



June 1, 2016

To: Lexus Area General Managers
From: Chuck Yaeger - National Manager, Fixed Operations
Subject: Limited Service Campaign (LSC) GLD
Certain 2015 MY GS 350, LS 460, RC 350
Certain 2016 MY GX 460, IS 200t/300/350 and NX 200t Vehicles
Safety Connect System Disabled

In our continuing efforts to ensure the best in customer satisfaction, Lexus is launching a Limited Service Campaign (LSC) on certain 2015 MY GS 350, LS 460, RC 350, and certain 2016 MY GX 460, IS 200t/300/350 and NX 200t vehicles.

Background

The subject vehicles are equipped with Safety Connect, which allows drivers to contact the Lexus 24/7 response center at the touch of a button. Lexus has identified that the Safety Connect System in the subject vehicles has become disabled due to an unplanned expiration of the Mobile Identification Number/Mobile Directory Number.

Remedy

Any authorized Lexus dealer will re-initialize the Safety Connect System at **NO CHARGE** to the vehicle owner.

Dealer and Owner Notification Mailing Date

Lexus dealers will be notified via e-mail June 1, 2016.

The owner notification will commence in mid-June, 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 LSC 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 them 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 LSC remedy on any used 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 36 vehicles covered under this LSC.

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.)

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 Limited 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