



August, 2016

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

Dear Dealer Principal:

**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.

#### **Owner Notification Mailing Date**

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

*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 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 dealer is contacted by an owner who has 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.

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

To ensure customer satisfaction, Lexus requests that dealers conduct this LSC remedy on any pre-owned vehicles currently in dealer inventory or any dealer LCCS vehicles that are covered by this LSC prior to customer delivery or customer loan.

Also, as a reminder, L-Certified policy prohibits the certification of any vehicle with an outstanding Limited Service Campaign, Special Service Campaign or Safety Recall. Thus, no affected units should be sold or delivered as an L-Certified until this Limited Service Campaign has been completed on that vehicle.

## Number and Identification of Covered Vehicles

There are 247 specific 2016MY RC 300 and RC 350 vehicles covered under this LSC.

## 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.

## Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this LSC are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". 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:

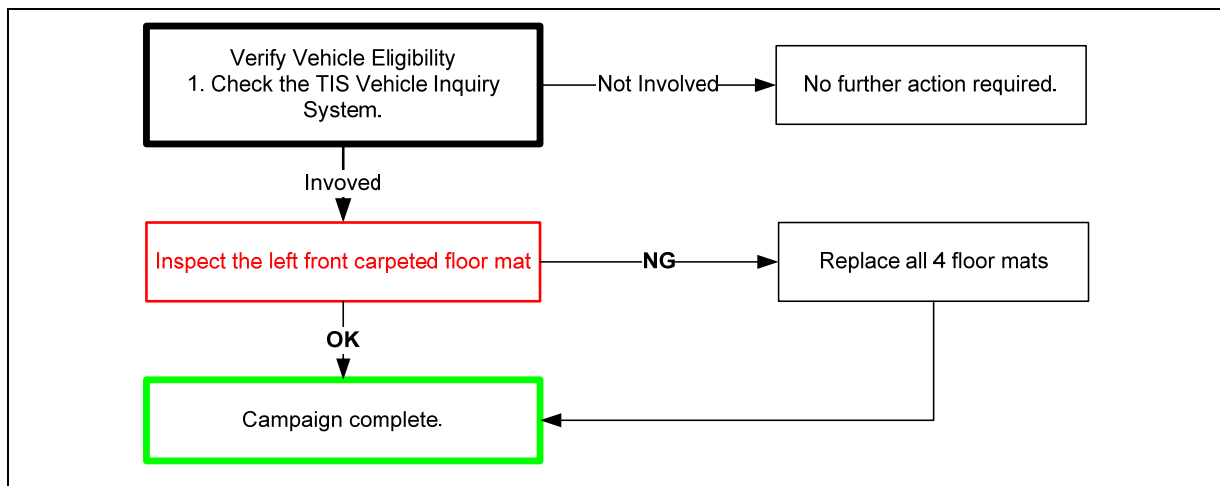
- Certified Service Technician
- Certified Diagnostic Specialist
- Senior Service Technician
- Senior Diagnostic Specialist
- Master Service Technician
- Master Diagnostic Specialist

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this 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.

## Parts Ordering Process

There are three different part numbers applicable to vehicles covered by this Limited Service Campaign. Please contact your District Service and Parts Manager for the specific part number for each affected vehicle.

## Warranty Reimbursement Procedure



LSC	Op. Code	Description	Flat Rate
GLI	CGG44A	Replace Vehicle Carpet Floor Mats	0.2/vehicle

- The above operation codes include 0.1 hour for 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 Safety Recall and Special 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.

### **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 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.

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

Attachments

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



Limited Service Campaign GLI - **Remedy Notice**  
247 Specific 2016 Model Year AWD (All-Wheel Drive) RC300 and RC350 Vehicles  
Incorrect Driver's Carpet Floor Mat

**Frequently Asked Questions**  
**Published August 10, 2016**

**Q1: *What is the condition?***

A1: 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.

**Q2: *What is Lexus going to do?***

A2: Lexus will send a notification letter by first class mail to owners of vehicles covered by this Limited Service Campaign.

Any authorized Lexus dealer will install the correct carpet floor mat set at **NO CHARGE** to you. The condition only applies to the driver's floor mat; however, a new set of four floor mats will be installed. If you have purchased all-weather floor mats, the new carpet floor mat set will be placed in your trunk.

**Q2a: *How long will the repair take?***

A2a: Installing the carpet floor mat set will take approximately thirty minutes; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q2b: *When will this Limited Service Campaign expire?***

A2b: This Limited Service Campaign will be available until July 31, 2019.

**Q2c: *How does Lexus obtain my mailing information?***

A2c: Lexus uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q3: *Are there any warnings or indicators of this condition?***

A3: Yes. The driver's carpet floor mat will not fit properly in the designated area and cannot be secured in the correct position using the retaining clips.

**Q4: *Which and how many vehicles are covered by this Limited Service Campaign?***

A4: There are 247 Specific 2016 Model Year AWD (All Wheel Drive) RC300 and RC350 vehicles covered by this Limited Service Campaign in the U.S.

**Q4a: *Are there any other Lexus, Toyota, or Scion vehicles covered by this Limited Service Campaign in the United States?***

A4a: No. There are no other Lexus, Toyota, or Scion vehicles covered by this Limited Service Campaign.

**Q5: *What if I have additional questions or concerns?***

A5: If you have additional questions or concerns, please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

247 Specific 2016 Model Year AWD (All Wheel Drive) RC 300 and RC 350 Vehicles  
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Limited Service Campaign GLI - *Remedy Notice*

[VIN]

Dear Lexus Customer:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Lexus is announcing a Limited Service Campaign, which includes your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**What is the condition?**

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.

**What will Lexus do?**

Any authorized Lexus dealer will install the correct carpet floor mat set at ***NO CHARGE*** to you. The condition only applies to the driver's floor mat; however, a new set of four floor mats will be installed. If you have purchased all-weather floor mats, the new carpet floor mat set will be placed in your trunk.

**What should you do?**

Before you are inconvenienced by this condition, please contact your authorized Lexus dealer to make an appointment to have the carpet floor mat set replaced. The remedy will take approximately thirty minutes. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. This program will be offered until 07/31/2019, and will only be available at an authorized Lexus dealer.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed at the beginning of this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Manual Warranty Information booklet. For additional information, please refer to the booklet.

**What if you have other questions?**

- *Your local Lexus dealer will be more than happy to answer any of your questions.*
- If you require further assistance, you may contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

If you would like to update your vehicle ownership or contact information, you may do so by registering at [www.lexus.com/drivers](http://www.lexus.com/drivers). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

*If you are a vehicle lessor*, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.