






your vehicle.

This Customer Support Program provides coverage as it applies to Brake Booster Pump Assembly and/or Brake Booster on certain 2010–2012 Model Year HS250h, certain 2018–2012 Model Year LS600h, certain 2013–2017 Model Year LS460, certain 2013–2015 Model Year GS450, and certain 2016–2019 Model Year RX450h Vehicles. The specific condition covered by this program is related to certain internal malfunctions of the Brake Booster Assembly. One or more of the following specific Diagnostic Trouble Codes (DTCs) C1391, C1252, C1256 or C1253 will be stored in the vehicle's memory to be used as verification. If the condition is verified, the vehicle will be repaired with new Brake Booster Pump Assembly and/or Brake Booster under the terms of this Customer Support Program.

If the following warning lamps are illuminated, the vehicle may be experiencing a concern with the Brake Booster and Brake Booster Pump Assemblies that are covered by this Customer Support Program.

				
Master Warning Light (Yellow)	Brake System Warning Light and Warning Buzzer (Red)	Brake System Warning Light (Red)	ABS Warning Light (Yellow)	SLIP Indicator (Yellow)

NOTE: It is possible for the lights above to be illuminated and the condition not be related to this Customer Support Program.

Primary Coverage	Secondary Coverage (After Primary Coverage ends)
Applicable until March 31, 2024 with no year/mileage limitation.	Applicable for 10 years from the vehicle's date of first use or 150,000 miles, whichever occurs first.

What should you do?

Please tear off and insert the sheet at the bottom of the page into the back of your Owner's Manual for future reference. If you have not experienced the condition described in the Customer Support Program Details below, there is no action necessary at this time.

If you have experienced this condition, please contact any authorized Lexus dealer and make arrangements for diagnosis and, if applicable, repair. The repair will take approximately two and a half hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Model / Years	Repair Time Approximation
2010–2012 Model Year HS250h	6 hours
2008–2012 Model Year LS600h	2 hours
2013–2017 Model Year LS460	2 hours
2013–2015 Model Year GS450h	1.5 hours
2016–2019 Model Year RX450h	2.5 hours

What if you have other questions?

- Refer to the **Frequently Asked Questions** sheet included with this letter.
- **Your local Lexus dealer will also be more than happy to answer any of your questions.**
- If you require further assistance, please visit <http://Lexus.com/contact> for options to contact the Lexus Brand Engagement Center.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-lexus>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repairs related to this condition, please mail a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to the following address for reimbursement consideration:

Lexus Brand Engagement Center - TSR, Lexus, A Division of Toyota Motor Sales USA, Inc.
PO Box 259001 - SSC/CSP, Mail Drop E3-2D, Plano, Texas 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products. 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.

23LE04






Spanish translation on back side
Traducción en español en el lado inverso

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