

LEXUS

◀ IMPORTANT UPDATE ▶

Lexus Fixed Operations

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
February 17, 2017	Text updates to clarify multiple use of nozzles in kit and handling of vehicles with body damage in the affected area(s).

The most recent update in the attached Dealer Letter will be highlighted with a red box.

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

Thank you for your cooperation.



January 31, 2017

Subject: Limited Service Campaign GLM - *Remedy Notice*
Certain 2015 RC 350, RC F Vehicles
Certain 2014-2015 IS 250, IS 350 Vehicles
Rear Wheel Arch Corrosion

Dear Dealer Principal:

In our continuing efforts to ensure the best in customer satisfaction, Lexus is launching a Limited Service Campaign (SSC) on certain 2015 RC 350 and RC F and certain 2014-2015 IS 250 and IS 350 vehicles.

Condition

In the subject vehicles, the inner portion of the rear fender arch may experience water intrusion due to improper sealer application. If this occurs, corrosion may form causing rust spots, paint blistering, or perforation of the rear fender arch. This condition is most likely to occur in areas with heavy road salt application.

Remedy

Any authorized Lexus dealer will inspect the rear fender arches and, if necessary, perform anti-rust treatment at *NO CHARGE* to you for a limited time. In limited instances corrosion may be identified. If corrosion is identified and any paint/body repair is needed, this will be coordinated by the dealer.

This LSC will be offered until March 31, 2018, and will only be available at an authorized Lexus dealer.

Covered Vehicles

There are approximately 79,600 vehicles covered by this Limited Service Campaign. No vehicles involved in this LSC were distributed to Puerto Rico.

Model Name	Model Year	Approximate Units in Operation	Production Period
IS 250	2014-2015	76,600	Mid-April 2013 - Mid-November 2014
IS 350			Mid-April 2013 - Mid-November 2014
RC 350	2015	2,600	Mid-June 2014 - Mid-November 2014
RC F	2015	400	Mid-April 2014 - Mid-November 2014

Owner Letter Mailing Date

Lexus will begin to notify owners in February 2017. A sample of the owner notification letter has been included for your reference.

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 Limited Service Campaign 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 you are 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.

New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction Lexus requests that dealers conduct this Limited Service Campaign remedy on any new or used vehicles currently in dealer inventory that are covered by this Limited Service Campaign prior to customer delivery.

Also, as a reminder, L/Certified policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be designated, sold, or delivered as L/Certified until the Limited Service Campaign has been completed on that vehicle.

Technician Training Requirements

Due to the complex nature of this repair and limited part availability, Lexus requests dealers to designate a maximum of 2 technicians to perform this repair.

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this repair 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 repair are required to currently hold at least one of the following certification levels:

- Senior
- Master
- Master Diagnostic Specialist

Always check which technicians can perform the recall remedy by logging on to <https://LCTPReports.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.

Remedy Procedures

Please refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

NOTE: If the vehicle has current body damage or previous body repair to the affected area(s), this campaign cannot be completed.

This Limited Service Campaign will be available until March 31, 2018, and is only available at an authorized Lexus dealer.

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.

Parts Ordering Process


Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Lexus Special Activities MAC/DOS report on the Lexus Customer Services website accessed via Dealer Daily for the most up-to-date parts ordering information.

Part Number	Part Description	Quantity
04006-35253	Repair Kit, Wheel Arch	1 per vehicle*
*The kit above is designed to be used to repair approximately 14 wheel arches. *The kit above includes the following parts:		
-	Wax (NOX-RUST712AM Aerosol)	1
-	Nozzle (for Wax) *Nozzles are reusable. Please do not discard unless damaged.	5
-	Drilled Needle (Safety Pin)	1
-	Stainless Steel Wire	1
-	Sealant (Super X Black No. 8008)	1
-	Note	1

