

Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume x PDC Affected UIO. Therefore, it is vital that both Parts and Service work together to coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.

**LEXUS**  
**Parts Allocation Report**

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 SAMPLE LEXUS

The below media provides information for parts managed by NAO Dealer Ordering System (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in stock availability as well as in transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts shipment changes will be illustrated from top to bottom with the most recent allocation date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader.  
 Refer to Sample as (pdc) 000 0000

Part Number	Part Description	Total Allocation Quantity	Allocation Quantity	Allocation Quantity	Total Allocation Quantity	Total Allocation Quantity	Allocation Date

### IMPORTANT PARTS ORDERING UPDATE

*Safety Recall, Service Campaign (SSC/LSC), Customer Support Program (CSP), and Product Update parts will be eligible for the Monthly Parts Return Program. Please refer to Service and Parts Operations Communication 2011-20 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.*

#### Warranty Claim Submission Information

Dealers are required to submit product update claims using the following operation code.

Model	Op.Code	Description	Flat Rate Hour
IS 250, IS 350, IS-F, ES 350, ES 300h, GS 350 and GS 450h	3611AA	Replace Internal Trunk Release Lever	0.3 hr/vehicle*

\*The flat rate time includes 0.1 hours for administrative costs per unit for the dealership.

As a courtesy to our owners, Lexus will reimburse dealers to provide amenities as needed when performing the product update. Reimbursement limits for amenities are as follows:

- Car wash - maximum \$20/vehicle.
- Fuel fill - actual cost as substantiated by receipt to a maximum of \$100/vehicle.
- Rental vehicle - one day as required to a maximum of \$45/vehicle.
- Pick up and redelivery of customer vehicle - as required to a maximum of \$100/vehicle (no rental allowed if provided).
- Remote repair - as required to a maximum of \$100/vehicle (no rental or pick up and redelivery allowed if provided).

#### 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.)

#### Customer Handling

A Q&A is attached to assist your dealership in responding to any 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 through 4:00 pm Pacific Time.

Thank you for your understanding and cooperation.