

**Mark**  
**Templin/Lexus/Toyota** To  
11/29/2007 09:11 AM cc  
Subject: Care of Our Lexus SSC 7LC Customers

**Dear Lexus Dealers and General Managers:**

Earlier this week your dealership received notification of Special Service Campaign 7LC to replace the fuel pipes on selected 2006 GS300 and IS250/350 models. While we strive to build the best vehicles in the world, it is important that when we do identify a potential problem, we react swiftly and effectively to take care of our customers.

I am asking you personally to take this opportunity to demonstrate the power of the Lexus Covenant to your customers. Please provide your personal touch by reaching out to these Lexus owners and bring them back in to your dealership to complete this important repair. This is a tremendous opportunity to re-establish or re-affirm your relationship with these owners since their purchase was probably 12-18 months ago.

You have my commitment that we will continue to strive for the highest quality products. Thank you for your commitment to providing the best customer experience in the industry.

Sincerely,

Mark Templin

Kathy Wachs / Lexus  
November 28, 2007  
Approved By: Nancy Fein

To: All Lexus Dealers  
From: Lexus Customer Services

**Special Service Campaign (SSC) – 7LC (Safety Recall)  
2006 GS 300 and IS 250/350 Fuel Pipe  
\*\*\*\*\*URGENT\*\*\*\*\***

On November 28, 2007, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) regarding certain 2006 model year GS 300 and IS 250/350 vehicles. In the affected vehicles, two specific fuel pipes located in the engine compartment may have had high stress areas created in the pipes during the manufacturing process. Combined with other factors such as the presence of corrosive agents in fuel, a crack may form over time leading to fuel leakage.

There are approximately 26,300 GS 300 (14,100 2WD, 12,200 AWD), 5,430 IS 250 (3,250 2WD, 2,180 AWD) and 2,650 IS 350 vehicles involved in the U.S.

A dealer package including technical instructions, VIN list and reimbursement procedures will be mailed to dealers in late November, 2007.

Lexus will inform owners of the involved vehicles with a Special Service Campaign notification letter sent via first class mail beginning in early December, 2007, approximately one week after the dealer notification.

- **All customer inquiries should be directed to the Lexus Customer Assistance Center at 1-800-255-3987.**
- If you are a dealership associate and have any questions, please contact your District Service and Parts Manager.
- For **News media inquiries only**, they should be directed to Julie Alfonso (310) 468-4625 or Greg Thome (310) 468-3279, in Lexus Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate.)

The following Q&A has been provided for your reference.



**Special Service Campaign (SSC) – 7LC (Safety Recall) Q&A**  
**2006 Model Year Lexus GS 300 (2WD/AWD), IS 250 (2WD/AWD), and IS 350**

**Q1: What is the condition?**

A1: There is a possibility that a crack may form over time in two specific fuel pipes in the engine compartment.

**Q2: What is the cause of this condition?**

A2: During the manufacturing process of two specific fuel pipes located in the engine compartment, high stress areas may have been created in the pipes. Combined with other factors such as the presence of corrosive agents in fuel, a crack may form over time leading to fuel leakage.

**Q3: Are there any warnings that this condition exists?**

A3: No, there are no warnings that this condition will occur.

**Q4: Which and how many vehicles are involved?**

A4: There are approximately 34,400 vehicles involved.

Affected Vehicle	Approx UIO
2006 model year GS 300	26,300 (14,100 2WD, 12,200 AWD)
2006 model year IS 250	5,430 (3,250 2WD, 2,180 AWD)
2006 model year IS 350	2,650

**Q5: Are there any other Toyota or Lexus vehicles involved?**

A5: No, this specific condition only affects certain 2006 model year IS 250/350 and GS 300 vehicles.

**Q6: What is the production period of the affected vehicles?**

A6: The affected vehicles were produced:

Model	Production Range
2006 model year GS 300 (2WD & AWD)	Mid-December 2004 – Late October 2005
2006 model year IS 250 (2WD)	Late August 2005 – Mid-December 2005
2006 model year IS 250 (AWD)	Mid-August 2005 – Mid-December 2005
2006 model year IS 350	Mid-August 2005 – Early November 2005

**Q7: How many incidents of this condition have been reported?**

A7: There has been 1 case of fuel leakage reported in the affected vehicles in the United States from this condition.

**Q8: Have there been any accidents reported?**

A8: No. There have been no accidents reported which relate to this condition.

**Q9: What is Lexus going to do?**

A9: Owners of the involved vehicles will receive a Safety Recall Notification by first class mail beginning in early December 2007. Any Lexus dealer will replace the fuel pipes with newly designed ones at **NO CHARGE** to the vehicle owner.

**Q10: How long will the repair take?**

A10: The repair will take approximately three hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q11: What should an owner do if they experience the condition, or have immediate concerns about their vehicle?**

A11: If an owner has any immediate concerns they are requested to contact their local Lexus dealer for diagnosis, and if applicable, repair.