



August 8, 2014

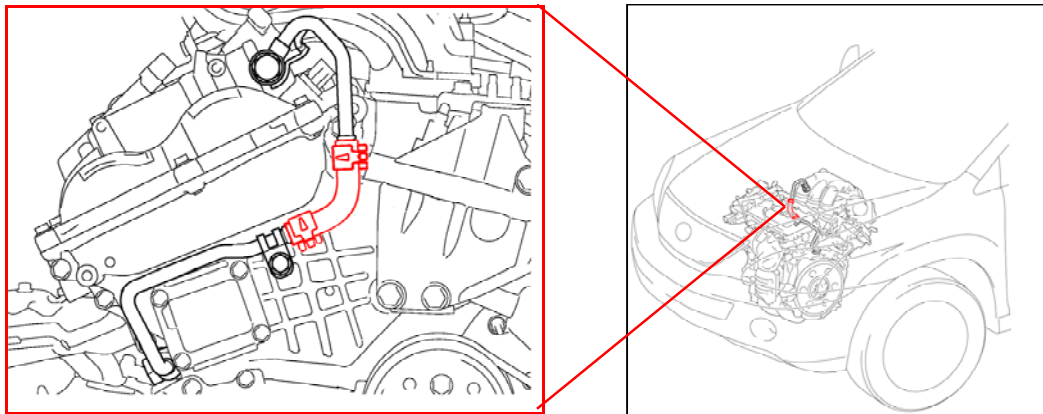
**Subject:**        **Extension of** Limited Service Campaign (LSC) 9LH  
2007 - 2009 RX 350 and 2007 - 2008 ES 350 Vehicles  
2GR-FE (V6) Engine    VVT-i Oil Hose Replacement

Dear Dealer Principal:

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 information is provided to inform you and your staff of the 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.

### Owner Notification Date

The owner notification will begin in early August, 2014, approximately one week after the dealer notification.

*Lexus makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the*

LSC extension announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **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.

Model	WMI	Model Year	VIN Range	
			VDS	Range
RX 350	2T2	2007	GK31U	C001025 - C026795
			HK31U	C001025 - C047067
		2008	GK31U	C026817 - C056931
			HK31U	C047115 - C096520
		2009	GK31U	C056936 - C073676
			HK31U	C096531 - C122713
RX 350	JTJ	2007	GK31U	0001013 - 0010307
			HK31U	2000449 - 2027597
		2008	GK31U	0010330 - 0015559 9850000 - 9852145
			HK31U	2027233 - 2854795
		2009	GK31U	0015565 - 0016006 9852148 - 9852763
			HK31U	2051144 - 2857443
ES 350	JTH	2007	BJ46G	2000161 - 2154811
		2008		2154866 - 2241848

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS. **Not all vehicles in the VIN range are covered by this LSC extension.**


#### Parts Availability and Ordering

Orders can be placed through your facing PDC. The VVT-i hose kit has been placed on Dealer Ordering Solutions (DOS) and will be systematically released daily based on dealer ordering criteria.

Part Description	Part Number	Quantity per Vehicle
No.1 Oil Hose Kit	04009-33131	1

Each dealership will receive specific dealer ordering criteria in an e-mail from their facing PDC manager. Therefore, it is vital that your dealership's parts and service departments coordinate appointments for the replacement. A sample of the

communication is below.

  
**Parts Allocation Report**  
99999  
SAMPLE LEXUS

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

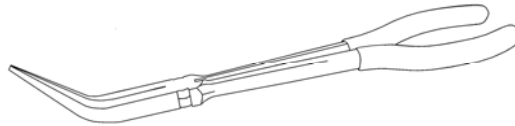
If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q. Sample at (999) 999-9999.

