



**CLC Expired on June 30, 2015**



May 16, 2012

Subject: **Update - Limited Service Campaign (LSC) CLC**  
Early 2013 Model Year GS 350 Vehicles  
Heating, Ventilating, and Air Conditioning (HVAC) System Update

Dear Dealer Principal:

Lexus is initiating a Limited Service Campaign (LSC) CLC to update the air conditioner ECU with a new calibration in certain early 2013 model year GS 350 vehicles.

### Background

Early 2013 model year GS 350 vehicles may exhibit a condition where the HVAC system re-initializes after starting the vehicle. This can be identified by the climate control display coming on briefly, and then resetting at 75 degrees Fahrenheit for both driver and passenger front zones.

### Limited Service Campaign (LSC) Remedy

Lexus dealers are requested to update the air conditioner ECU calibration in affected vehicles at NO CHARGE to vehicle owners.

All terms of the New Vehicle Limited Warranty will remain in effect whether or not the customer takes advantage of this Limited Service Campaign. Additional details on the New Vehicle Limited Warranty coverage can be found in the Owner's Warranty and Service Guide booklet.

The following information is provided to inform you and your staff of the owner notification timing and your degree of involvement. Additional information may be found in the attached Lexus Q&A and customer notification letter.

### Owner Notification Letter Mailing Date

Lexus will begin sending the Limited Service Campaign owner notification in early June, 2012.

Please note that only owners of the covered vehicles will be notified. If your dealership is contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

*Lexus tries very hard 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 Limited Service Campaign announcement, it is your responsibility to forward the owner letter to the customer who purchased the vehicle.*

### Vehicle Applicability

This Limited Service Campaign will be available at no charge to vehicle owners until June 30, 2015. All terms of the affected vehicle's Lexus New Vehicle Limited Warranty will remain in effect whether or not the customer takes advantage of the Limited Service Campaign.

## New and Used Vehicles in Dealer Stock

Dealers are requested to perform this LSC procedure on any vehicles in their inventory prior to sale or lease. Vehicle LSC completion can be verified through TIS.

## Lexus Customer Convenience System (LCCS) Vehicles

Lexus requests that dealers verify whether their LCCS vehicles are covered by Limited Service Campaign CLC. If a vehicle is covered, please perform the LSC prior to loaning the vehicle to a customer.

## Number and Identification of Covered Vehicles

There are approximately 4,000 Lexus GS 350 (2013 model year) vehicles covered by this Limited Service Campaign in the U.S.

| Model  | WMI | Model Year | VIN Range |                   |
|--------|-----|------------|-----------|-------------------|
|        |     |            | VDS       | Range             |
| GS 350 | JTH | 2013       | BE1BL     | 5000150 - 5003419 |
|        |     |            | CE1BL     | 5000125 - 5002722 |

Please note that not all vehicles in the VIN range may be covered by this LSC. If your dealership is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions posted on TIS.

## Parts Ordering

The air conditioner ECU calibration update procedure does not require any parts.

