

Kathy Wachs / Service and Parts Operations
Lexus Customer Services
August 20, 2015
Approved by: Don Fordiani

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 Hybrid vehicles. This SSC covers approximately 7,000 vehicles.

- Lexus will begin to notify owners whose vehicle is covered by this Special Service Campaign in Late August, 2015.
- A Dealer Letter containing additional information (i.e. Technical Instructions, reimbursement procedures, etc.) has been posted on TIS.
- *Please refer to TIS for vehicle applicability and additional information.*

Customer and Media Contacts

- A FAQ has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Lexus Customer Assistance Center at 1-800-255-3987.
 - If you are a dealership associate and have any questions, please contact your District Service and Parts Manager.
 - *In the event you are contacted by the News media*, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)
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