



December 15, 2016

To: Area General Managers
From: Chuck Yaeger - National Manager Fixed Operations
Subject: Limited Service Campaign GLL (*Remedy Notice*)
Certain 2016 Model Year RX 350 and RX 450h Vehicles
Power Back Door ECU Replacement

Specific information for Area support is provided below.

Condition

In the subject vehicles the power function of the back door could become inoperative if there is interference from an object while using the power back door. Lexus has developed a new power back door Electronic Control Unit (ECU) to prevent this condition from occurring.

Dealer Notification

The attached dealer letter will be sent to all Lexus dealers on December 15, 2016.

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Attachment

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