



June 1, 2016

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

Dear Dealer Principal:

**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.

This LSC will be available *until April 30, 2019*, and will only be available at an authorized Toyota Dealer.

### **Owner Notification Mailing Date**

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 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 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.

### **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.

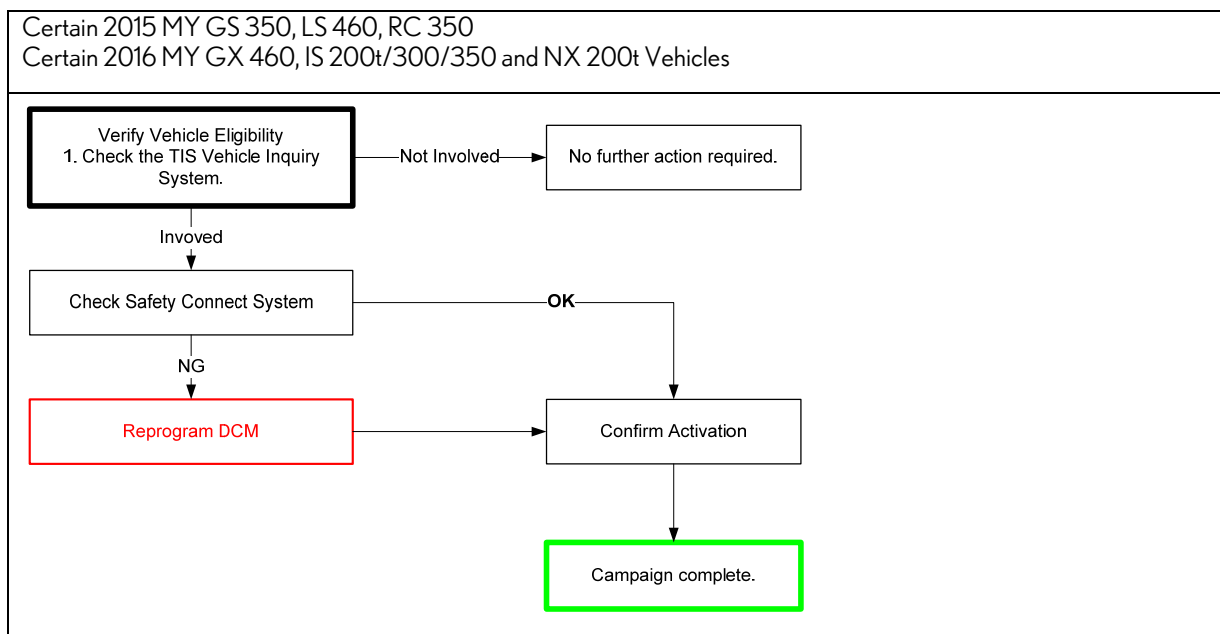
### **Technician Training Requirements**

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:

- **Senior Technician**
- **Master Technician**
- **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.

### **Warranty Reimbursement Procedure**



LSC	Op. Code	Description	Flat Rate
GLD	CGG21A	Reprogram the DCM with valid Mobile Identification Number/Mobile Directory Number	0.3

- 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.

**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.)

**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 GLD - *Remedy Notice*  
Certain 2015 MY GS 350, LS 460, RC 350  
Certain 2016 MY GX 460, IS 200t/300/350 and NX 200t Vehicles  
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**Frequently Asked Questions**  
**Published June 1, 2016**

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

A1: 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.

**Q1a: *What is Safety Connect?***

A1a: Safety Connect is a subscription-based telematics service that uses Global Positioning System (GPS) data and embedded cellular technology to provide safety and security features to subscribers. Safety Connect is supported by Lexus's designated response center, which operates 24 hours per day, 7 days per week. Safety Connect offers Automatic Collision Notification, Emergency Assistance, Roadside Assistance, and Stolen Vehicle Location at the touch of a button.

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

A2: Owners of the vehicles covered by this Limited Service Campaign will receive an owner notification letter via first class mail starting in mid-June, 2016. Any authorized Lexus dealer will re-initialize the Safety Connect System at **NO CHARGE** to the vehicle owner.

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

A3: There are 36 vehicles covered by this Limited Service Campaign in the U.S.

Model Name	Model Year	UIO	Production Period
GS 350	2015	3	Early September, 2015
GX 460	2016	12	Early September, 2015
IS 200t	2016	4	Early September, 2015
IS 300	2016	6	Early September, 2015
IS 350	2016	2	Early September, 2015
LS 460	2015	2	Early September, 2015
NX 200t	2016	6	Mid-September, 2015
RC 350	2015	1	Early September, 2015

**Q3a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Limited Service Campaign in the U.S.?***

A3a: No, only certain 2015 MY GS 350, LS 460, RC 350 and 2016 MY GX 460, IS 200t/300/350, and NX 200t vehicles are covered by this Limited Service Campaign in the U.S.

**Q4: *How long will the repair take?***

A4: The repair takes approximately one hour; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q5: *How does Lexus obtain my mailing information?***

A5: 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.

**Q6: *What if I have additional questions or concerns?***

A6: 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 through 4:00 pm Pacific Time.

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Limited Service Campaign GLD - *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 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.

**What will Lexus do?**

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

**What should you do?**

Before you are inconvenienced by this condition, please contact your authorized Lexus dealer to make an appointment to have the Safety Connect System initialized. The remedy will take approximately one hour. 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 April 30, 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.