



## Customer Satisfaction Campaign

Section : Steering  
 C/I Ref. No. : 8K3E-464  
 Issue Date : 11 Dec 2008  
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Area Application: Toyota Motor Europe Operational Area

Model Name: IS, GS, RX hybrid

Model Code: ALE20, GSE20, GRS190, UZS190, GWS191, MHU38

Campaign Type: Customer Satisfaction Campaign

Subject: Electric Power Steering Link Replacement

### WHAT IS LEXUS GOING TO DO?

Owners of the involved vehicles will receive a campaign notification by first class mail. Lexus retailers / authorized repairers will replace the Electric Power Steering Link if necessary.

### WHICH VEHICLES ARE INVOLVED?

| Model Name | Model Code | VIN Range |        |                     | Production Period  |
|------------|------------|-----------|--------|---------------------|--|
|            |            | WMI       | VDS    | VIS                 |  |
| IS220d     | ALE20      | JTH       | BB262# | 02000003 - 02011667 | November 14 <sup>th</sup> , 2005<br>through<br>September 8 <sup>th</sup> , 2006  |
| IS250      | GSE20      |           | BK262# | 02000011 - 02025320 | August 30 <sup>th</sup> , 2005<br>through<br>September 25 <sup>th</sup> , 2006   |
|            |            |           |        | 05000019 - 05030762 |  |
| GS300      | GRS190     |           | BH96S# | 05000014 - 05047397 | December 21 <sup>st</sup> , 2004<br>through<br>September 25 <sup>th</sup> , 2006 |
| GS430      | UZS190     |           | BN96S# | 05000016 - 05016467 | December 22 <sup>nd</sup> , 2004<br>through<br>September 27 <sup>th</sup> , 2006 |
| GS450h     | GWS191     |           | BC96S# | 05000131 - 05006527 | February 7 <sup>th</sup> , 2006<br>through<br>October 6 <sup>th</sup> , 2006     |
| RX400h     | MHU38      | JTJ       | HW31U# | 00001098 - 00049415 | March 4 <sup>th</sup> , 2005<br>through<br>September 14 <sup>th</sup> , 2006     |
|            |            |           |        | 02000101 - 02010170 |  |

Note: # indicates that various characters may occupy that position.

IMPORTANT: - Not all vehicles in these ranges are affected and/or sold in your country.  
 - The detailed VIN-list of affected vehicles is available at your local Lexus retailers / authorized repairers.

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### **WHAT SHOULD AN OWNER DO IF THEY ARE CONCERNED ABOUT THIS CONDITION?**

- Owners are requested to contact their local Lexus retailer / authorized repairer for confirmation whether their vehicle is involved.
- Owners are requested to contact their local Lexus retailer / authorized repairer for diagnosis and repair.
- This Customer Satisfaction Campaign will be performed at no cost by any Lexus retailer / authorized repairer

### **WHEN WILL THIS CUSTOMER SATISFACTION CAMPAIGN EXPIRE?**

This Customer Satisfaction Campaign will be available at **NO COST** to the vehicle owners until the end of December 2011.

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