

2010 Lexus GX 460 Passes Consumer Reports Retest Don't Buy - Label Lifted

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*A statement from Mark Templin
Lexus Group Vice President and General Manager
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“We’re pleased that *Consumer Reports* announced this morning that they are lifting the Don’t Buy: Safety Risk designation from the 2010 Lexus GX 460 after the Vehicle Stability Control (VSC) update addressed their prior concern.

“CR said they made an appointment to have the update performed at the Lexus dealership from which they had anonymously bought the vehicle. Following that, CR stated that their engineers again put the updated 2010 GX 460 through the full series of emergency handling tests. CR said they did not experience any safety concerns with the updated GX 460 in their handling tests.

“Lexus dealers began contacting customers as soon as details for the VSC update were available. Virtually all of them were contacted by their dealers within a few days and an estimated 75 percent of GX vehicles have already been updated. In the process, they’re providing free loaner vehicles, remote repairs, pick-up and delivery service, and fueling and washing customer cars.

“Since it was launched more than 20 years ago, Lexus has built its reputation on customer respect and concern for safety. When *Consumer Reports* announced on April 13 that the 2010 GX 460 did not pass their ‘Throttle Lift-Off’ test, we immediately stopped selling the vehicle and commenced a vigorous investigation. Thanks to the quick response and hard work by our engineers, we were able to identify and address the issue in just about two weeks. This is our assurance to Lexus customers that their safety and satisfaction are our top priorities.

“As previously announced, we will continue to provide a courtesy vehicle to anyone who has purchased a 2010 GX 460 and has concerns about driving it until the recall work has been completed.

“Customers who have any questions or concerns should contact their local Lexus dealer or Lexus Customer Satisfaction at 1-800-25LEXUS or 1-800-255-3987.”