Part Number	Part Description	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

### Required Special Service Tools

An angled needle nose plier will be required to complete the repair. One of these tools was previously provided free of charge at the launch of the original LSC 9LH. Technicians may also utilize the following commercially available tools:

- Snap-On: 411BCP
- Matco: PNG111B
- Mac: P301733



### Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership associates involved in the recall process are required to successfully complete E-Learning course LSC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certification levels:

- Senior or Master Technician
- Senior or Master Diagnostic Technician

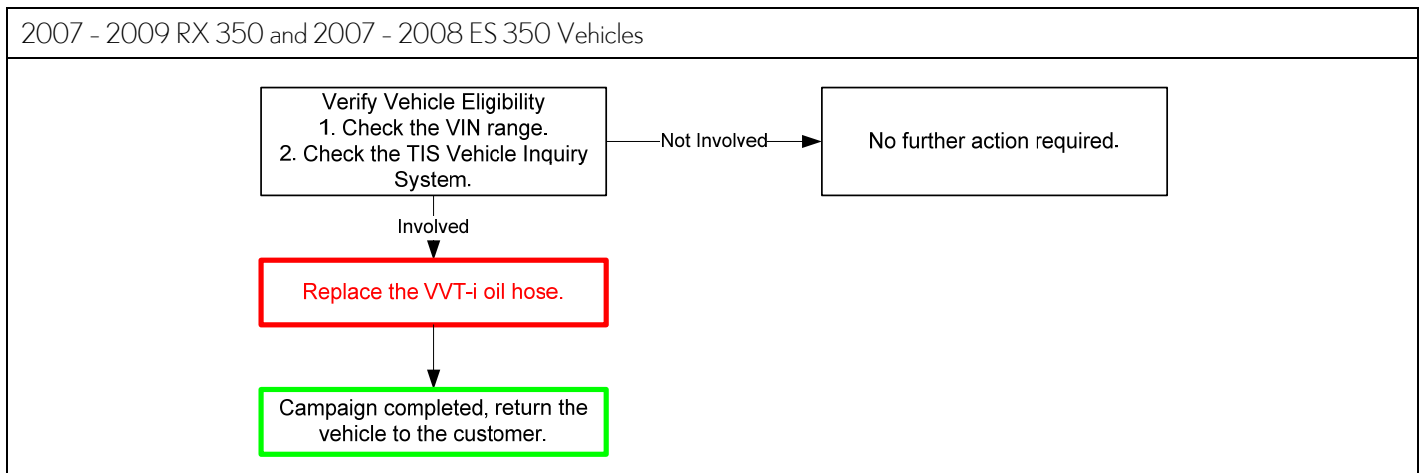
It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

### Remedy Procedures

Please refer to TIS for technical instructions.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

## Warranty Reimbursement Procedures



Dealers are required to submit LSC claims using the information described below.

LSC	Model	Opcode	Description	Labor Hours*
9LH	RX	9609KB	Replace the oil cooler hose	0.8 hr/vehicle
	ES	9609KC		

\*NOTE: The flat rate time includes 0.1 hour for campaign administrative cost per unit for the dealership.

Lexus' usual customer care amenities of car wash and fuel fill-up apply to this LSC. Additionally, one day of rental vehicle expense (to a maximum of \$45) or the cost of pick-up and delivery of the customer's car may be claimed if required and subject to the guidelines published in the Special Service Campaign and Limited Service Campaign General Procedures document on TIS.

### Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Lexus. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

### 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 questions or customer concerns. If the 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.

Please review this information with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Limited Service Campaign.

Thank you for your on-going support.

Lexus, a Division of Toyota Motor Sales, USA, Inc.

Attachments

CC: Customer Satisfaction Manager  
General Manager  
Parts Manager  
Pre-owned Manager  
Service Manager  
Warranty Administrator

