



February 14, 2013

**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

Dear Dealer Principal:

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.

**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	BW1GG	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

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		
				5000105	5002049		
2012	BE5C2			5028291	5031233		
				5002050	5003020		
2013	BE5C2			5031180	5031615		
				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. Claims will be denied for any update performed on a vehicle which is not covered by DLB.

### 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.

### Technical Instructions

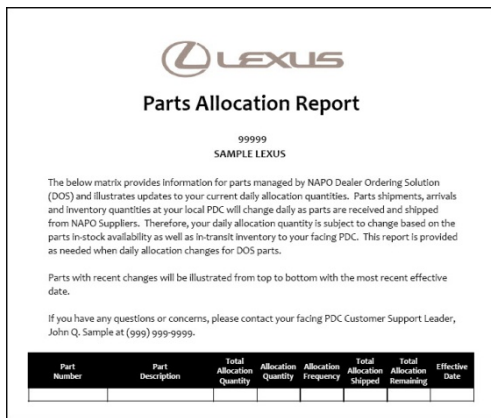
Technicians are requested to follow the trunk release lever replacement instructions which are available on TIS.

### Parts Ordering

The updated trunk release lever has been placed on Dealer Ordering Solution and will be systematically released daily per the limits communicated to each dealership from its facing PDC. Please refer to your Parts Allocation Report for additional details.

Part Number	Parts Name	Qty. Per/Veh
04002-81153	Handle, Back Door Inside	1

Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume x PDC Affected UIO. Therefore, it is vital that both Parts and Service work together to coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.



**IMPORTANT PARTS ORDERING UPDATE**

*Safety Recall, Service Campaign (SSC/LSC), Customer Support Program (CSP), and Product Update parts will be 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.*

**Warranty Claim Submission Information**

Dealers are required to submit product update claims using the following operation code.

Model	Op.Code	Description	Flat Rate Hour
IS 250, IS 350, IS-F, ES 350, ES 300h, GS 350 and GS 450h	3611AA	Replace Internal Trunk Release Lever	0.3 hr/vehicle*

\*The flat rate time includes 0.1 hours for administrative costs per unit for the dealership.

As a courtesy to our owners, Lexus will reimburse dealers to provide amenities as needed when performing the product update. Reimbursement limits for amenities are as follows:

- Car wash - maximum \$20/vehicle,
- Fuel fill - actual cost as substantiated by receipt to a maximum of \$100/vehicle,
- Rental vehicle - one day as required to a maximum of \$45/vehicle.
- Pick up and redelivery of customer vehicle - as required to a maximum of \$100/vehicle (no rental allowed if provided),
- Remote repair - as required to a maximum of \$100/vehicle (no rental or pick up and redelivery allowed if provided).

**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.)

**Customer Handling**

A Q&A is attached to assist your dealership in responding to any 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 through 4:00 pm Pacific Time.

Thank you for your understanding and cooperation.

Lexus, a Division of Toyota Motor Sales, USA, Inc.

Attachment

Cc: Customer Satisfaction Manager  
General Manager  
Parts Manager  
Pre-Owned Manager  
Sales Manager  
Service Manager



Product Update  
Internal Trunk Release Lever (Handle) - Q&A

Q1: What is the condition?

A1: 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. Lexus is announcing a Product Update to replace the handle with a new one made of a different material at **no charge** for a limited time.  
\*This information is also available in the Owner's Manual.

Q1a: What is the Internal Trunk Release Lever?

A1a: The Internal Trunk Release Lever is located inside of the trunk compartment. The handle makes it possible for a person trapped inside the trunk to escape from the compartment.

Q1b: Is this a recall?

A1b: No. This is not a recall, but a Product Update.

Q2: What is Lexus going to do?

A2: Lexus will replace the handle with a new one made of a different material at **no charge** for a limited time.

Q2a: How long will this Product Update be available?

A2a: Customers are requested to make an appointment to have the handle replaced before February 28, 2016.

Q3: How long will the update take?

A3: The update will take approximately 15 minutes. However, it may be necessary for the owner to make the vehicle available for a longer period of time depending on the dealer's work schedule.

Q4: How many and which models are covered by this Product Update?

A4: There are approximately 720,000 vehicles covered by this Product Update in the U.S.

Model Name	Model Year	Production Period	Number of Vehicles
IS 250/350/F	Certain 2006 to 2013	August, 2005 to November, 2012	Approx. 282,000
ES 350/300h	Certain 2007 to 2013	February, 2006 to November, 2012	Approx. 412,000
GS 350/450h	Certain 2013	December, 2011 to November, 2012	Approx. 26,000
Total			Approx. 720,000

Q4a: Are there any other Toyota or Lexus models covered by this Product Update?

A4a: No. There are no other models covered by this Product Update.

Q5: What if an owner has additional questions or concerns?

A5: Owners with questions or concerns are asked to please contact the Lexus Customer Assistance Center at 1-800-25-LEXUS Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

**PRODUCT UPDATE**  
Internal Trunk Release Lever (Handle)

[VIN]

Dear Lexus Owner:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, a Product Update is available for a limited time for the following vehicles:

- Certain 2006 to 2013 model year Lexus IS 250, IS 350 and IS F
- Certain 2007 to 2013 model year Lexus ES 350 and ES 300h
- Certain 2013 Model Year Lexus GS 350 and GS 450h

**What is the condition?**

Your vehicle is 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. Before you are inconvenienced by this condition, Lexus would like to replace the handle with a new one made of a different material at *no charge* to you for a limited time.

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

**How do you have this Product Update performed?**

*Please contact your authorized Lexus dealer and make an appointment* to have the handle replaced *before February 28, 2016*. The update will take approximately 15 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

You do not need this owner letter to have the Product Update performed; 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, please go to [www.lexus.com/owners](http://www.lexus.com/owners). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**What if you have other questions?**

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

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

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 DIVISION  
TOYOTA MOTOR SALES, USA, INC.