December 14, 2016

Subject: *Owner Notification* – GLN
Certain 2016 Model Year Vehicles Originally Sold in the State of New York
Warranty and Services Guide Update

The state of New York adopted California Emission Warranty Provisions for the 2016 model year. Therefore, 2016 model year vehicles originally sold in the state of New York are covered by the California Emissions Control Warranty. Due to a printing inaccuracy, the original 2016 *Warranty and Services Guide,* included with the subject vehicles may not reflect this information.

Lexus will mail an updated *Warranty and Services Guide* to registered owners of certain 2016 model year vehicles originally sold in the state of New York. *There is no action required by dealers.*

Owner Letter Mailing Date

Lexus will begin to notify owners in December 2016. A sample of the owner notification letter has been included for your reference. The letter will include the updated *Warranty and Services Guide* and will instruct the customer to place the updated *Warranty and Services Guide* in the vehicle, discarding the old version.

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 Owner Notification announcement, it is the dealership's responsibility to forward the owner letter and Warranty and Services Guide to the customer who purchased the vehicle.

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 Victor Vanov (469) 292-1318 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to 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.

Thank you for your cooperation.

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

Attachment

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

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Warranty and Services Guide Update

Frequently Asked Questions
Published December 14, 2016

Q1: *Why are we providing this update?*
A1: The state of New York adopted California Emission Warranty Provisions for the 2016 model year. Therefore, 2016 model year vehicles originally sold in the state of New York are covered by the California Emissions Control Warranty. Due to a printing inaccuracy, the original 2016 *Warranty and Services Guide,* included with the subject vehicles, may not reflect this information.

Q2: *What is Lexus going to do?*
A2: Lexus will mail an updated *Warranty and Services Guide* to registered owners of certain 2016 model year vehicles originally sold in the state of New York. *There is no action required by dealers.*

Q3: *Which and how many 2016 model year vehicles are covered by this Owner Notification?*
A3: Approximately 12,000 2016 Model Year Toyota vehicles are covered by this Owner Notification.

Model Name	Model Year	Approximate UIO
CT 200h	2016	120
ES 300h	2016	290
ES 350	2016	2,400
GS F	2016	20
GS 350	2016	330
GX 460	2016	1,020
IS 200t	2016	10
IS 300	2016	1,350
IS 350	2016	150
LS 460	2016	170
LS 460L	2016	40
LS 600h	2016	5
LX 570	2016	160
NX 200t	2016	1,850
NX 300	2016	40
RC F	2016	5
RC 300	2016	200
RC 350	2016	60
RX 350	2016	3,620
RX 450h	2016	160

Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Owner Notification in the U.S.?
A3a: Yes, there are approximately 48,000 certain 2016 model year Toyota vehicles covered by this Owner Notification.

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Q4: *How does Lexus obtain my mailing information?*

A4: 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.

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

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

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Warranty and Services Guide Update
Owner Notification

[VIN]

Dear Lexus Customer:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. You received this notice because our records indicate that you are the current owner of a 2016 model year vehicle originally sold in the state of New York.

The state of New York adopted California Emission Warranty Provisions for the 2016 model year. Therefore, 2016 model year vehicles originally sold in the state of New York are covered by the California Emissions Control Warranty. Due to a printing inaccuracy, the original 2016 *Warranty and Services Guide,* included with your vehicle, may not reflect this information.

Lexus is providing an updated Warranty and Services Guide. Please place this guide in the vehicle and discard the old version.

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 8:00 pm, 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/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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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.

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