

Al Smith/ [REDACTED]

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To al_smith [REDACTED]

cc

Subject Valve Spring Kit Availability

Team Lexus,

I'm pleased to share the following information regarding valve spring kits that should improve your ability to complete the Safety Recall for IS 350s/GS 350s (P/N 04000-37531) and GS 450h (P/N 04000-37631).

- Parts for the cases most critical to customer satisfaction, identified by your Area Office, will be shipped to dealers for receipt on Thursday, January 20th; in the best case, these parts may arrive at dealers on Wednesday, January 19th. Parts will be shipped overnight air to the attention of the Parts Manager.
- A moderate supply of parts will be available in the PDCs and the first orders will be released for dealership receipt on Friday, January 21st. Both of these part numbers will remain on Manual Allocation Control (MAC), until further notice, and orders will be released systematically based on parts availability and each dealer's outstanding recall completions (similar to the process put in place for the brake master cylinder cups - ALG). Next week, Parts Managers will receive a PDC e-mail communication, informing you of your dealer's daily ordering parameters.

Valve spring kits for V8 vehicles will also remain on MAC and we have enacted a daily order limit of 300 pieces nationally for the LS460 kit (P/N 0400-37338). Orders will be released for each dealer based on their outstanding recall completions to help ensure there is no interruption to parts supply.

We are committed to ensuring inventory is consistently available so you may complete these recalls without further interruptions. While we've made progress in expediting availability of valve spring kits, we still need your help with this effort by:

- Informing all service and parts associates of this temporary situation.
- Scheduling all ALE service appointments based on current dealer stock and no more than a portion of your dealership's daily order limit, where applicable, until parts are no longer on MAC.

If you're interested, the one-time parts return opportunity, detailed in the attached bulletin, is still available through January 31st.

We will continue to keep you updated with all pertinent information as it becomes available.

Thank you for your patience and understanding. Please contact your District Service & Parts Manager with any questions.

Al

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SERVICE & PARTS OPERATIONS COMMUNICATIONS

DEALER RETURN OPPORTUNITY - SSC VALVE SPRING KITS

01-07-2011

Bulletin 2011-01

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Toyota Motor Sales is providing a one-time opportunity for Lexus dealers to return excess inventory of the following Lexus SSC valve kit part numbers:

Part Number	Vehicle Model
04000-37531	IS350
04000-37631	GS450H
04000-37238	GS460
04000-37338	LS460
04000-37438	LS600H

Should you have excess inventory at your dealership and are interested in taking advantage of this return opportunity, please contact your facing PDC to initiate the following return process:

- Dealer contacts facing PDC to request return of part number(s) by **January 21, 2011**
- Facing PDC will fill out a one-time pre-approved Parts Return Request (PRR) and forwards to dealer
- Dealer sends back pre-approved PRR claim form and part(s).
- PDC will inspect parts to ensure parts meet TMS parts return criteria
- Dealer will receive full reimbursement for each kit returned that meets the parts return policy criteria. The **15% restocking fee** will be waived for these returns. **In addition, this return will not affect the dealers monthly parts return earnings or balance.**
- Parts that are deemed unsalable, used or previously installed will be returned to the dealer and the dealer will incur a **15% rejection fee** for the handling of these returns

Should you have any questions regarding this part return opportunity, please contact your facing PDC Customer Support Leader.