



June 16, 2015

To: General Managers
From: Don Fordiani, National Field and Dealer Operations Manager
Subject: Limited Service Campaign (LSC) FLB
Certain 2010 Model Year RX 450h
Oxygen Sensor Replacement

In our continuing efforts to ensure the best in customer satisfaction, Lexus is launching a Limited Service Campaign (LSC) on certain 2010 Model Year RX 450h vehicles. This LSC covers approximately 22,000 vehicles.

Background

The subject vehicles are equipped with an oxygen sensor with an attached wire harness. Due to the oxygen sensor wire harness routing and engine vibration, the harness may become damaged over time. If the wire harness becomes damaged, the Check Engine warning lamp may illuminate.

Remedy

Lexus has designed a new oxygen sensor with a different wire harness and bracket to prevent this condition from occurring in the future.

Lexus dealers will replace the oxygen sensor with wire harness and wire harness bracket at **NO CHARGE** to the vehicle owner.

This LSC will be available *until May 31, 2018*, and will only be available at an authorized Lexus Dealer.

Dealer and Owner Notification Mailing Date

Lexus dealers will be notified via e-mail on Tuesday, June 16, 2015.

The owner notification will commence in late-June, 2015, approximately one week after the Dealer Letter.

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 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 the covered vehicles will be notified. If your dealers are contacted by an owner who has 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.

Number and Identification of Covered Vehicles

There are approximately 22,000 RX 450h (certain 2010MY) vehicles covered under this LSC.

Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

Exhaust Pipe Replacement

There may be rare cases in which the oxygen sensor is seized in the exhaust pipe (TMC projects less than 0.5 percent failure rate). If this occurs, the exhaust pipe may require replacement. If a dealer makes contact requesting assistance, verify the actual condition and if appropriate instruct them to replace the exhaust pipe. The necessary parts can be ordered using normal methods (exhaust pipe, gaskets). *Only provide the opcode to a dealer after verification.*

LSC	Op. Code	Description	Flat Rate
FLB	BGG19B	Replacement of the exhaust pipe and oxygen sensor No. 2 and the wire harness bracket	1.1 hr/vehicle

- The above operation codes include 0.1 hour for 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.

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 Contacts

A Q&A is attached to assist you in responding to any 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.

Please review this entire package with your 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.

Attachment

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