



December 16, 2016

**To:** Area General Managers  
**From:** Chuck Yaeger - National Manager Fixed Operations  
**Subject:** Special Service Campaign GLP - *Remedy Notice*  
Certain 2015 - 2017 Model Year Lexus NX 200t, NX 300h  
Brake Hold System Reprogramming

Specific information for Area support is provided below.

#### Condition

The Brake Hold system maintains brake application when the shift lever is in a forward gear position or neutral and the brake pedal has been depressed to stop the vehicle. The system releases the brake when the accelerator pedal is depressed with the shift lever in Drive or Manual. Under certain conditions, (for example: when unfastening the driver's seat belt while the system is enabled), the brake hold function is designed to deactivate, sound a warning buzzer, display a message in the instrument cluster, and automatically set the electronic parking brake. On the involved vehicles, the Electronic Control Unit (ECU) for the system may not set the parking brake as expected and as described in the Owner's Manual. If this occurs, and the system is actuated but without the parking brake setting as expected, there is a possibility the vehicle could creep forward or backward.

#### Dealer Notification

The attached dealer letter will be sent to all Lexus dealers via e-mail on December 16, 2016.

*Please reference the attached Dealer Letter for additional details.*

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

Thank you for your cooperation.

Attachment

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