



December 10, 2012

To: Lexus Area Managers
From: Don Fordiani - National Dealer and Field Operations Manager
Subject: Consumer Reports Story on Internal Trunk Release Lever

On Tuesday, December 11, 2012, Consumer Reports will post a story on its internet site about the Internal Trunk Release Lever in certain Lexus vehicles. Please use the information provided in this communication to respond to any customer inquiries.

Background

Consumer Reports brought to our attention an issue on the Internal Trunk Release Lever (handle). The handle can be used to open the trunk from the inside. During our investigation, it was discovered that the lever can break if it is not pulled in the direction specified on the handle.

The part has now been changed in production vehicles and Lexus is preparing parts to conduct a product update for existing customer vehicles. The product update is anticipated to start when preparations are completed. Additional information will be provided at that time.

Customer Handling

In the event you are contacted by any dealers or customers, please utilize the attached Q&A to respond to their questions.

Media Contacts

For *news media inquires only*. In order to ensure that all media contacts (local and national) receive a consistent message, please direct *all media contacts* to Brian Lyons (310) 468-2552 in Corporate Communications. (Please do not provide these numbers to customers or direct dealership associates to call).

Please review this document with your staff to familiarize them with this Product Update.

Thank you for your understanding and cooperation.

Attachment

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



Consumer Reports Story on Internal Trunk Release Lever

Q1: What is the Internal Trunk Release Lever?

A1: The Internal Trunk Release Lever (handle) can be used to open the trunk from the inside of the trunk compartment. The handle glows-in-the-dark and will glow for some time after the trunk lid is closed.

Q2: What is the issue with the Internal Trunk Release Lever?

A2: The lever can break if it is not pulled in the direction specified on the handle and in the owner's manual.

Q3: To which models and model years does this product update apply?

A3: 2006 to 2013 model year IS, 2007 to early 2013 model year ES, early 2013 model year GS.

Q4: Why aren't other models and model years involved?

A4: Other models and model years have different release levers.

Q5: When did Lexus change the handle in production?

A5: The handle was changed in vehicle production in late November, 2012.

Q6: Has Lexus been working with Consumer Reports?

A6: As Consumer Reports brought this to our attention, Lexus has provided Consumer Reports with an update in the spirit of cooperation.

Q7: How was the part changed?

A7: The material used to manufacture the part and its shape were changed.

Q8: Will Lexus be notifying the vehicle owner?

A8: Lexus will notify the owners of these vehicles when additional details become available.

Q9: Is this a recall?

A9: No. This is not a recall.



Kathy Wachs / Service and Parts Operations
Lexus Customer Services
December 10, 2012
Approved by: Don Fordiani

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