

Certain 2007-2009 Model Year RX 350
Certain 2007-2008 Model Year ES 350
2GE-FE (V6) Engine VVT-i Oil Hose Replacement
LIMITED TIME OFFER

[VIN]

CSC-10056816-1358

Dear Lexus Owner:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. In our continuing efforts to ensure the best in customer satisfaction, Lexus is extending Limited Service Campaign (LSC) 9LH for vehicles that were not repaired prior to the expiration of the original LSC; this extension includes your vehicle.

What is the condition?

On certain vehicles equipped with a 2GR-FE (V6) engine, the rubber portion of the oil supply hose for the VVT-i actuator may degrade over time. This condition may cause oil to leak from the VVT-i oil hose producing abnormal engine noise and the oil pressure light to illuminate.

What is included in the Limited Service Campaign?

Before you are inconvenienced by this condition, any authorized Lexus dealer will replace the VVT-i Oil Hose at **NO CHARGE** to you for a limited time. ***This Limited Service Campaign will remain available until December 31, 2021***, and will only be available at an authorized Lexus dealer.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed at the beginning of this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Warranty Information booklet. For additional information, please refer to the booklet.

How do you take advantage of this Limited Service Campaign?

Please contact your authorized Lexus dealer to make an appointment to have the VVT-i oil hose replaced before **December 31, 2021**. The repair will take approximately 1 hour. 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.

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

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order and proof-of-payment to the following address for reimbursement consideration:

Lexus, a Division of Toyota Motor Sales, U.S.A., Inc
Lexus Customer Assistance Center L201
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow us 6-8 weeks to process your request.

Please note the dealership will need to complete the Safety Recall remedy before reimbursement consideration requests can be processed.

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, a Division of Toyota Motor Sales, USA, INC.