

From:
Subject: Special Service Campaign GLP – Remedy Notice Certain 2015 – 2017 Model Year Lexus NX 200t, NX 300h Brake Hold System Reprogramming
Date: Friday, December 16, 2016 3:04:39 PM
Attachments: [GLP-DC-Remedy-Final.pdf](#)

In our continuing efforts to ensure the best in customer satisfaction, Lexus is launching a Special Service Campaign (SSC) on certain 2015 – 2017 MY NX 200t and NX 300h vehicles.

Condition

The Brake Hold system maintains brake application when the shift lever is in a forward gear position or in “N” (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 “D” (Drive) or a Manual mode. 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 the parking brake does not set as designed, there is a possibility the vehicle could creep forward or backward.

Remedy

The remedy will involve an inspection and, if necessary, a reprogramming of the Skid Control ECU.

Covered Vehicles

There are approximately 113,600 vehicles covered by this Special Service Campaign.

Model Name	Approximate UIO	Model Year	Production Period	Model Name
NX 200t	107,100	2015-2017	Late February 2014 – Early December 2016	NX 200t
NX 300h	6,500	2015-2017	Late February 2014 – Early December 2016	NX 300h

Owner Letter Mailing Date

Lexus will begin to notify owners in January 2017.

New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction Lexus requests that dealers conduct this Special Service Campaign remedy on any new or used vehicles currently in dealer inventory that are covered by this Special Service Campaign prior to customer delivery.

Also, as a reminder, L/Certified policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be designated, sold, or delivered as L/Certified until the Special Service Campaign has been completed on that vehicle.

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Remedy Procedures

Please refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

Warranty Reimbursement Procedure

Lexus' usual customer care amenities of car wash and fuel fill-up apply to this SSC. Additionally, one day of rental vehicle expense (to a maximum of \$45) or the cost of pick-up and delivery of the customer's car may be claimed if required and subject to the guidelines published in the Special Service Campaign and Special Service Campaign General Procedures document on TIS.

NOTE: Claim filing will be available starting 12/23/16.

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 Special Service Campaign

Thank you for your cooperation.

Lexus
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We can, we will. - [The Lexus Covenant](#)