



November 21, 2017

Subject: Owner Renotification of Non-Completed Safety Recall GLK

Safety Recall completion is an integral part of our commitment to meet customer expectations of Lexus products. Lexus will be sending Follow-Up Notices to remind owners whose vehicles have not yet had Safety Recall repairs completed for the campaign listed below.

We request your assistance in completing the applicable campaign repair as owners receive the Follow-Up Notice and contact your dealership. Please note the follow-up activity may cause an increase in your current Safety Recall 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.

Safety Recall Covered in the Renotification

Campaign	Model and Model Year	Approximate UIO	Mail Schedule
GLK- HS 250h Rear Control Arm	Certain 2010 Model Year HS 250h Vehicles	4,600	Late November

Follow-Up Owner Notification Letter Mailing Date

The Safety Recall Follow-Up Owner Notification Letters ("owner letters") will begin in late November. The owner letters will be mailed by first class mail, at one time.

Technical Instructions

Technical Instructions to conduct these campaigns can be found on **TIS**.

Parts Ordering

The applicable parts ordering information can be found in the Dealer Letter and Technical Instructions of the *specific* Safety Recall. As a practice, please utilize the following guidelines to determine your parts order for this renotification activity:

- Check current stock levels.
- Subsequent orders should be based on customer appointments.
- Replenishment orders of parts should be based on a "sell one, buy one" basis.

Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, Lexus requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Lexus expects dealers to use the attached Pre-Owned Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Lexus and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state "Disclosure Form GLK" and include the VIN. DO NOT forget to attach the disclosure form to the dealer package.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>).

L/Certified

L/Certified policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as L/Certified until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

LCCS Service Loaners

Lexus requests that dealers remove all LCCS vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

Customer Handling and Dealership Follow-Up

Please consider this follow-up notice a great opportunity to focus on assuring customers that their safety remains a top priority at Lexus. Customers who receive the Safety Recall Follow-Up Notice may contact your dealership with questions regarding the letter and/or remedy. Please ensure that all customer contact personnel are aware of this Safety Recall 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.

Lexus encourages dealerships to follow-up with their customers by telephone to encourage them to complete this Safety Recall. The following word track has been provided for this purpose. To assure a consistent and accurate description of the Safety Recall is communicated to the customer, dealership associates are requested to refer to the specific Safety Recall Q&A (available in TIS) to answer any specific customer questions

Hello [Mr./Ms.] _____ [Customer Name],

Our dealership _____ [Dealership Name] is following up with you regarding Safety Recall _____ [Safety Recall No.] which involves _____ [Safety Recall Title]. Our records indicate that your vehicle falls within the parameters of this Safety Recall and as a customer convenience I would like to answer any questions that you may have. [Answer any questions using the Safety Recall Q&A for the applicable recall]

May I schedule an appointment for your vehicle to complete this important Safety Recall?

What date and time will be convenient for you to bring your vehicle into our service department which is located at _____ [dealership address]. If you have any further questions or concerns, please contact me at _____ [contact name and telephone no.]

NOTE: Additional guidelines regarding dealership follow-up for non-completed recalls can be found in Warranty Policy 5.22.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Owner Renotification of Non-Completed Safety Recall.

Thank you for your cooperation.

CC: Customer Satisfaction Manager Parts Manager
Dealer Principal Pre-owned Manager
General Manager Service Manager