



Lexus, A Division of Toyota Motor Sales, USA, Inc.
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 Plano, TX 75024
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Original Publication Date: September 19, 2019

To: All Lexus Dealer Principals, General Managers, Service Managers, Parts Managers and Warranty Administrators

SAFETY (NONCOMPLIANCE) RECALL KLF (Remedy Notice)

Certain 2019 Model Year ES 300h
 Certain 2019 Model Year LC 500
 Certain 2019 Model Year LS 500 and LS 500h
 Certain 2019 Model Year UX 250h
 Potential Loss of Power Brake Assist
 NHTSA Recall No. 19V-544

| Model / Years | Production Period | Approximate Total Vehicles | Approximate Stop Sale Dealer Inventory |
|---------------|--------------------------------|----------------------------|--|
| 2019 ES 300h | May 2019 | 1 | 0 |
| 2019 LC 500 | Mid-May 2019 - Early June 2019 | 60 | 3 |
| 2019 LS 500 | May 2019 | 60 | 5 |
| 2019 LS 500h | May 2019 | 2 | 0 |
| 2019 UX 250h | May 2019 | 275 | 53 |

STOP **STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.** **STOP**
Refer to Dealer Inventory Procedures section for more details.

On July 24th, 2019, Lexus filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety (Noncompliance) Recall on certain 2019 model year ES 300h, certain 2019 model year LC 500, certain 2019 model year LS 500, certain 2019 model year LS 500h, and certain 2019 model year UX 250h vehicles.

Condition

In the subject vehicles, there is a possibility the brake booster pump may have been manufactured improperly, and in some cases, it may stop operating. If the brake booster pump stops operating, multiple warning lights and messages will illuminate, and/or audible chimes will sound. In this condition, braking assist could be lost completely after several brake pedal applications, resulting in increased stopping distance. In addition, the Vehicle Stability Control will become deactivated, and other vehicle features could be affected. Deactivating the Vehicle Stability Control system may cause the subject vehicles to not meet the certain requirements of FMVSS No. 126. A deactivated Vehicle Stability Control or a sudden and complete loss of braking assist while driving could increase the risk of a crash.

Remedy

Lexus has sufficient parts to begin a phased implementation of the remedy. The remedy, when available, will consist of replacement of the brake booster pump with a new one, **FREE OF CHARGE**. Refer to the table below to determine the remedy status of vehicles involved in KLF (K2F Interim).

| Model | KLF Remedy Status |
|-------------------------|-------------------|
| 2019 ES 300h | Available |
| 2019 LC 500 | Available |
| 2019 LS 500 and LS 500h | Available |
| 2019 UX 250h | Not Available |

Covered Vehicles

There are approximately 400 vehicles covered by this Safety (Noncompliance) Recall. Approximately 2 vehicles involved in this Safety (Noncompliance) Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Lexus will begin to notify owners in mid-September 2019. A sample of the owner notification letter has been included for your reference.

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 Safety (Noncompliance) Recall 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.

Dealer Inventory Procedures

New Vehicles in Dealership Inventory

There are approximately 61 vehicles in new dealer inventory as of September 19, 2019.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Lexus reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Lexus provides these flooring reimbursements at 60 day intervals. Lexus reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

NOTE:

- *New vehicles in dealer inventory subject to a Safety Recall must be remedied before delivery into commerce under a sale or lease. Dealer-to-dealer trades as well as vehicle sales between dealers should not be made until a vehicle is remedied.*
- Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.lexus.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Safety (Noncompliance) Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

| Part Number | Description | Quantity |
|-------------|----------------------------|-------------|
| 00241-INSPT | Inspection Mirror Hang Tag | 25 Per Pack |

Pre-Owned Vehicles in Dealer Inventory

Lexus typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety (Noncompliance) Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety (Noncompliance) Recall and that the remedy is currently being prepared by Lexus.

Lexus expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Lexus and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email, state "Disclosure Form KLF/K2F" and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.lexus.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

L/Certified Pre-owned Vehicles

L/Certified policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as L/Certified until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

LCCS Service Loaners

Lexus requests that dealers remove all LCCS Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety (Noncompliance) Recall. 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 Guest Experience Center (1-800-255-3987) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 6:00 pm Eastern Time.

