

# CSC-10044561-9251

## Certain 2013 Model Year Lexus GS350 Vehicles Engine Control Module (ECM) Reflash

### Customer Satisfaction Campaign

[VIN]

Dear Lexus GS 350 Owner:

We greatly appreciate your purchase of the 2013 model year GS 350.

At Lexus, vehicle quality and your ownership experience are very important to us. Lexus recently identified a momentary sensation that some drivers may consider unusual following the upshift into 3<sup>rd</sup> gear while in Economy ("ECO") mode.

As part of our continuing efforts to provide superior customer satisfaction and to optimize vehicle performance, Lexus would like to reflash the Engine Control Module (ECM) calibration in your GS 350 to eliminate this condition from occurring.

#### What should you do?

Any Lexus dealer will reflash the ECM with a new calibration at **No Charge** to you.

#### What if you have other questions?

*Your local Lexus dealer will be more than happy to answer any of your questions and arrange an appointment to perform the reflash.* 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 Time.

We have sent this notice in the interest of your continued satisfaction with our products. We apologize for any inconvenience.

Thank you for driving a Lexus.

Sincerely,

LEXUS DIVISION  
TOYOTA MOTOR SALES, USA, INC.