

June 28, 2012

To: Lexus Dealer Service Managers and Parts Managers

Subject: Owner Re-notification of Non-Completed Safety Recalls/Special Service Campaign

Safety Recall and Special Service Campaign completion is important not only in satisfying government requirements but also as an integral part of our commitment to meet customer expectations of Lexus products. Lexus will be sending Safety Recall and Special Service Campaign Follow-Up Notices to remind owners whose vehicles have not yet had recall or campaign repairs completed.

We request your assistance in completing the applicable repair as owners receive the Follow-Up Notices and contact your dealership. Please note the follow-up activity may cause an increase in your current recall/campaign owner appointments. Lexus will continue with additional follow-up activities in the months to come. Please take this into consideration when analyzing your manpower requirements.

1. Safety Recall/Special Service Campaign(s) Involved in the Follow-Up

Special Service Campaign	Description	Model/Model Year(s)
9LA	Fuel Delivery Pipe Replacement	Certain 2006 - 2007 GS, 2006 - 2008 IS and 2007 - 2008 LS Vehicles
BLA	Insufficient Tightening of the Fuel Pressure Sensor	Certain 2006 - 2007 GS 300/350, 2006 - Early 2009 IS 250 and 2006 - Early 2008 IS 350 Vehicles
BLC	Driver's Side Floor Carpet Cover and Retention Clips	Certain 2004 - Early 2007 RX 330, RX 350 and RX 400h Vehicles

2. Follow-Up Owner Notification Letter Mailing Date

The Follow-Up Owner Notification Letters ("owner letters") will be mailed in early July, 2012 approximately one week after the dealer notification by first class mail as required by Federal regulation.

3. Technical Instructions

Technical Instructions to conduct these remedies can be found on TIS.

4. Number of Involved Vehicles Not Yet Remedied

Your Area Office will be provided with this information. These counts are based on the last dealership to service an affected vehicle.

## **5. Parts Ordering**

The applicable parts ordering information can be found in the Dealer Cover Letter and Technical Instructions.

## **6. Vehicles in Dealer Stock**

Dealerships are requested to perform Safety Recall/campaign procedures on any vehicles in your stock prior to delivery. Always verify eligibility by consulting Dealer Daily/TIS prior to performing repairs.

## **7. Customer Handling and Dealership Follow-Up**

Please consider this follow-up activity a great opportunity to focus on assuring customers that their safety remains Lexus' highest priority. Customers who receive the Follow-Up Notices may contact your dealership with questions regarding the letter and/or remedy. Please ensure that all customer contact personnel are aware of these Safety Recalls/campaigns and know how to accurately answer customer's questions or how to direct the customer to someone that can. Please welcome them to your dealership and answer any questions that they may have.

Please review this letter with your Service and Parts staff to familiarize them with the proper procedure for this re-notification activity.

Thank you for your understanding and cooperation.

Lexus Service and Parts Operations Department

From: Kathy Wachs

Sent: Thu 6/28/2012 5:19 PM

Subject: Customer Renotification for SSC 9LA and Safety Recalls BLA and BLC

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**Owner Notification Letter Mailing Date**

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Thank you for your on-going support.

