



February 13, 2013

To: Area General Managers
From: Don Fordiani - National Dealer and Field Operations Manager
Subject: Product Update DLB - Internal Trunk Release Lever (Handle)
 Certain 2006 through Early 2013 Model Year IS 250, IS 350 and IS-F,
 Certain 2007 through Early 2013 Model Year ES 350 and ES 300h, and
 Certain 2013 Model Year GS 350 and GS 450h Vehicles

As previously communicated in December 2012, Lexus discovered that the trunk release lever (handle) in some model vehicles can break if not pulled in the direction specified on the handle. The part has been changed in production and parts have been prepared to support a product update for existing customer vehicles.

The purpose of this communication is to advise you that we will be contacting customers advising them of the product update. Notifications will be sent to owners of covered vehicles beginning in late February, 2013. The dealer notification, owner notification and a Q&A are enclosed for your reference.

Condition

The vehicles covered by this Product Update are equipped with an internal trunk release lever (handle) located inside of the trunk compartment. The handle makes it possible for a person trapped inside the trunk to escape from the compartment. If the handle is not pulled in the direction indicated* on the lever, the lever may break and not open the trunk.

*This information is also available in the Owner's Manual.

Lexus will replace the handle with a new one made of a different material at **no charge** for a limited time through **February 28, 2016**

There are approximately 720,000 IS, ES and GS vehicles covered by this product update.

Identification of Covered Vehicles

MODEL	WMI	MY	VDS	START	FINISH
ES 300H	JTH	2013	BWIGG	2000142	2014201
ES 350	JTH	2007	BJ46G	2000122	2154865
		2008	BJ46G	2152373	2274244
		2009	BJ46G	2272246	2342372
		2010	BK1EG	2341225	2414572
		2011	BK1EG	2413336	2472840
		2012	BK1EG	2471873	2513315
		2013	BK1GG	2000152	2036105
GS 350	JTH	2013	BE1BL	5000150	5019003
			CE1BL	5000125	5013887
GS 450H	JTH	2013	BS1BL	5000157	5005497

MODEL	WMI	MY	VDS	START	FINISH
IS F	JTH	2008	BP262	5000156	5004828
		2009	BP262	5004658	5006738
		2010	BP5C2	5006743	5008082
		2011	BP5C2	5008080	5009726
		2012	BP5C2	5009692	5010859
		2013	BP5C2	5010828	5011046

MODEL	WMI	MY	VDS	START	FINISH
IS 250	JTH	2006	BK262	2000010	2021611
				5000018	5025772
		2007	BK262	2021159	2058542
				5025773	5050845
		2008	BK262	2057792	2082748
				5050849	5086447
		2009	BK262	2082750	2094284
				5086448	5107246
		2010	BF5C2	2094264	2100284
				5107249	5129060
		2011	BF5C2	2100134	2101920
				5129064	5156853
		2012	BF5C2	2101792	2103133
				5156194	5184999
2013	BF5C2	2103127	2103181		
		5184062	5189632		
IS 250 AWD	JTH	2006	CK262	2000002	2008675
				5000013	5007908
		2007	CK262	2008542	2019897
				5007909	5015612
		2008	CK262	2019898	2027723
				5015613	5027611
		2009	CK262	2027724	2032532
				5027612	5036006

MODEL	WMI	MY	VDS	START	FINISH		
IS 250 AWD	JTH	2010	CF5C2	2032533	2034898		
				5036007	5044700		
		2011	CF5C2	2034899	2035500		
				5044623	5052754		
		2012	CF5C2	2035323	2036050		
				5052402	5060750		
		2013	CF5C2	2036051	2036071		
				5060507	5062515		
		IS 350	JTH	2006	BE262	2000000	2007084
						5000018	5011869
2007	BE262			2006942	2013016		
				5011408	5017246		
2008	BE262			2013017	2016302		
				5017247	5021818		
2009	BE262			2016275	2017388		
				5021819	5023468		
2010	BE5C2			2017389	2017712		
				5023469	5025230		
2011	BE5C2			5025210	5028448		
	CE5C2			5000105	5002049		
2012	BE5C2			5028291	5031233		
	CE5C2			5002050	5003020		
2013	BE5C2	5031180	5031615				
	CE5C2	5003012	5003167				

NOTE: To take advantage of existing systems and processes, this product update will be identified as "DLB" in Dealer Daily/TIS for affected vehicle identification purposes. Please verify through Dealer Daily/TIS prior to performing the product update.

New and Pre-Owned Vehicles in Dealer Inventory

Although most dealers should have very few, if any, new vehicles in dealer inventory that were produced prior to the product update being implemented, Lexus requests that dealers check new vehicle inventory and replace the trunk release lever in any vehicle requiring it prior to new vehicle delivery. Dealers are also requested to check any pre-owned vehicles in their inventory and to replace the trunk release lever in any vehicle requiring it prior to pre-owned vehicle delivery. Always verify Dealer Daily/TIS to ensure vehicle coverage prior to performing the product update.

Dealer Handling of Product Update

The enclosed dealer letter provides detailed information regarding update procedures including parts ordering and warranty claim submission.

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 Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Please review this communication with your staff to familiarize them with the proper step-by-step procedures required to support dealers' implementation of this Product Update.

Thank you for your understanding and cooperation.

Attachments

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