



November 12, 2014

To: Area General Managers

From: Don Fordiani, National Field and Dealer Operations Manager

Subject: Limited Service Campaign (LSC) ELE
Certain 2008 through 2012 Model Year IS F Vehicles
Engine Cooling Fans

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing Limited Service Campaign (LSC) ELE on certain 2008 through 2012 model year IS F vehicles.

Background

The screws which secure the engine cooling fan motors to the fan shroud could become loose over time and interfere with the operation of the cooling fans. If a fan becomes damaged and inoperative, the engine coolant temperature could increase.

The following information is provided to inform you and your staff of the dealer and owner notification phase of the campaign. Additional information may be found in the attached Lexus dealer letter, Q&A and customer notification letter.

Limited Service Campaign (LSC) Remedy

Authorized Lexus dealers are requested to inspect and replace the screws securing the cooling fan motors. If the cooling fan is damaged or the cooling fan motor is missing screws, the cooling fan assembly will be replaced with a new one. These repairs will be performed at **NO COST** to vehicle owners.

This LSC will be available *until November 30, 2017* and will only be available at an authorized Lexus dealer.

Dealer and Owner Notification Dates

The attached dealer communication will be e-mailed to all Lexus dealers on November 12, 2014.

The owner notification will begin in late-November, 2014, approximately one week after the dealer notification.

Please note that only owners of covered vehicles will be notified. If your dealers are contacted by owners who have not yet received a notification, please remind them to *verify eligibility by confirming through TIS prior to performing repairs*. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Used Vehicles in Dealership Inventory (In-stock Vehicles)

To ensure customer satisfaction, Lexus requests that dealers conduct the LSC remedy on any used vehicles currently in dealer inventory that are covered by this LSC prior to customer delivery.

Number and Identification of Affected Vehicles

There are approximately 4,600 vehicles covered by this Limited Service Campaign.

Parts Availability and Ordering

The Screw Replacement Kits have been placed on Dealer Ordering Solutions (DOS). Since only a limited number of Fan

w/Motor Assemblies will require replacement, to help control inventory, they will be placed on Manual Allocation Control (MAC). Please refer to the dealer letter for additional details.

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Handling

A Q&A is attached to assist you in responding to any dealer questions or customer concerns. If a customer has any further questions they are requested to contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm PST, or Saturday, 7:00 am to 4:00 pm PST.

Thank you for your understanding and cooperation.

Attachments

CC: Assistant Area General Managers
Customer Satisfaction Managers
Customer Services Field Managers
Customer Services Operations Manager s
District Service and Parts Managers
District Technical Managers
Field Product Engineers
Pre-Owned Manager
Vehicle Field Sales Managers