



Via Overnight Mail
September 7, 2004

To: Area General Manager
From:  George Christoff - Vice President, Lexus Customer Services
Subject: 2004 and early 2005 Model Year LX 470 Daytime Running Lamps

In September, 2004, Lexus will initiate a 'Stop Sale' program to correct the Daytime Running Lamp (DRL) system in certain 2004 and early 2005 model year LX 470 vehicles that remain in dealer inventory.

Background

On September 7, 2004, Lexus filed a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) regarding the non-compliance of the DRL system in certain 1998 through early 2005 model year LX 470 vehicles. These vehicles are equipped with a DRL that is brighter than allowed by the Federal Motor Vehicle Safety Standards (FMVSS).

Lexus believes that although this specification of the DRL system constitutes a technical non-compliance, it is inconsequential as it relates to motor vehicle safety, and therefore will petition the NHTSA for an exemption. However, as required by statute, Lexus dealers will need to install resistors in vehicles remaining in dealer inventory to assure compliance with Federal Regulation.

'Stop Sale' Activity

As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a Non-Compliance, until the necessary corrections have been performed.

The attached Dealer Daily message will be posted on September 7, 2004, to inform all dealers of the issue and 'Stop Sale' launch timing. A 'Stop Sale' activity to install a resistor in certain 2004 and early 2005 model year LX 470 vehicles that remain in dealer inventory will be launched on September 9, 2004. All dealers will receive the following shortly:

- An explanatory Lexus Dealer Letter, including reimbursement instructions
- A list of vehicles we believe are remaining in dealer inventory
- Technical instructions to install the resistors
- A supply of resistors (shipped free-of-charge)

As only dealer stock vehicles will be subject to correction by regulation, *there will be no owner notification.*

If you or your staff receives any contacts from owners experiencing issues with the DRL, please direct the owner to their local Lexus dealer for diagnosis and/or repair. A Q&A is attached for your reference.

Please review this preliminary notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your understanding and cooperation.

Enclosures

**Cc: Area Assistant General Manager
Area Customer Satisfaction Manager
Area Field Technical Specialist
Area Operations Manager**

**Area Sales Manager
Area Technical Manager
District Operations Manager**



1998 through early 2005 Model Year Lexus LX 470 Daytime Running Lamps Q&A

Q1: What is the condition?

A1: The 1998 through early 2005 model year LX 470 vehicles are equipped with Daytime Running Lamps (DRL) that are brighter than allowed by the Federal Motor Vehicle Safety Standards (FMVSS).

Q2: What is the cause of this condition?

A2: The brightness allowed by the FMVSS decreases as the height of the vehicle increases. Due to an error, the height of the LX 470 was not taken into account correctly.

Q3: Which and how many vehicles are involved?

A3: The 1998 through early 2005 Model year Lexus LX 470 vehicles are involved. There are approximately 75,000 vehicles involved in the U.S.

Q4: What is the production range of the involved vehicles?

A4: The affected LX 470 vehicles were produced from December 1997 to early August 2004.

Q5: Are there any other Lexus or Toyota vehicles involved?

A5: No, this condition only affects certain 1998 through early 2005 model year LX 470 vehicles.

Q6: What is Lexus going to do?

A6: Lexus believes that although this specification of the DRL constitutes a technical non-compliance, it is inconsequential as it relates to motor vehicle safety, and therefore will petition the NHTSA for exemption. However, as required by statute, Lexus dealers will need to install resistors in vehicles remaining in dealer stock to assure compliance with the Federal regulation. Owners will not be notified.

Q7: How long will the repair take?

A7: The correction to dealer stock vehicles may take approximately one hour per vehicle.

Q8: What should an owner do if they are concerned about this condition?

A8: Owners are requested to contact their local Lexus dealer for diagnosis and repair.

Kathy Wachs/Lexus Service & Parts Operations
September 7, 2004
Approved By: George Christoff

2004 and early 2005 Model Year LX 470 Daytime Running Lamps

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In the event a vehicle owner who reports a problem with the DRL system contacts you, please continue to conduct the appropriate repairs to the vehicles.

The following Q&A has been provided for your reference. All media inquiries should be directed to Bill Usery at (310) 468-3282 in Lexus Public Relations.

Please contact your District Operations Manager if you have further questions.



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Via Overnight Mail
September 8, 2004

To: Area Managers
From: *Jerry Marzetti*
Jerry Marzetti Service and Parts Operations Manager
Subject: 2004 and Early 2005 MY LX 470 Daytime Running Lamps

As Lexus previously informed you on September 7, 2004, we have initiated a "Stop Sale" program to correct the Daytime Running Lamp (DRL) system in certain 2004 and early 2005 model year LX 470 vehicles that remain in dealer vehicle inventory. Specific details and the degree of your dealerships' involvement are summarized in this communication.

Background

On September 7, 2004, Lexus filed a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) regarding the non-compliance of the DRL system in certain 1998 through early 2005 model year LX 470 vehicles. These vehicles are equipped with a DRL that is brighter than allowed by the Federal Motor Vehicle Safety Standards (FMVSS).

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Identification of Involved Vehicles

A list of vehicles we believe are remaining in dealer inventory are attached to this letter.

Implementation of Dealerships

The "Stop Sale" package will be sent to service managers on Thursday, September 9 via UPS Next Day Delivery service. It will contain a list of affected VINs believed to be in a dealer's

vehicle inventory, technical repair procedures, and warranty claim submission information.

Parts

If we have identified vehicles we believe to be in a dealer's new vehicle inventory we will send a sufficient quantity of the required parts with the "Stop Sale" package. These parts will be supplied free of charge to the dealer.

Tools and Equipment

In addition to standard tools and equipment the following SST is required for this procedure.

- SST # 00002-217958 Double Locking Pick Tool

Reimbursement Procedures

Dealers are required to submit "Stop Sale" claims following the procedures below. To take advantage of systems already in place, this "Stop Sale" activity will be designated **SSC 4LE** for claim filing purposes.

Repair	Claim Type	Opcode	Labor Hours*
Install register and rearrange wiring harness	SC	4627H1	0.8

*Includes 0.1 labor hours for administrative time.

Dealer System Communications

- The VIN number information download has been performed and the dealer system flag on affected vehicles has been activated.
- The operation code has been downloaded and is available for dealerships to use. DMS dealer files are automatically updated and no further action should be required.

The attached Q&A has been provided for your reference. All media inquiries should be directed to Bill Ussery at (310) 468-3282 in Lexus Public relations.

Thank you for your cooperation and communication with dealers during this "Stop Sale" process.

Sincerely,

Jerry Marcotti
Service and Parts Operations Manager



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Via Overnight Mail
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Dear Dealer Principal:

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Thank you for your cooperation and prompt action in repairing the affected vehicles.

Sincerely,



Jerry Marcotti
Service and Parts Operations Manager

Attachments

CC: General Manager
Parts Manager

Sales Manager
Service Manager



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