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Lexus Customer Services
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6-30-2015: Remedy phase launched
6-5-15: Instructions for preliminary
inspection of dealer new, pre-owned and
LCCS stock published

Safety Recall FLC (F2C) - *Remedy Available*
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.

On June 5, 2015, the Preliminary Inspection for new, pre-owned and LCCS vehicles in dealer inventory was made available.

Lexus has completed preparations for the remedy for this condition and will begin mailing the remedy owner letter for Safety Recall FLC.

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 regarding the remedy phase; please review this entire package with your staff to familiarize them with this notification and implementation requirements.

Owner Notification

Lexus will begin to mail the remedy notification letter to owners of covered vehicles in mid-July, 2015.

Status/Implementation at Dealerships

- FLC Remedy Notification documents will be posted on TIS starting Tuesday, June 30, 2015.
- VINs covered by this Safety Recall are searchable on TIS.
- Warranty operation codes will be available for claim filing on Thursday, July 2, 2015.

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.

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 until the vehicle 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 remedy on any LCCS vehicles in a dealer's fleet covered by this Safety Recall prior to loaning to a customer.

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 Remedy

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.

Parts Ordering Process

Not every affected vehicle under this Safety Recall will require parts replacement. The brake actuator assembly varies based on vehicle options; use the Electronic Parts Catalog (EPC) to confirm the correct part for your vehicle. Refer to the Technical Instructions posted in TIS.

Due to limited availability, the parts have been placed on Dealer Ordering Solutions (DOS) or Manual Allocation Control (MAC). As the parts inventory improves, the ordering process for certain part numbers may change. Please check the Lexus Special Activities MAC/DOS report for the most up-to-date parts ordering information.

Model	Part Number	Description	Qty.	Order Process
NX 200t	44050-78010	Brake Actuator Assembly	1	DOS
	44050-78030	Brake Actuator Assembly (Cruise Control-MRT w/o Low Speed Limit Control)	1	MAC
	44050-78050	Brake Actuator Assembly (F-Sport)	1	DOS
	44050-78070	Brake Actuator Assembly (F-Sport w Cruise Control-MRT w/o Low Speed Limit Control)	1	MAC

MAC Parts Ordering Process

If you require a part that has been placed on MAC, please send an email to your *DSPM* with the following information:

- Subject Line: FLC MAC Release Request (Dealer Code)
- Dealer Code
- VIN Number
- Part Number
- Order Reference Number and Date Ordered
- Contact Name and Number

Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact your dealership.

Important Notes:

- *Once you have placed your order DO NOT upgrade or change your order status.*
- *Failure to provide the above information within 48 hours will result in an order cancellation.*

Parts and service managers should work together to schedule appointments based on parts availability.

