



August 20, 2015

To: General Managers

From: Don Fordiani, National Field and Dealer Operations Manager

Subject: Special Service Campaign (SSC) FLD  
Certain 2007 Model Year RX 400h  
Engine Software Update for Air Fuel (A/F) Sensor Monitoring

In our continuing efforts to ensure the best in customer satisfaction, Lexus is launching a Special Service Campaign (SSC) on certain 2007 Model Year RX 400h vehicles. This SSC covers approximately 7,000 vehicles.

#### Background

The subject vehicles may be unable to pass certain state emission testing requirements due to incomplete readiness of the required Air Fuel (A/F) sensor monitor.

#### Remedy

Lexus has developed new engine control software logic to help prevent this condition from occurring.

#### Dealer and Owner Notification Mailing Date

Lexus dealers will be notified via e-mail the afternoon of Thursday, August 20, 2015.

The owner notification will commence in late August, 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 SSC 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.

#### Pre-owned Vehicles in Dealership Inventory (In-stock Vehicles)

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

#### Number and Identification of Covered Vehicles

There are approximately 7,000 RX 400h (certain 2007MY) vehicles covered under this SSC.

Dealers should perform the procedure as outlined in the Technical Instructions located 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 Special 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  
Field Technical Specialists  
Field Product Engineers  
Pre-Owned Managers  
Vehicle Field Sales Managers