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 Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

| Part Number | Description | Quantity |
|-------------|--|----------|
| 04009-57350 | LS500 and LS500h - Brake Booster Pump Assembly | 1 |
| 04009-57111 | LC500 - Brake Booster Pump Assembly | 1 |

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:

- Senior Technicians
- Master Technicians

Always check which technicians can perform the repair 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

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.

Parts Recovery Procedures

All parts replaced as part of this Safety Recall must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Lexus recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Lexus.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies 9.3 and 9.6 for additional details.

Warranty Reimbursement Procedures

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

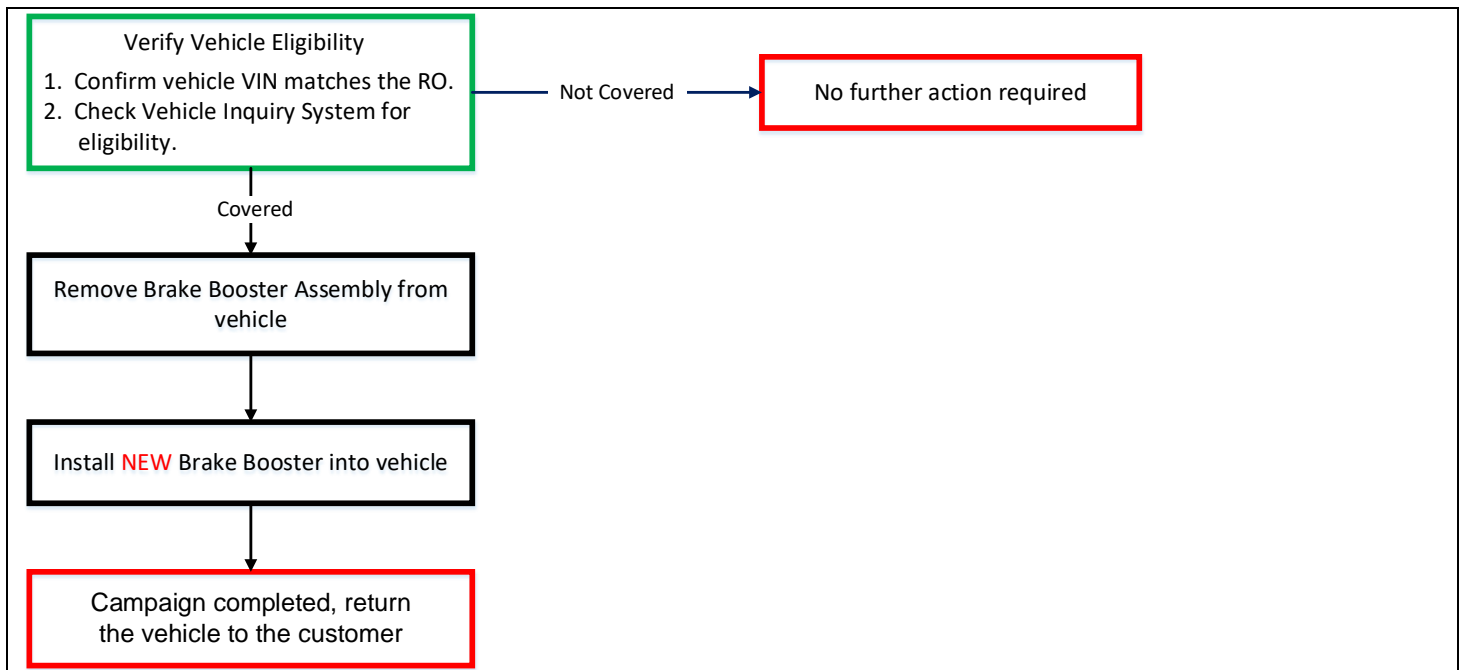
For customers who requested a loaner vehicle or alternative transportation in the interim phase, a loaner vehicle or alternative transportation can be claimed at a maximum of \$45 per day.

| Op Code | Description |
|---------|---------------------------|
| KLFRT1 | Vehicle Rental 1-30 Days |
| KLFRT2 | Vehicle Rental 31-50 Days |