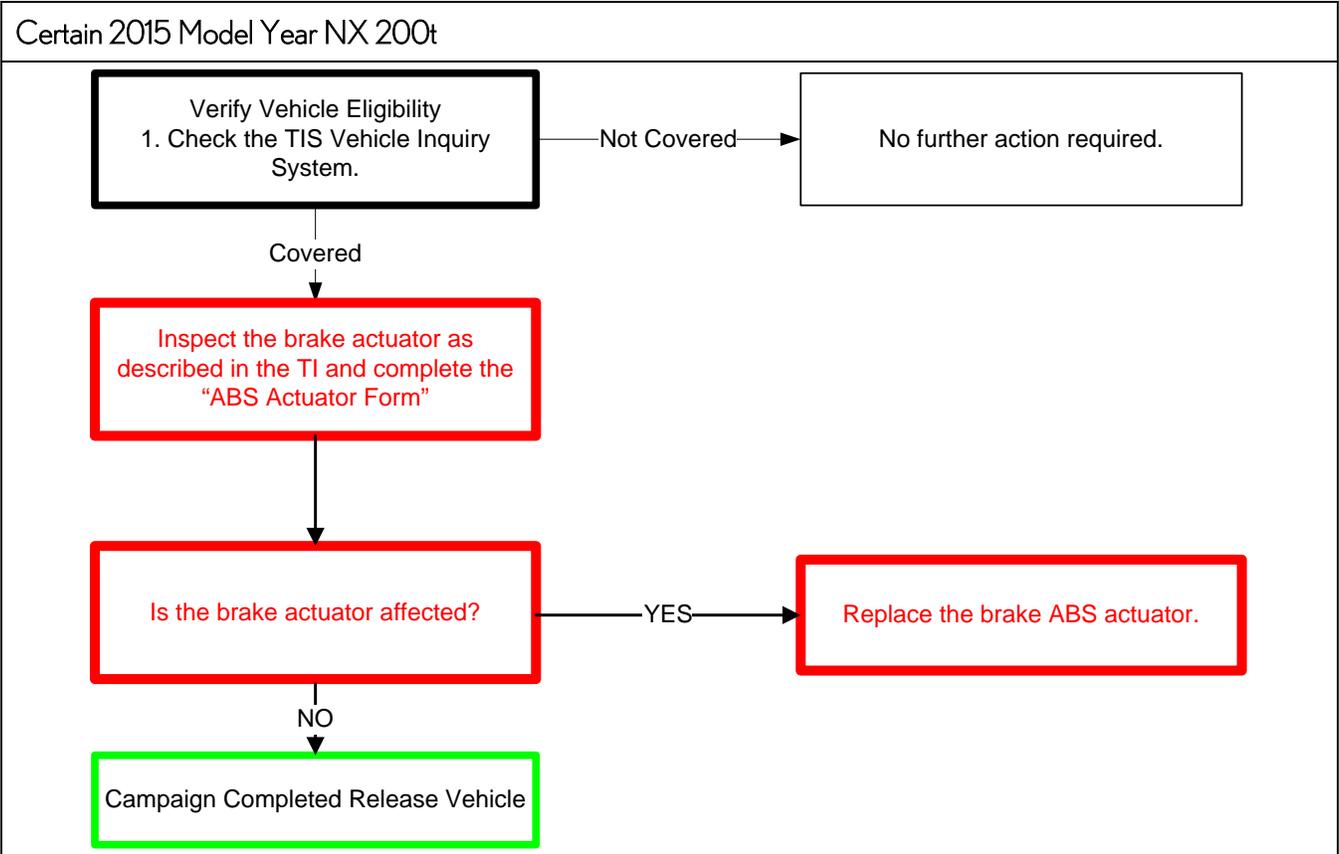
IMPORTANT PARTS ORDERING UPDATE

All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to Service and Parts Operations Communication 2011-20 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

Remedy Procedures

Please refer to TIS for Technical Instructions for this repair.

Warranty Reimbursement Procedures



Model	Operation Code	Description	Flat Rate Time*
NX 200t	BGG28A	Inspection of ABS Actuator	0.6 hrs/vehicle
	BGG28B	Inspection and replacement of ABS Actuator	4.5 hrs/vehicle

*The flat rate times include 0.1 hour for administrative cost per unit for the dealership.

NOTE: The cost of brake fluid (up to 4 liters) can be claimed up to \$80 per vehicle as sublet type "OF" under opcode BGG28B.

Lexus' usual customer care amenities of car wash and fuel fill apply to this Safety Recall. Additionally, one day of rental vehicle expense (to a maximum of \$45/day) or the cost of pick-up and delivery or remote repair of the vehicle may be claimed if required.

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 remedy 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

CC: Customer Satisfaction Manager
General Manager
Parts Manager
Pre-owned Manager
Sales Manager
Service Manager
Warranty Administrator



Safety Recall FLC (F2C) – **Remedy Available**
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 has completed preparations for the remedy for this condition.** Lexus will send an owner notification letter by first class mail to owners of vehicles involved in this Safety Recall beginning in mid-July, 2015.

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

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 my vehicle is remedied?

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. 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.

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.

CERTAIN 2015 NX 200t VEHICLES

Brake Actuator

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: [VIN]

URGENT SAFETY RECALL
This is an important Safety Recall.
The remedy will be performed at
NO CHARGE to you.

Dear Lexus Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 Lexus NX 200t vehicles.

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?

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.

What will Lexus do?

Any authorized Lexus dealer will inspect and replace the ABS Actuator, if necessary, at **No Charge** to you.

What should you do?

This is an important Safety Recall.

Please contact any authorized Lexus dealer to schedule an appointment to have the remedy performed as soon as possible.

The vehicle inspection will take approximately one hour. If it is determined that the ABS Actuator in your vehicle requires replacement, the replacement will take approximately 5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

There are no advanced warnings prior to the existence of this condition. The standard braking system remains operational even if you experience the 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.

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

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so at www.lexusdrivers.com. You will need your user name, password, and full 17-digit Vehicle Identification Number (VIN).

What if you have other questions?

Your local Lexus dealer will be more than happy to answer any of your questions. If you require further assistance, you may contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am to 4:00 pm Pacific Time.

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time, 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>.

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.

We have sent this notice in the interest of your continued satisfaction with our products, and 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, U.S.A., INC.

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