From:
Subject: Limited Service Campaign (LSC) GLI 247 Specific 2016 Model Year AWD (All Wheel Drive) RC 300 and RC 350 Vehicles Incorrect Driver's Carpet Floor Mat
Date: Wednesday, August 10, 2016 2:08:26 PM
Attachments: GLI-DC-RC-REM-Final 8-8-16.pdf
GLI-QA-RC-REM-Final 8-8-16.pdf

In our continuing efforts to ensure the best in customer satisfaction, Lexus is launching a Limited Service Campaign (LSC) on 247 specific 2016 model year AWD (All Wheel Drive) RC 300 and RC 350 vehicles.

Background

The subject AWD (All Wheel Drive) vehicles received a set of carpet floor mats designed for a RWD (Rear Wheel Drive) model. If installed, the driver's floor mat is too wide and cannot be secured in the correct position using the retaining clips.

Remedy

Any authorized Lexus dealer will install the correct carpet floor mat set at ***NO CHARGE*** to the vehicle owner. The condition only applies to the driver's floor mat; however, a new set of four floor mats will be installed.

This LSC will be available ***until July 31st, 2019***, and will only be available at an authorized Lexus dealer.

Dealer and Owner Notification Mailing Date

Lexus dealers will be notified via e-mail at 3:00PM PST on Wednesday, August 10, 2016.

Lexus will notify owners in August of 2016. A sample of the owner notification letter has been included for your reference.

Parts Ordering Process

There are three different part numbers applicable to vehicles covered by this Limited Service Campaign. Dealers are directed to contact their District Service and Parts Manager for the specific part number for each affected vehicle. A list of affected VINs and the applicable part number was provided to each Area office CSOM/CSFM.

Please review this entire package with your Service and Parts 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.

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