



March 11, 2015

To: General Managers
From: Don Fordiani, National Field and Dealer Operations Manager
Subject: Limited Service Campaign (LSC) FLA
Certain 2013 Model Year GS 350 and GS 450h Vehicles
Front Passenger Supplemental Restraint System

In our continuing efforts to ensure the best in customer satisfaction, Lexus is launching a Limited Service Campaign (LSC) for certain 2013 model year GS 350 and GS 450h vehicles.

Background

The front passenger seat assembly is equipped with sensors for the occupant classification system which are used to control the operation of supplemental restraint systems (SRS), including the front passenger airbag. The sensors classify the weight of the occupant and activate or deactivate the front passenger airbag accordingly. Additionally, the sensors are used to detect certain vehicle collisions. Due to the current collision detection thresholds, the system may interpret certain occupant seating usages or road conditions as a rear collision and illuminate the Airbag Warning light and "AIR BAG OFF" indicator, disabling the front passenger air bag.

Additional information may be found in the attached dealer letter, Lexus Q&A and customer notification letter.

Limited Service Campaign (LSC) Remedy

Authorized Lexus dealers are requested to replace the front passenger Lower Seat Frame Assembly. Lexus dealers will perform the repair at **NO COST** to vehicle owners.

This LSC will be available *until December 31, 2017* and will only be available at an authorized Lexus dealer.

Dealer and Owner Notification Dates

Lexus dealers will be notified via e-mail on Thursday, March 12, 2015.

The owner notification will begin in mid-March, 2015, 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 their 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 your dealerships are contacted by owners who have not yet received a notification, please remind your dealers 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 Affected Vehicles

There are approximately 24,400 vehicles covered by this Limited Service Campaign.

Model	Model Year	Production Period	Number of Vehicles (Approximate)
GS 350	2013	Mid-July, 2011 through Mid-October, 2012	23,500
GS 450h	2013	Early October, 2011 through early October, 2012	900

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 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.

Thank you for your on-going support.

Attachment

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