



August 7, 2014

To: Area General Managers

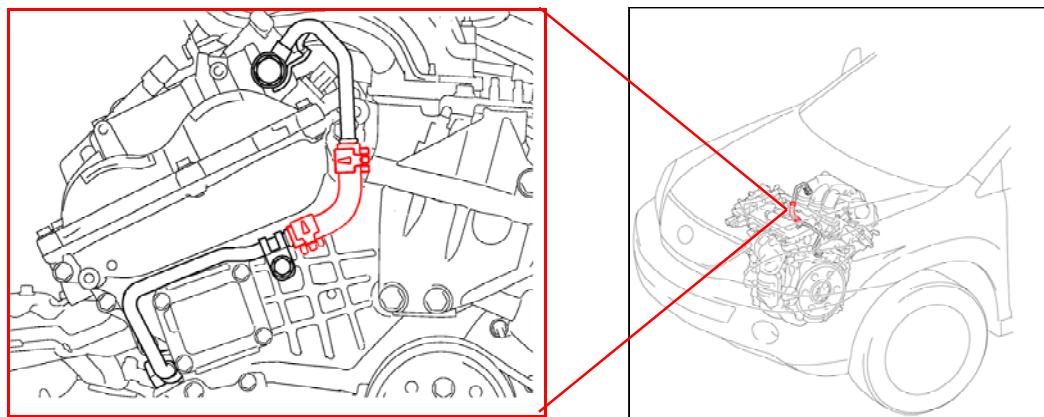
From: Don Fordiani, National Field and Dealer Operations Manager

Subject: **Extension of** Limited Service Campaign (LSC) 9LH
2007 - 2009 RX 350 and 2007 - 2008 ES 350 Vehicles
2GR-FE (V6) Engine VVT-i Oil Hose Replacement

In our continuing efforts to ensure the best in customer satisfaction, Lexus is extending Limited Service Campaign (LSC) 9LH on certain 2007 - 2009 RX 350 and 2007 - 2008 ES 350 vehicles. There were approximately 30,000 vehicles that were not completed prior to the expiration of the original LSC that will be covered by this LSC extension.

Background

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.



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

Limited Service Campaign (LSC) Remedy

Authorized Lexus dealers are requested to replace the VVT-i hose at **NO CHARGE** to the vehicle's owner.

This LSC extension will be available *until December 31, 2021*, 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 August 8, 2014.

The owner notification will begin in early August, 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 30,000 vehicles covered by this LSC extension.

Parts Availability and Ordering

The kit for this remedy has been placed on Dealer Ordering Solutions. 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.

Attachment

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