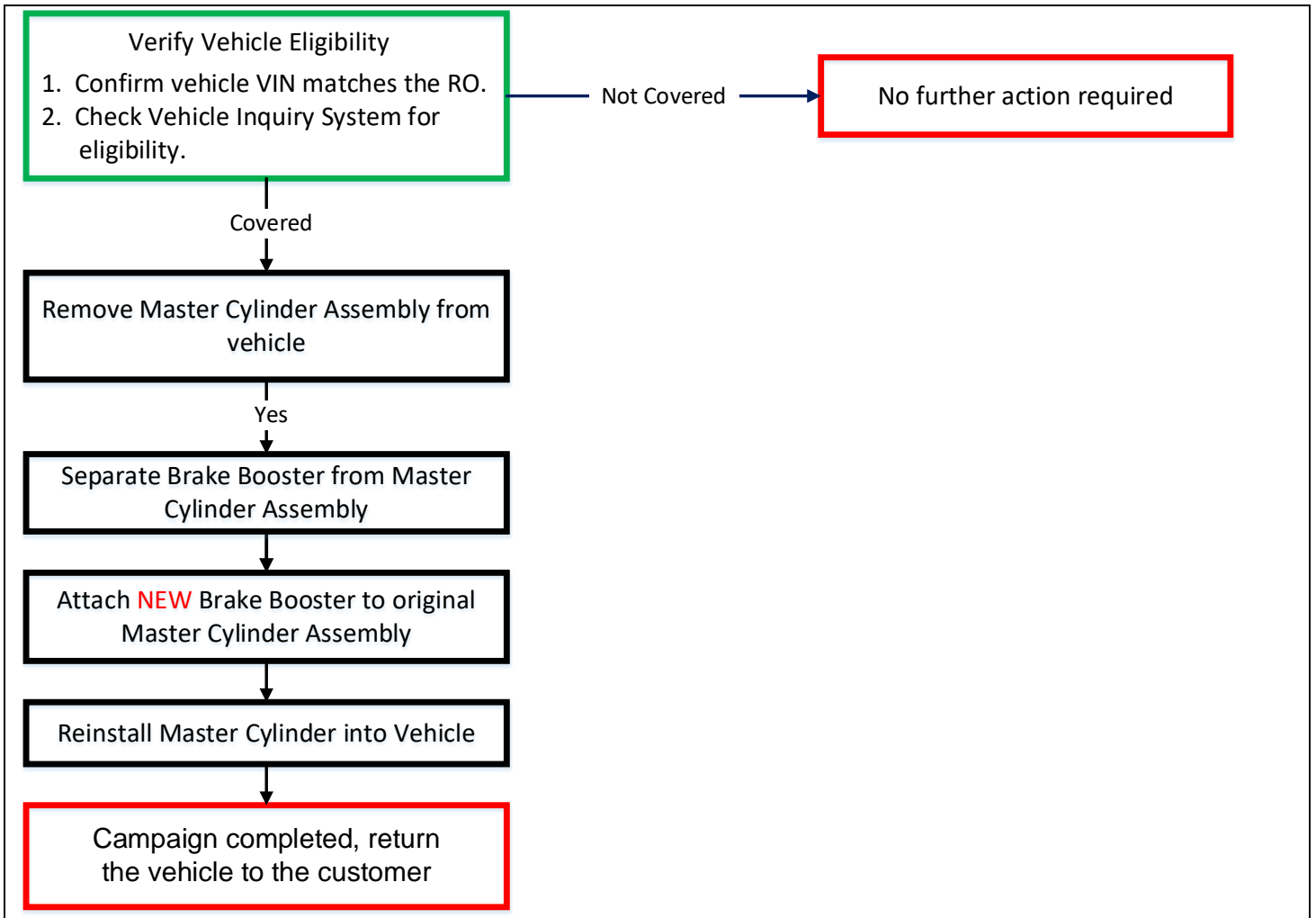
NOTE:

- Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization.