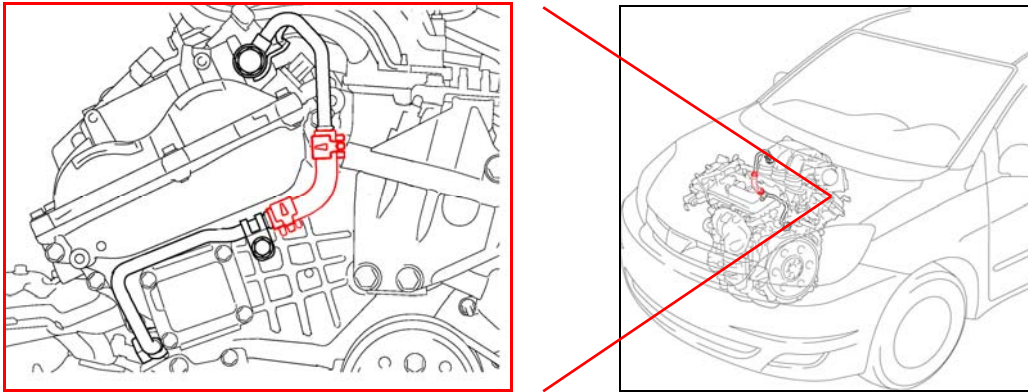


**Extension of Limited Service Campaign (LSC) 9LH**  
**Certain 2007-2009 Model Year RX 350**  
**Certain 2007-2008 Model Year ES 250**  
**2GR-FE (V6) Engine VVT-i Oil Hose Replacement**

In our continuing efforts to ensure the best in customer satisfaction, Lexus is extending Limited Service Campaign (LSC) 9LG for vehicles that were not repaired prior to the expiration of the original LSC. Approximately 30,000 vehicles will be covered by this LSC extension.

**Q1: *What is the condition?***

A1: 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.



**Q1a: *What is the cause of this condition?***

A1a: The rubber portion of the engine oil supply hose for the VVT-i actuator may develop a pinhole. Over time, exposure to small amounts of corrosive gases from the positive crankcase ventilation (PCV) may cause this pinhole in the hose to expand. As a result, oil may leak from the hose.

**Q1b: *Are there any warnings that this condition exists?***

A1b: Yes, this condition may cause abnormal engine noise and/or the oil pressure light to illuminate

**Q2: *What is Lexus going to do?***

A2: Owners of vehicles covered by this LSC will receive a notification letter by first class mail starting in early August, 2014.

Any authorized Lexus dealer will replace the VVT-i Oil Hose at **NO CHARGE** to the vehicle owner. Please see your local authorized Lexus dealer for additional details.

**Q2a: *How does Lexus obtain my mailing information?***

A2a: Lexus uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information based upon the DMV records. Please make sure your registration or title information is correct.

**Q2b: *Do I need my owner letter to have the remedy performed?***

A2b: No, you do not need an owner letter to have this LSC completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present the owner notification at the time of your service appointment.

**Q4: *Which and how many vehicles are covered by this Limited Service Campaign?***

A4: There are approximately 30,000 vehicles covered by this Limited Service Campaign extension in the U.S.

Model Name	Model Year	Production Period	Appx. UIO
ES350	Certain 2007-2008	Early March, 2006 through Mid-April 2008	11,500
RX350	Certain 2007-2009	Mid-January, 2006 through Mid-August, 2008	18,500

**Q4a:** *Are there any other Toyota, Lexus, or Scion vehicles covered by this Limited Service Campaign Extension in the U.S.?*

A4a: Yes, this condition also affects the following Toyota vehicles.

Model Name	Model Year	Production Period	Appx. UIO
Highlander	Certain 2008	Late May, 2007 through Late April, 2008	14,600
RAV4	Certain 2006-2009	Early January, 2006 through Early February, 2009	10,400
Camry	Certain 2007-2010	Late December, 2005 through Mid-June, 2009	19,500
Avalon	Certain 2005-2009	Late December, 2004 through Mid-May, 2009	18,800
Sienna	Certain 2007-2010	Early December, 2006 through Late June, 2009	54,300

Toyota vehicles will be identified under Limited Service Campaign extension 90K.

**Q5:** *When will this Limited Service Campaign Expire?*

A5: This Limited Service Campaign will be available until December 31, 2021.

**Q6:** *How long will the repair take?*

A6: The repair will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q7:** *What if you have previously paid for repairs to your vehicle for this specific condition?*

A7: Owners who have previously paid for repairs to address this specific condition should refer to the owner letter for instructions regarding reimbursement consideration.

Please note the dealer will need to perform this LSC before reimbursement consideration requests can be processed.

**Q8:** *What if an owner has additional questions?*

A8: Owners with questions or concerns are asked to please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

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]

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](http://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.

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