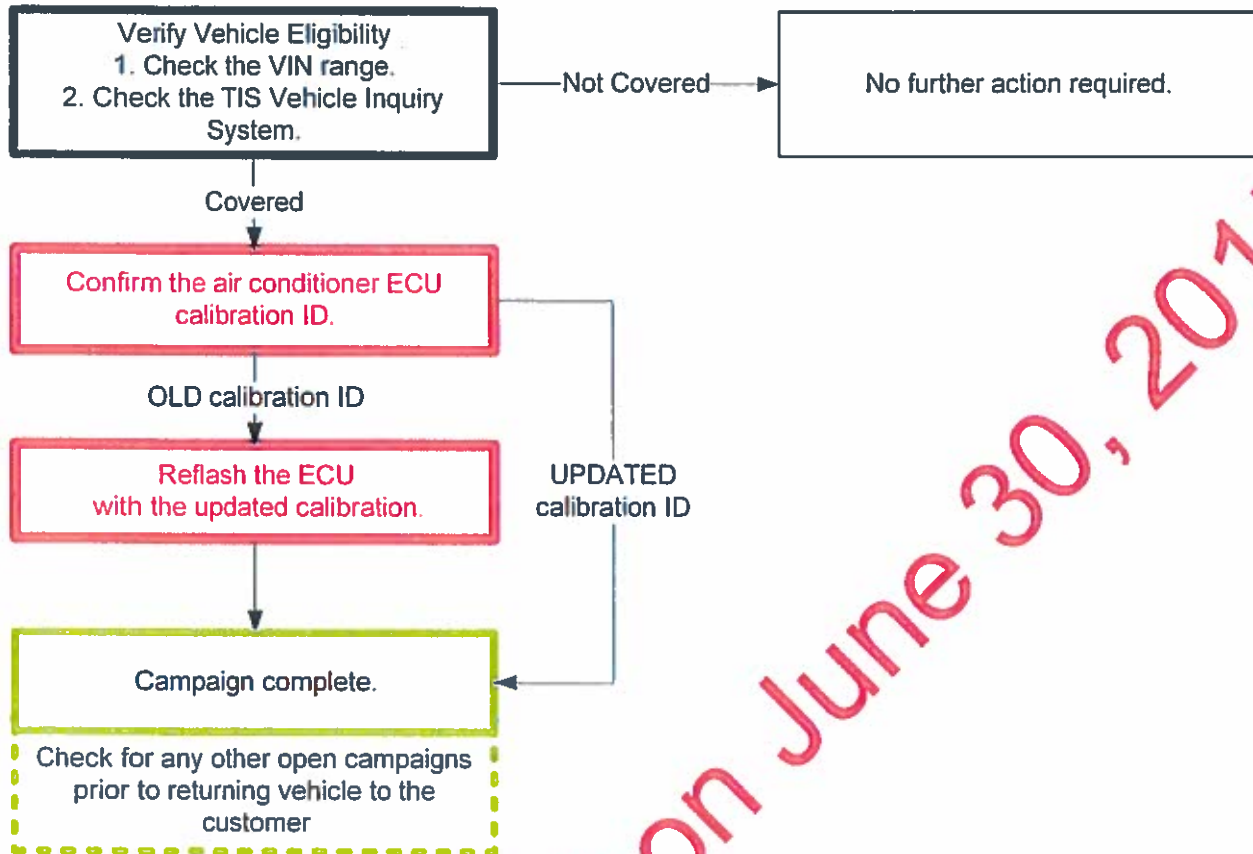
## Remedy Procedures

Please refer to TIS for Technical Instructions for vehicle repair.

*Many GS 350 vehicles subject to Limited Service Campaign CLC may also be subject to CSC CLA (Engine Control Module Update) and/or Safety Recall GLD (VGRS ECU Calibration Update). It is important that your dealership perform all applicable repairs in a single service visit and correctly submit the associated warranty claims. Lexus will only accept sublet charges for customer care amenities (car wash, fuel fill, rental, pick up and delivery) on the dealer claim for the LSC CLC remedy.*

Warranty Reimbursement Procedure

**I. OPERATION FLOW CHART**



The operation codes to be used for this campaign are:

| LSC | Opcode | Description   | Labor Hours |
|-----|--------|---|-------------|
| LSC | 2610EA | HVAC ECU calibration update ONLY  | 0.6/vehicle |
|     | 2610EE | HVAC ECU calibration update (combined with CSC CLA ECM reflash)   | 0.3/vehicle |
| CLC | 2610EC | HVAC ECU calibration update (combined with LSC CLC VGRS ECU calibration update)                                   | 0.3/vehicle |
|     | 2610ED | HVAC ECU calibration update (combined with CSC CLA ECM reflash and Safety Recall CLD VGRS ECU calibration update) | 0.3/vehicle |

\*The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Many GS 350 vehicles subject to Limited Service Campaign CLC may also be subject to CSC CLA (Engine Control Module Update) and/or Safety Recall CLD (VGRS ECU Calibration Update). It is important that your dealership perform all applicable repairs in a single service visit and correctly submit the associated warranty claims. Lexus will only accept sublet charges for customer care amenities (car wash, fuel fill, rental, pick up and delivery) on the dealer claim for the LSC CLC remedy. Please refer to the GS 350 Warranty Administrator Job Aid for specific guidelines on correct claim submission.

Lexus' usual customer care amenities of car wash and fuel tank fill apply to this LSC. Additionally, one day of rental vehicle

expense (to a maximum of \$45) or the cost of pick up and re-delivery of the customer's vehicle may be claimed if required and subject to the guidelines published in the Safety Recall/Special Service Campaign/Limited Service Campaign General Procedures document on TIS.

The affected VIN information will be downloaded and activated for dealerships to use on May 18, 2012.

The repair quality of covered vehicles is extremely important to Lexus. 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 redelivery.

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Brian Lyons (310-468-2552) in Corporate Communications. (Please do not provide this number to customers. Please provide this contact only to media associates.)

