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September 5, 2022

ATTY. MELQUIADES MARCUS N. VALDEZ II

Director
Consumer Protection & Advocacy Bureau (CPAB)
Department of Trade and Industry

Subject: Special Service Campaign for the Skid Control ECU Reprogramming on certain Lexus NX350 Models

Dear Atty. Valdez,

In line with its corporate commitment to product safety and quality, Toyota has initiated a Special Service Campaign for the Skid Control ECU Reprogramming on certain Lexus NX350 Models.

In Global Market, the production period of the affected vehicles is April 5, 2021 to August 22, 2022.

In Philippine market, the Special Service Campaign shall cover total of **17** officially sold vehicles:

Brand	Model	No. of Units	Production period
Lexus	NX350	17	November 15, 2021 to June 27, 2022
Nothing Follows			

In the subject vehicles, there is a possibility that the Skid Control ECU within the Brake Actuator Assembly may falsely detect an overcurrent condition of the Electronic Parking Brake (EPB) Actuator and enter a failsafe mode, which illuminates the malfunction indicator lamp (MIL), displays a multi-information display (MID) message "Parking Brake Malfunction, Visit Your Dealer," and prevents the EPB from being engaged or disengaged. If the EPB cannot be engaged, the EPB MIL and MID warnings are ignored, and the vehicle is parked on a grade without being placed into "Park," the vehicle could rollaway, increasing the risk of a crash.

With this, we will reprogram the Skid Control ECU. The remedy will be performed at **NO COST** to our Customers.

We look forward to your usual kind understanding and support.

Very truly yours,

MR. BERNARDINO C. AREVALO
First Vice President
Customer Service Operations
Marketing Division

Cc: **ATTY. RUTH B. CASTELO**
Undersecretary
Consumer Protection Group
Department of Trade and Industry

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