**Warranty Reimbursement Procedure
Certain 2019 Model Year ES 300h**



Warranty Reimbursement Procedure
Certain 2019 Model Year LC 500
Certain 2019 Model Year LS 500 and LS 500h



| Op Code | Description | Flat Rate Hours |
|---------|---|-----------------|
| KLF002 | LS 500 and LS 500h Brake Booster Pump Replacement | 4.0 |
| KLF003 | LC 500 Brake Booster Pump Replacement | 3.2 |

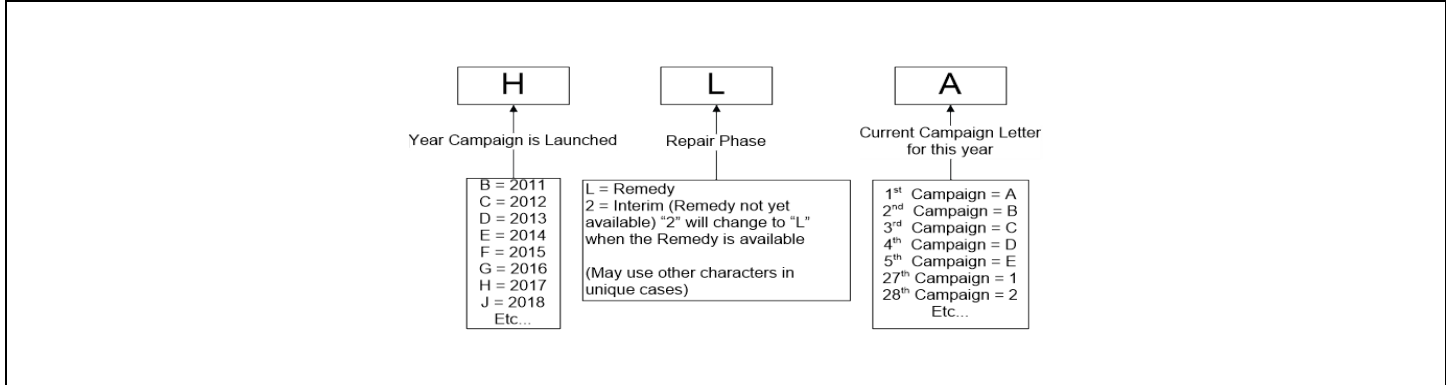
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Dealers may claim the cost of brake fluid up to \$44.00 per vehicle as a sublet type “OF” under remedy Op codes KLF002 and KLF003.

Lexus’ usual customer care amenities of car wash and fuel fill-up apply to this Safety Recall. Additionally, up to three days of rental vehicle expense (to a maximum of \$45/day) while the vehicle is being remedied 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 Safety Recall and Special Service Campaign General Procedures document on TIS.

Claim Filing Accuracy and Correction Requests

It is the dealer’s responsibility to file claims correctly for this Safety (Noncompliance) Recall. This claim filing information is used by Lexus for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Campaign Designation / Phase Decoder



Examples:

C2B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
 ELA = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014
 JLA = Launched in 2018, Remedy Phase, 1st Campaign Launched in 2018.

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 Safety (Noncompliance) Recall.

Thank you for your cooperation.

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

SAFETY (NONCOMPLIANCE) RECALL KLF (Remedy Notice)

Certain 2019 Model Year ES 300h
 Certain 2019 Model Year LC 500
 Certain 2019 Model Year LS 500 and LS 500h
 Certain 2019 Model Year UX 250h
 Potential Loss of Power Brake Assist
 NHTSA Recall No. 19V-544

Frequently Asked Questions
Original Publication Date: September 19, 2019

Q1: What is the condition?






A1: In the subject vehicles, there is a possibility the brake booster pump may have been manufactured improperly, and in some cases, it may stop operating. If the brake booster pump stops operating, multiple warning lights and messages will illuminate, and/or audible chimes will sound. In this condition, braking assist could be lost completely after several brake pedal applications, resulting in increased stopping distance. In addition, the Vehicle Stability Control will become deactivated, and other vehicle features could be affected. Deactivating the Vehicle Stability Control system may cause the subject vehicles to not meet the certain requirements of FMVSS No. 126. A deactivated Vehicle Stability Control or a sudden and complete loss of braking assist while driving could increase the risk of a crash.

Q1a: What is the Brake Booster Pump?

A1a: A brake booster pump is a component of the brake system which provides power and controls fluid pressure.

Q2: Are there any warnings that this condition exists?

