July 18, 2016

To: Lexus Area General Managers

From: Chuck Yaeger – National Manager, Fixed Operations

Subject: Special Service Campaign (SSC) GLE – *Remedy Notice*
Certain 2016 RX 450h Vehicles
Fuel Tank Ring Replacement

In our continuing efforts to ensure the best in customer satisfaction, Lexus is launching a Special Service Campaign (SSC) on certain 2016 model year RX450h vehicles. This SSC covers approximately 4,500 vehicles.

Background

In the subject vehicles the fuel level float arm in the fuel tank may become obstructed and cause the fuel level gauge to display an inaccurate reading. This could result in the vehicle running out of fuel during operation. If this occurs, the vehicle may illuminate the check engine light and enter EV fail-safe mode.

Remedy

Lexus has designed a new fuel tank ring to prevent this condition from occurring.

Dealer and Owner Notification Mailing Date

Lexus dealers will be notified via e-mail on July 18, 2016.

The owner notification will commence in late July, 2016, approximately one week after 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 dealers receive a notice for a vehicle that was sold prior to the SSC announcement, it is the dealers' 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 dealers are contacted by an owner who has 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.

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

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

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

Number and Identification of Covered Vehicles

There are approximately 4,500 (certain 2016 MY) vehicles covered under this SSC.

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 [redacted] in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Please reference the attached Dealer Letter for additional details.

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 Special Service Campaign.

Thank you for your cooperation.

Attachments

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