



December 16, 2016

Subject: Special Service Campaign GLP - *Remedy Notice*
Certain 2015 - 2017 Model Year Lexus NX 200t, NX 300h
Brake Hold System Reprogramming

Dear Dealer Principal:

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.

Lexus makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Special Service Campaign announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please ***verify eligibility by confirming through TIS prior to performing repairs***. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

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.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified
- Senior
- Master
- Diagnostic Specialist

Always check which technicians can perform the recall remedy by logging on to <https://LCTPReports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

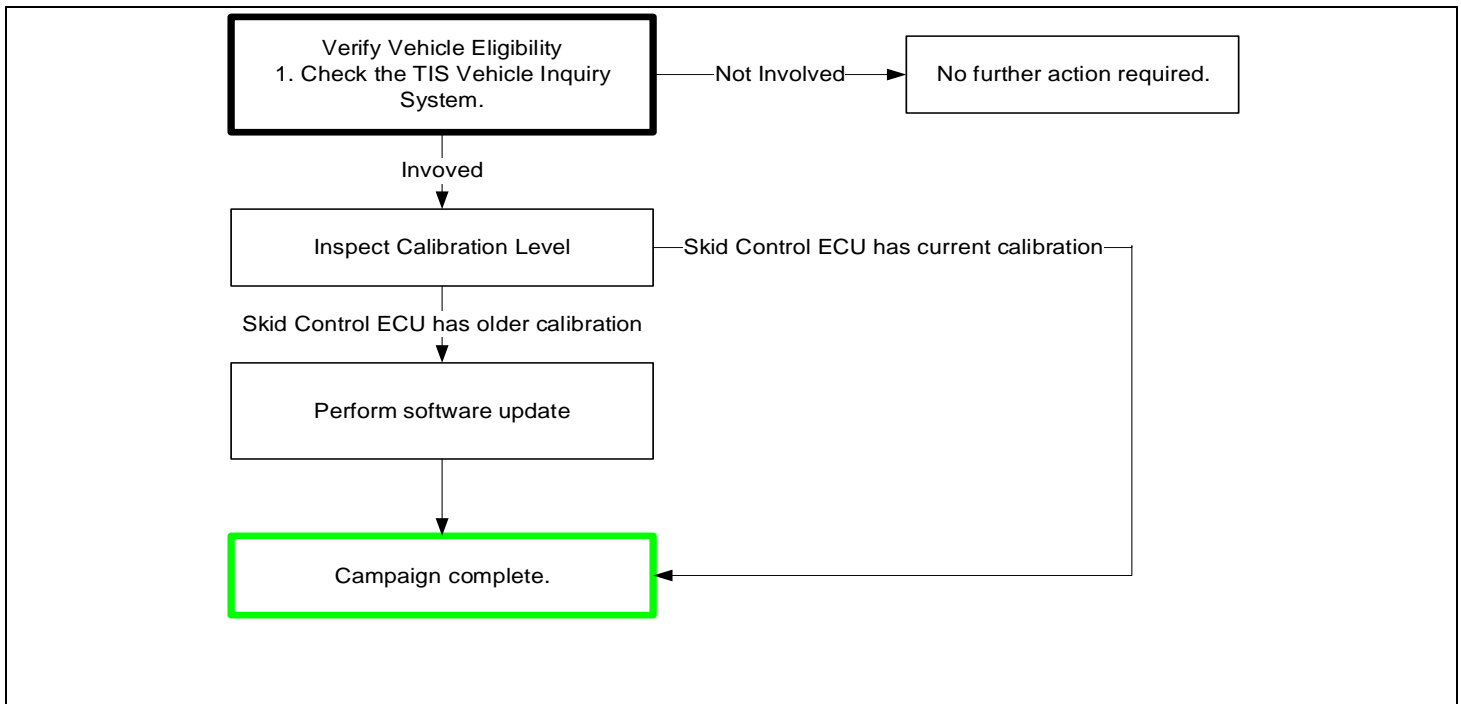
Remedy Procedures

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.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Lexus. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Warranty Reimbursement Procedure



| Opcode | Description | Flat Rate Hours |
|--------|--|-----------------|
| CGG83A | Confirm Calibration ID, up to date, no reprogramming required. | 0.3 |
| CGG83B | Confirm Calibration ID. Reprogram the Skid Control ECU. | 0.8 |

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

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

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 Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media associates.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Special Service Campaign. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Lexus Customer Assistance Center (1-800-255-3987) - Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am to 4:30 pm Pacific Time.

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, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.

Attachment

CC: Customer Satisfaction Manager
General Manager
Parts Manager
Pre-owned Manager
Service Manager
Warranty Administrator



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Brake Hold System Reprogramming

Frequently Asked Questions
Published December 16, 2016

Q1: *What is the condition?*

A1: 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.

Q1a: *Which ECU controls the Brake Hold system?*

A1a: The Skid Control ECU controls the Brake Hold system.

Q1b: *Under what conditions is the Brake Hold system designed to automatically set the Parking Brake?*

A1b: The Parking Brake is designed to be set when the Brake Hold system is "on" and the driver's seat belt is unbuckled, the driver's door is opened, the hood is opened or the rear hatch is opened.

Q1c: *Are there any warnings that this condition exists?*

A1c: No, there are no warnings that this condition exists.

Q1d: *Is it possible to turn the Brake Hold system on and off?*

A1d: Yes, the Brake Hold system can be turned on and off.

Refer to Owner's Manual (Sec. 4.2 - Brake Hold) for additional information on this system, including how to turn the Brake Hold on/off.

Q2: *What is Lexus going to do?*

A2: Starting in January 2017, Lexus will send an owner notification by first class mail advising owners to make an appointment with their authorized Lexus dealer to have the Skid Control ECU inspected and, if necessary, reprogrammed at **NO CHARGE**.

Q3: Which and how many Lexus vehicles are covered by this Special Service Campaign?

A3: This Special Service Campaign covers certain 2015 through 2017 MY Lexus NX 200t and NX 300h vehicles. There are approximately 113,600 vehicles covered by this Special Service Campaign in the U.S.

| Model Name | Approximate UIO | Model Year | Production Period |
|------------|-----------------|------------|--|
| NX 200t | 107,100 | 2015-2017 | Late February 2014 - Early December 2016 |
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Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign in the U.S.?

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Special Service Campaign.

Q3b: Why are other vehicles equipped with a Skid Control ECU not covered by this Special Service Campaign?

A3b: Lexus has confirmed that the Skid Control ECU software on other Toyota/Lexus/Scion vehicles is designed to set the parking brake under the specified conditions outlined in the Owner's Manual.

Q4: How long will the repair take?

A4: The software update takes approximately one hour. However, depending upon the dealer's work schedule, it may be necessary for the owner to make the vehicle available for a longer period of time.

Q5: How does Lexus obtain my mailing information?

A5: Lexus uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q6: What if an owner has additional questions or concerns?

A6: If you have additional questions or concerns, please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday - Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:30 pm Pacific Time.