

6-5-15: Instructions for preliminary inspection of dealer new, pre-owned and LCCS stock published

**Safety Recall FLC (F2C) - *Preliminary Notice***  
**Certain 2015 Model Year NX 200t**  
**Brake Actuator**

On May 27, 2015, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2015 model year NX 200t vehicles.

The Preliminary Inspection for new, pre-owned and LCCS vehicles in dealer inventory is now available.

New vehicles in dealer inventory must not be delivered until the Preliminary Inspection is performed and the vehicle passes the inspection. A vehicle that fails the Preliminary Inspection must be held until the remedy is available.

Lexus is currently preparing the remedy for this condition. We will notify dealerships again at the time of the next phase, prior to the owner notification starting.

**Condition**

The subject vehicles are equipped with an Anti-Lock Braking System (ABS), Traction Control System (TRAC), and Vehicle Stability Control System (VSC) which are controlled by the ABS actuator. There is a possibility that a component inside the actuator could be damaged during assembly and later not operate properly. Under some driving conditions, when the Anti-Lock Brakes are activated, this could cause a loss of vehicle stability, which can increase the risk of a crash.

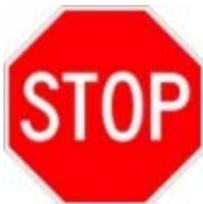
Below are important details of the preliminary notice; please review this entire package with your staff to familiarize them with this notification and implementation requirements.

**Involved Vehicles**

There are approximately 3,000 vehicles covered by this Safety Recall in the United States.

Model	Model Year	Production Period	Approx. UIO
NX 200t	Certain 2015	Mid-December, 2014 through Early February, 2015	3,000

**New Vehicles in Dealership Inventory**



Under Title 49, Section 30112(a) 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. In addition, 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.

Vehicle applicability and completion can be verified through TIS.

Lexus makes significant effort to identify all vehicles that could be in dealership inventory to ensure correction prior to

delivery. Please note the provided VIN list contains vehicles known to be in dealer inventory as well as previously shipped vehicles that could arrive in dealer inventory that have not yet been corrected. Due to various systems required to track vehicle location and the constant movement of vehicles, the list provided could include VINs that are not in your inventory. Vehicle Safety Recall completion should always be verified through TIS.

### Inspection Reminder Mirror Hang Tags for Covered Vehicles

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Please reference the VIN list provided by your Area Office to identify new vehicles in dealer inventory involved in this Safety Recall. 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	Qty.
00241-INSPT	Inspection Mirror Hang Tag	(25 Per Pack)

### Pre-Owned Vehicles in Dealer Inventory

Lexus requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the vehicle PASSES the Preliminary Inspection or has been remedied.

Also, as a reminder, Lexus Certified Pre-owned Vehicle (CPO) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be sold or delivered as a CPO vehicle until the Safety Recall has been completed on that vehicle.

### LCCS Vehicles

Lexus recommends dealers complete the Preliminary Inspection on any LCCS vehicles in a dealer's fleet covered by this Safety Recall. Ensure the vehicle PASSES the Preliminary Inspection or has been remedied prior to loaning to a customer.

Also to further assist the dealers, a member of your Area Office will provide a list of VIN's that our records show to be in your dealership's new vehicle, pre-owned vehicle or LCCS inventory, to ensure they are not delivered prior to remedy. Additional information will be provided as it becomes available.

## Status/Implementation at Dealerships

- FLC ("F2C" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting Tuesday, May 26, 2015.
- VINs covered by this Safety Recall will be searchable on TIS starting Tuesday, May 26, 2015.
- *Lexus is currently preparing the remedy for this condition.* We anticipate the remedy will be available in the near future.

### Preliminary Inspection Procedure for New, Pre-owned, and LCCS Vehicles in Dealer Inventory

A preliminary inspection procedure is available for new, pre-owned, and LCCS vehicles in dealer inventory.

- New vehicles in dealer inventory that **PASS** the inspection may be delivered.
- New vehicles in dealer inventory that **FAIL** the inspection must be held until the remedy is available.

NOTE: This process cannot be used for customer owned vehicles at this time.

## Preliminary Inspection Procedure

Please refer to TIS for Technical Instructions.

The Technical Instructions require that an ABS Actuator Inspection Form and photo showing the date code and serial number be e-mailed to Lexus at the e-mail address provided in the Technical Instructions.

Lexus will confirm the inspection information with the picture and will respond to your email with one of two responses:

- Release Vehicle (Complete)
- HOLD Vehicle for Remedy

Note: Every effort will be made to expedite review within one business day; however, please allow two business days for review of the form and photo.