*Please review this entire package with your Service and Parts staff to familiarize them with its content so they may properly implement this campaign as well as address any owner concerns that may arise regarding this Limited Service Campaign.*

Thank you for your understanding. Your on-going care for these Lexus owners during this campaign protects our customers and their image of Lexus.

Sincerely,

Don Fordiani  
National Field and Dealer Operations Manager

Attachments

CC: Customer Satisfaction Manager  
General Manager  
Parts Manager  
Sales Manager  
Service Manager  
Warranty Administrator

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Limited Service Campaign CLC - Q&A  
Early 2013 Model Year GS 350 vehicles  
Heating, Ventilating, and Air Conditioning (HVAC) System Update

**Q1: What is the condition?**

A1: Early 2013 model year Lexus GS350 vehicles may exhibit a condition where the HVAC system re-initializes after starting the vehicle. This can be identified by the climate control display coming on briefly, and then resetting at 75 degrees Fahrenheit for both driver and passenger front zones. A new Air Conditioner ECU calibration update is available to address this condition.

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

A2: Any authorized Lexus Dealer will update the Air Conditioner ECU with a new calibration at NO CHARGE to the customer until June 30, 2015. The owner notification letters will begin mailing in Early June, 2012.

**Q3: Which and how many vehicles are covered by this Limited Service Campaign?**

A3: There are approximately 4,000 early 2013 model year GS 350 vehicles involved in US markets.

| Model Name | Model Year | Production Period                | Number of Vehicles (Approx.) |
|------------|------------|----------------------------------|------------------------------|
| GS 350     | Early 2013 | December, 2011 to February, 2012 | 4,000                        |

**Q3a: When will this Limited Service Campaign Expire?**

A3a: This Limited Service Campaign will be available until June 30, 2015

**Q4: Are there any other Toyota or Lexus vehicles covered by this Limited Service Campaign?**

A4: No, only Early 2013 Model Year GS 350 Vehicles are covered by this Limited Service Campaign.

**Q5: How long will the update take?**

A5: The update will take approximately 20 minutes; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: What if a customer has previously paid for repairs to his/her vehicle for this condition?**

A6: Owners are requested to 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 through 4:00 pm Pacific Time for reimbursement consideration.

**Q7: What if an owner has additional questions?**

A7: Owners with questions are asked to please contact Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

Early 2013 Model Year Lexus GS350 Vehicles  
Heating, Ventilating, and Air Conditioning (HVAC) System Update  
Limited Service Campaign

[VIN]

Dear Lexus GS 350 Owner:

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.

What is the condition?

Early 2013 model year Lexus GS350 vehicles may exhibit a condition where the HVAC system re-initializes after starting the vehicle. This can be identified by the climate control display coming on briefly, and then resetting at 75 degrees Fahrenheit for both driver and passenger front zones. A new Air Conditioner ECU calibration update is available to address this condition.

What is included in the Limited Service Campaign?

Before you are inconvenienced by this condition, any authorized Lexus dealer will update the Air Conditioner ECU calibration at **no charge** to you for a limited time. This program will be offered until June 30, 2015, and will only be available at an authorized Lexus dealer.

All terms of your New Vehicle Limited Warranty will remain in effect whether or not you take advantage of this Limited Service Campaign. Additional details on the New Vehicle Limited Warranty coverage can be found in your Owner's Warranty and Service Guide booklet.

How do you take advantage of this Limited Service Campaign?

Please contact your authorized Lexus dealer to make an appointment to have the Air Conditioner ECU calibration updated *before June 30, 2015*. The repair will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If your vehicle is covered by this Limited Service Campaign, you do not need this owner letter to have the campaign completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, please go to [www.lexus.com/owners](http://www.lexus.com/owners). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

*Your local Lexus dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.* 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, Saturday 7:00 am through 4:00 pm Pacific Time.

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 DIVISION  
TOYOTA MOTOR SALES, USA, INC.

## Warranty Claim Submission Guidelines for 2013 GS 350

- Customer Satisfaction Campaign (CLS) CLA – Engine Control Module (ECM) Reflash
- Limited Service Campaign (LSC) CLC – Heating, Ventilation, and Air Conditioning (HVAC) System Update
  - Safety Recall CLD – Variable Gear Ratio Steering (VGRS) Off-Center

1. **Service Advisors and Technicians:** Verify vehicle eligibility prior to vehicle repair.
2. **Warranty Administrator:** Pull up the associated repair order in the Claims Processing System or refer to the repair order hard copy to identify which procedures were completed during the service visit requiring a claim(s) to be submitted.

**Note:** Lexus will debit any overlapping labor paid on warranty claims incorrectly submitted by dealers.



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