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2007 Model Year LS 460 and LS 460L Idler Pulleys
Limited Service Campaign
LIMITED TIME OFFER

Sample

Dear Lexus Customer:

Lexus is dedicated to the "Pursuit of Perfection".

We are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Lexus is announcing a Limited Service Campaign Program, which includes your vehicle.

What is the condition?

During the manufacturing process of two idler pulleys for the engine accessory drive V-belt, foreign materials may have been present in the resin. This condition may lead to rattle or squeak noise coming from the engine compartment. Over the long term, it may affect the expected service life of the two idler pulleys and the accessory drive V-belt.

What is included in this Limited Service Campaign?

Before you are inconvenienced by this condition, any Lexus dealer will replace the two involved idler pulleys with newly designed ones, as well as install a new accessory drive V-belt at **NO CHARGE** to you for a limited time. This program will be offered until **March 31, 2011**, and will only be available at your authorized Lexus dealer.

All terms of your Lexus Basic Warranty will remain intact regardless of whether or not you take advantage of this Limited Service Campaign. Additional details on your vehicle's Lexus Basic Warranty coverage can be found in your Owner's Warranty and Service Guide booklet.

How do you take advantage of this Limited Service Campaign?

Please contact your authorized Lexus dealer to make an appointment to replace the two involved idler pulleys and accessory drive V-belt **before March 31, 2011**. The repair will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

We request that you present this notice to the dealer at the time of your service appointment.

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

What if you have other questions?

Your local Lexus dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair. If you require further assistance, you may contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Standard Time.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

Lexus Division
TOYOTA MOTOR SALES, U.S.A., INC.