## Technician Training Requirements for Preliminary Inspection

The repair quality of covered vehicles is extremely important to Lexus. All dealership associates involved in this recall process are required to successfully complete E-Learning course LSC13A. To ensure that all vehicles have the repair performed correctly; technicians performing the recall repair are required to currently hold at least one of the following certification levels:

- **Senior or Master Service Technician with w Self-Paced Module HL511A**
- **Senior or Master Diag. Specialist Technician w Self-Paced Module HL511A**

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Safety Recall. 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.

## Warranty Claims for New, Pre-owned, and LCCS Vehicle Inspection

Dealers are requested to hold warranty claims for new, pre-owned, and LCCS inspection. An operation code for inspection of these vehicles passing inspection will be provided at remedy launch. Additionally, an operation code for those failing the inspection and requiring the remedy procedure will be provided at that 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 Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

### Customer Handling

A Q&A is attached to assist you in responding to any dealer questions or customer concerns. If the customer has any further questions they are requested to contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm PST, or Saturday, 7:00 am to 4:00 pm PST.

Please review this preliminary notification with your staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your understanding and cooperation.

Attachment



Safety Recall FLC (F2C) - **Preliminary Notice**  
Certain 2015 Model Year NX 200t Vehicles  
Brake Actuator - FAQ

**Q1: What is the condition?**

A1: The subject vehicles are equipped with an Anti-Lock Braking System (ABS), Traction Control System (TRAC), and Vehicle Stability Control System (VSC) which are controlled by the ABS actuator. There is a possibility that a component inside the actuator could be damaged during assembly and later not operate properly. Under some driving conditions, when the Anti-Lock Brakes are activated, this could cause a loss of vehicle stability, which can increase the risk of a crash.

**Q1a: What is the cause of the condition?**

A1a: Due to the improper shape of a component inside the ABS actuator, there is a possibility that a resin component could be damaged during its press fitting assembly, creating minute resin fragment(s) which could become stuck in the actuator.

**Q1b: What is ABS?**

A1b: The Anti-Lock Braking System (ABS) manages the brake force at each wheel during braking to help prevent or minimize wheel lock up, maximizing stopping performance under a variety of driving and road surface conditions.

**Q1c: What is TRAC?**

A1c: The Traction Control System (TRAC) helps minimize the slippage of the drive wheels if the driver depresses the accelerator pedal excessively when accelerating on a low traction road surface.

**Q1d: What is VSC?**

A1d: The Vehicle Stability Control System (VSC) assists the driver in maintaining directional control of the vehicle by applying individual brake pressure to the appropriate wheels and managing engine output.

**Q2: What is Lexus going to do?**

A2: **Lexus is currently preparing the remedy for this condition.** Once preparations are complete, Lexus will send an owner notification letter by first class mail to owners of vehicles involved in this Safety Recall.

The remedy, when available, will include an inspection of the ABS actuator. If affected, the ABS actuator will be replaced at **No Charge** to you.

**Q2a: When does Lexus anticipate the remedy will be available?**

A2a: Lexus is currently preparing the remedy for this Safety Recall and will provide additional information as it becomes available.

**Q3: Are there any warnings or indicators of this condition?**

A3: No. There are no advanced warnings prior to the existence of this condition.

**Q3a: What if I experience this condition before the remedy is available?**

A3a: If you experience this condition, please contact your local authorized Lexus dealer for diagnosis. If the condition is related to this Safety Recall, the repair will be performed at **No Charge** to you.

**Q3b: Can my vehicle be driven if this condition occurs on my vehicle?**

A3b: Yes, the vehicle can still be driven, as the *standard braking system remains operational* even if you experience the described condition. However, as the enhanced functions (ABS, TRAC, and VSC) may not operate properly, Lexus requests that you use caution while driving, especially under adverse weather conditions.

**Q4: How does Lexus obtain my mailing information?**

A4: 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.

**Q5: Which and how many vehicles are involved in this Safety Recall?**

A5: There are approximately 3,000 vehicles covered by this Safety Recall in the U.S.

Model	Model Year	Production Period	Approx. UIO
NX 200t	Certain 2015	Mid-December 2014 through Early February 2015	3,000

**Q5a: Are there any other Toyota, Lexus or Scion vehicles involved in this Safety Recall in the U.S.?**

A5a: No. There are no other Toyota, Lexus, or Scion vehicles involved.

**Q6: What if I have 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 through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.