

Customer word track

Mr. / Ms. _____

As part of Lexus's on-going commitment to ensure high quality repairs and overall customer satisfaction, Lexus and <dealer name> are working together to conduct a random quality confirmation activity involving your <MY Model> <VIN> that previously had the ALE Valve Spring Replacement campaign performed.

This random confirmation activity will help Lexus once again confirm the repair procedure, which was developed specifically for the ALE campaign, is meeting our intended quality standards and help establish a standardized quality confirmation process that can be used by all dealers in the future.

For your inconvenience, we would like to offer you a free oil change and a loaner vehicle to use for the day free of charge.