A2: No. However, if the condition occurs, multiple warning lights and messages will illuminate, and audible chimes will sound prior to losing power brake assist.

| | | | | |
|---|---|---|--|---|
|  |  |  |  |  |
| Master Warning Light (Yellow) | Brake System Warning Light and Warning Buzzer (Red) | Brake System Warning Light (Red) | ABS Warning Light (Yellow) | SLIP Indicator (Yellow) |

NOTE: It is possible for the lights above to be illuminated and the condition not be related to this Safety (Noncompliance) Recall.

Q3: If the condition occurs, will the brakes remain operational?

A3: If the condition has occurred, the brakes will remain operational. However, the condition may result in loss of the power braking assist feature and, therefore, more force may need to be applied to the brake pedal to stop the vehicle.

Q4: *What is Lexus going to do?*

A4: Lexus will begin to notify owners in mid-September 2019. Lexus has sufficient parts to begin the remedy for certain vehicles. Refer to the table below to determine the remedy status of vehicles involved.

| Model | KLF Remedy Status |
|-------------------------|-------------------|
| 2019 ES 300h | Available |
| 2019 LC 500 | Available |
| 2019 LS 500 and LS 500h | Available |
| 2019 UX 250h | Not Available |

Q5: *How long will the repair take?*

A5: Brake booster pump replacement will take approximately three and a half hours to four and a half hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: *Which and how many vehicles are covered by this Safety (Noncompliance) Recall?*

A6: There are approximately 400 vehicles covered by this Safety (Noncompliance) Recall.

| Model Name | Model Year | Production Period |
|------------|------------|--------------------------------|
| ES 300h | 2019 | May 2019 |
| LC 500 | | Mid-May 2019 - Early June 2019 |
| LS 500 | | May 2019 |
| LS 500h | | May 2019 |
| UX 250h | | May 2019 |

Q6a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall in the U.S.?*

A6a: Yes, certain 2020 model year Corolla Hybrid, certain 2019 model year RAV4 Hybrid, certain 2019 - 2020 model year Prius Prime, and certain 2019 Prius vehicles are covered by this Safety (Noncompliance) Recall.

Q7: *How does Lexus obtain my mailing information?*

A7: 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.

Q8: *What if I have additional questions or concerns?*

A8: If you have additional questions or concerns, please contact Lexus Guest Experience Center (1-800-255-3987) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 6:00 pm Eastern Time.



This notice applies to your vehicle:
[VIN]

URGENT SAFETY RECALL

This is an important Safety Recall. The remedy will be performed **FREE OF CHARGE** to you.

IMPORTANT SAFETY RECALL (*Interim Notice*)

Certain 2019 Model Year ES 300h
Certain 2019 Model Year LC 500
Certain 2019 Model Year LS 500 and LS 500h
Potential Loss of Power Brake Assist
NHTSA Recall No. 19V-544

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Lexus has decided that certain 2019 model year ES 300h, certain 2019 model year LC 500, certain 2019 model year LS 500 and certain 2019 model year LS 500h vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 126, Electronic Stability Control Systems.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

In the subject vehicles, there is a possibility the brake booster pump may stop operating. Braking assist could be lost completely after several brake pedal applications, resulting in increased stopping distance. Also, the Vehicle Stability Control will become deactivated, and other vehicle features could be affected. Deactivating the Vehicle Stability Control system may cause the subject vehicles to not meet the certain requirements of FMVSS No. 126. **A deactivated Vehicle Stability Control or a sudden and complete loss of braking assist while driving could increase the risk of a crash.**

What should you do?

Please contact any authorized Lexus dealer to schedule an appointment to have the remedy performed as soon as possible. The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience. Your local Lexus dealer will be more than happy to answer any of your questions.

- ✓ To find a dealer near you, visit www.lexus.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.lexus.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Lexus Guest Experience Center at 1-800-255-3987 Monday through Friday, 7:00 am to 7:00 pm, Saturday 8:00 am to 5:00 pm Central Time.






What will Lexus do?

Any authorized Lexus dealer will replace the brake booster pump with a new one, **FREE OF CHARGE** to you.

This is an important Safety Recall

Brake booster pump replacement will take approximately three and a half hours to four and a half hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. To minimize your inconvenience, your Lexus dealer may offer you a **FREE** loaner vehicle while the repair is being completed on your vehicle.

