



March 12, 2015

Subject: Limited Service Campaign (LSC) FLA
Certain 2013 Model Year GS 350 and GS 450h Vehicles
Front Passenger Supplemental Restraint System

Dear Dealer Principal:

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 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. Additionally, depending on vehicle production date, in some cases dealers will also replace the Occupant Classification System ECU..

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

Owner Notification Dates

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 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 your dealership is contacted by owners who have 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 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 |

Parts Availability and Ordering

Orders can be placed through the dealership's facing PDC. The parts have been placed on DDMAX and will be systematically released based on dealer ordering criteria. Lexus reminds dealers not to order parts without checking part requirement by vehicle in the website below.

The parts necessary to complete this LSC vary by model and model production dates, please log in to the following website and populate the VIN you are currently servicing for the appropriate remedy and necessary parts.

<http://lexus-ocs.imagespm.info/>

Default Password: xxxxx

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 LSC repair are required to currently hold at least one of the following certification levels:

- Senior or Master Technician with L652 completion
- Senior or Master Diagnostic Specialist

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this LSC 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

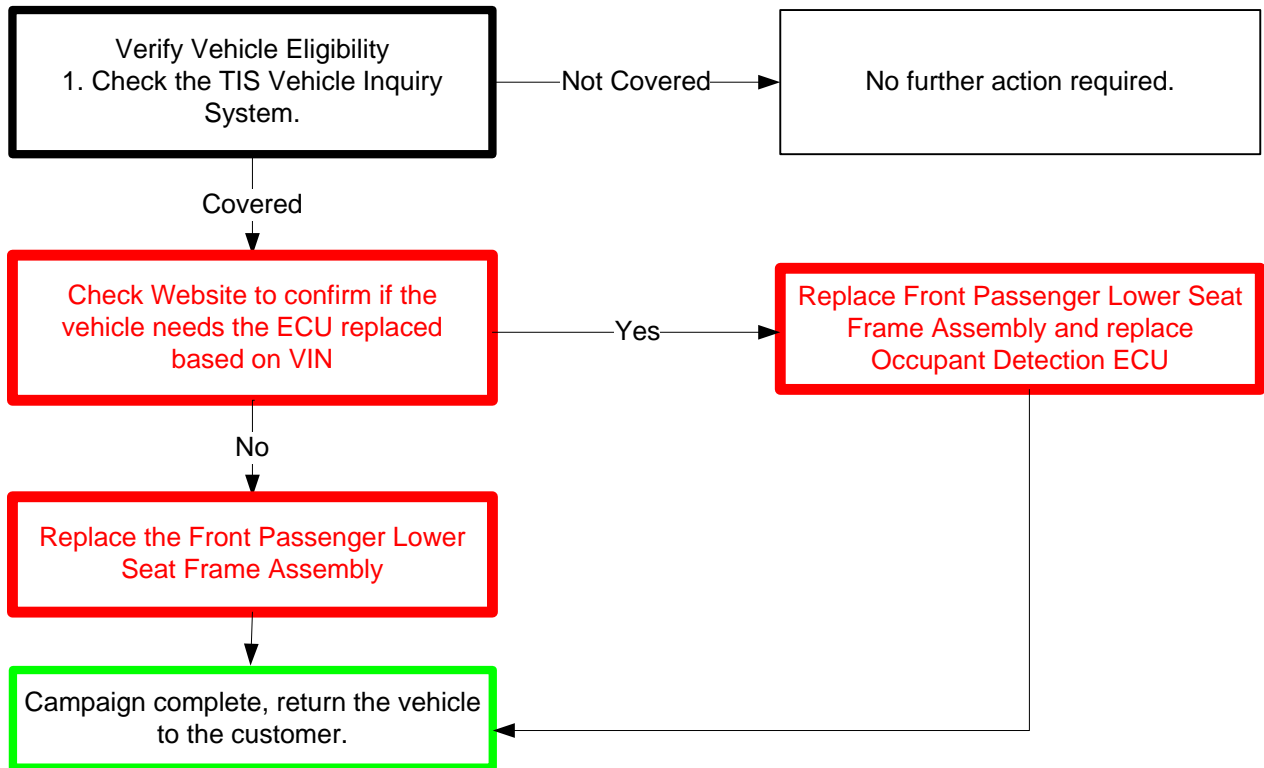
Please refer to TIS for technical instructions.

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

Warranty Reimbursement Procedures

2013 Model Year GS350 and GS450h Vehicles

The flow chart is for reference only. DO NOT use it in place of the full technical instructions. Follow ALL steps as outlined in the full technical instructions to confirm the campaign is completed correctly.



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

| LSC | Model | Seat Configuration | Op. Code | Description | Labor Hours* |
|-----|------------------|----------------------------------|----------|--|----------------|
| FLA | GS350 and GS450h | 10 Way w/o Climate Control | AGGE5L | Replace the Front Passenger Lower Seat Frame Assembly and Perform OCS initialization (If necessary also replace the OCS ECU) | 3.3 hr/vehicle |
| | | 10 Way With Climate Control Seat | AGGE5M | | 3.5 hr/vehicle |
| | | 18 Way Luxury Seat | AGGE5N | | 3.6 hr/vehicle |

*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 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.

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

Attachment

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