

CSC-10045093-6195

Early 2013 Model Year Lexus GS350 Vehicles Heating, Ventilating, and Air Conditioning (HVAC) System Update Limited Service Campaign

[VIN]

Dear Lexus GS 350 Owner:

At Lexus, 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, which includes your vehicle.

What is the condition?

Early 2013 model year Lexus GS350 vehicles may exhibit a condition where the HVAC system re-initializes after starting the vehicle. This can be identified by the climate control display coming on briefly, and then resetting at 75 degrees Fahrenheit for both driver and passenger front zones. A new Air Conditioner ECU calibration update is available to address this condition.

What is included in the Limited Service Campaign?

Before you are inconvenienced by this condition, any authorized Lexus dealer will update the Air Conditioner ECU calibration at **no charge** to you for a limited time. This program will be offered until June 30, 2015, and will only be available at an authorized Lexus dealer.

All terms of your New Vehicle Limited Warranty will remain in effect whether or not you take advantage of this Limited Service Campaign. Additional details on the New Vehicle Limited 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 have the Air Conditioner ECU calibration updated **before June 30, 2015**. The repair will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If your vehicle is covered by this Limited Service Campaign, you do not need this owner letter to have the campaign completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, please go to www.lexus.com/owners. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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 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, USA, INC.