If the condition occurs, multiple warning lights and messages will illuminate, and audible chimes will sound prior to losing power brake assist.

| | | | | |
|---|---|---|--|---|
|  |  |  |  |  |
| Master Warning Light (Yellow) | Brake System Warning Light and Warning Buzzer (Red) | Brake System Warning Light (Red) | ABS Warning Light (Yellow) | SLIP Indicator (Yellow) |

NOTE: It is possible for the lights above to be illuminated and the condition not be related to this Safety (Noncompliance) Recall.

If the vehicle is experiencing the condition described and you are unable to drive the vehicle to the dealership, please contact your local authorized Lexus dealer who will arrange for vehicle pickup.

What if you are not the owner or operator of this vehicle?

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, you may do so by registering at <https://drivers.lexus.com/lexusdrivers/>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

Lexus, A Division of Toyota Motor Sales, USA



This notice applies to your vehicle:
[VIN]

INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is available.

IMPORTANT SAFETY RECALL (*Interim Notice*)

Certain 2019 Model Year UX 250h
Potential Loss of Power Brake Assist
NHTSA Recall No. 19V-544

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Lexus has decided that certain 2019 model year UX 250h vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 126, Electronic Stability Control Systems.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

In the subject vehicles, there is a possibility the brake booster pump may stop operating. Braking assist could be lost completely after several brake pedal applications, resulting in increased stopping distance. Also, the Vehicle Stability Control will become deactivated, and other vehicle features could be affected. Deactivating the Vehicle Stability Control system may cause the subject vehicles to not meet the certain requirements of FMVSS No. 126. **A deactivated Vehicle Stability Control or a sudden and complete loss of braking assist while driving could increase the risk of a crash.**

What should you do?

We appreciate your patience while we prepare the remedy. We will notify you again when the remedy is available. Your local Lexus dealer will be more than happy to answer any of your questions.

- ✓ To find a dealer near you, visit www.lexus.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.lexus.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Lexus Guest Experience Center at 1-800-255-3987 Monday through Friday, 7:00 am to 7:00 pm, Saturday 8:00 am to 5:00 pm Central Time.

What will Lexus do?






Lexus is currently preparing the remedy. When the remedy becomes available, all known owners of the subject vehicles will be notified by first class mail to return their vehicles to an authorized Lexus dealer. Any authorized Lexus dealer will replace the brake booster pump with a new one, **FREE OF CHARGE** to you.

This is an important Safety Recall

We appreciate your patience while we prepare the remedy.

You will receive a second owner notification letter when the remedy is available.

If the condition occurs, multiple warning lights and messages will illuminate, and audible chimes will sound prior to losing power brake assist.

| | | | | |
|---|---|---|--|---|
|  |  |  |  |  |
| Master Warning Light (Yellow) | Brake System Warning Light and Warning Buzzer (Red) | Brake System Warning Light (Red) | ABS Warning Light (Yellow) | SLIP Indicator (Yellow) |

NOTE: It is possible for the lights above to be illuminated and the condition not be related to this Safety (Noncompliance) Recall.

If the vehicle is experiencing the condition described and you are unable to drive the vehicle to the dealership, please contact your local authorized Lexus dealer who will arrange for vehicle pickup.

What if you are not the owner or operator of this vehicle?

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, you may do so by registering at <https://drivers.lexus.com/lexusdrivers/>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

Lexus, A Division of Toyota Motor Sales, USA



Lexus, A Division of Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for L/Certified units.

This vehicle is involved in Safety Recall. At this time, remedy parts are not available, and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Lexus dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature _____

Lexus recommends that you register with the Lexus Drivers Community at <http://www.lexus.com/drivers/> and regularly check recall applicability using www.lexus.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model _____

Model Year _____

Customer Information

Customer Name _____

Customer Email _____

Customer Address _____

Home Phone # _____

Mobile Phone # _____

Date _____

Please provide this information so that Lexus or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit www.lexus.com/drivers or contact us at 1-800-255-3987.

Dealer Information

Dealer Name/Address _____

Dealer Code _____

Dealer Phone Number _____

Dealer Staff Name _____

Dealer Staff Signature _____