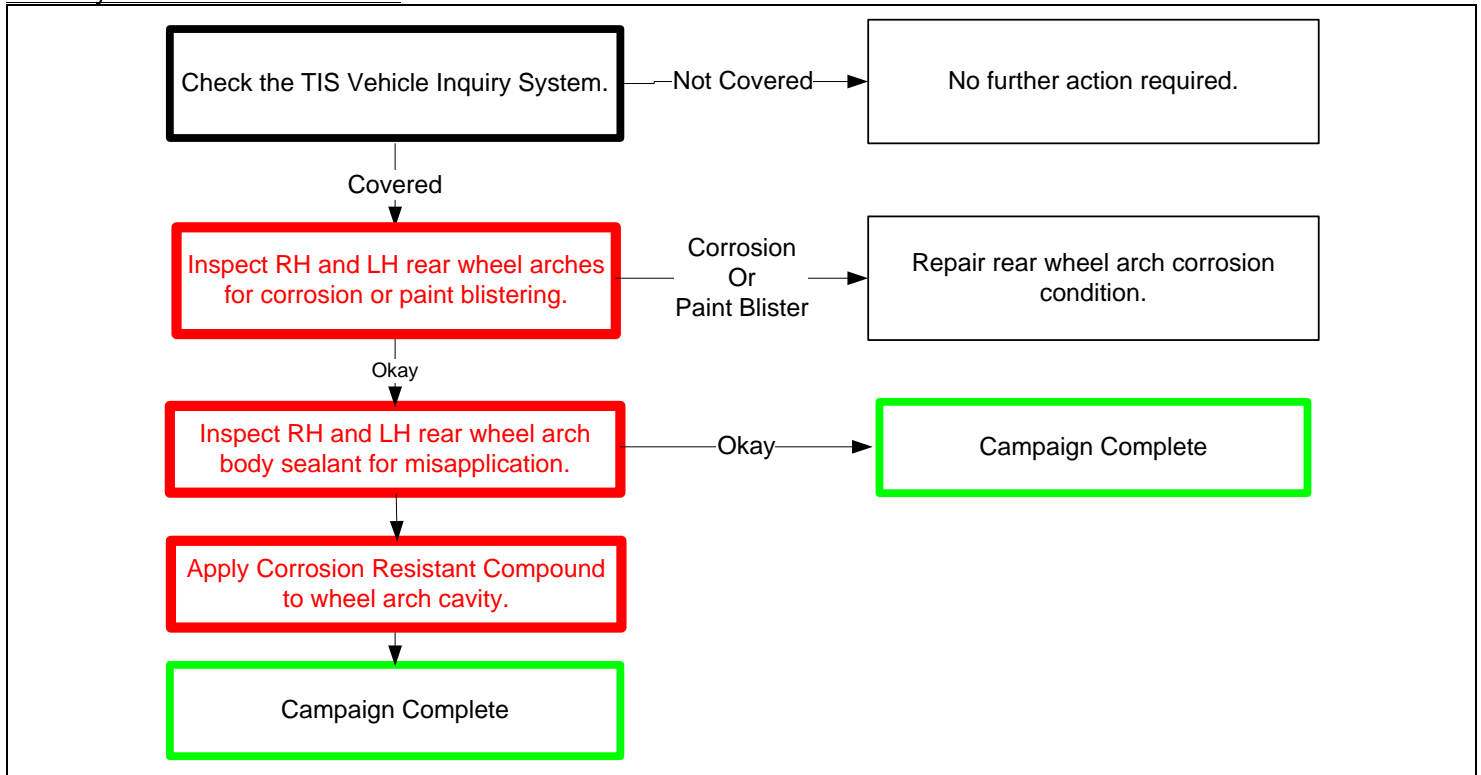
This repair can be used to repair up to 14 wheel arches. Due to the unique nature of this kit, as well as the considerable cost, only order what is absolutely necessary. Partially used kits cannot be returned.

Campaign Special Service Tools

This scale was provided to the dealership in late December 2016. This scale is necessary when performing this repair.

Image	Name	Quantity
	Wax Application Confirmation Scale	1

Warranty Reimbursement Procedure



Op. Code	Description	Flat Rate Hours
CGG55A	Body Sealant Inspection - OK, No Further Action Required	.6 hrs/vehicle
CGG55B	Body Sealant Inspection + Anti-Rust Coating - One Side	.9 hrs/vehicle
CGG55C	Body Sealant Inspection + Anti-Rust Coating - Both Sides	1.1 hrs/vehicle
CGG55D	Body Sealant Inspection + Major Body Repair (Full or Partial Panel Replacement) and Paint Repair by Dealer - Both Sides	.6 hrs/vehicle + Actual Time for Body Panel and Paint Repair by Dealer
CGG55E	Body Sealant Inspection + Sublet Major Body Repair (Full or Partial Panel Replacement) and Paint Repair - Both Sides	.6 hrs/vehicle + Sublet Body Panel and Paint Repair

CGG55F	Body Sealant Inspection + Anti-Rust Coating One Side + Major Body Repair (Full or Partial Panel Replacement) and Paint Repair by Dealer - One Side	.9 hrs/vehicle + Actual Time for Body Panel and Paint Repair by Dealer
CGG55G	Body Sealant Inspection + Anti-Rust Coating One Side + Sublet Major Body Repair (Full or Partial Panel Replacement) and Paint Repair - One Side	.9 hrs/vehicle + Sublet Body Panel and Paint Repair
CGG55H	Body Sealant Inspection + Anti-Rust Coating Both Sides + Minor Body Repair (Full or Partial Panel Replacement Not Required) and Paint Repair by Dealer	1.1 hrs/vehicle + Actual Time for Body Panel and Paint Repair by Dealer
CGG55J	Body Sealant Inspection + Anti-Rust Coating Both Sides + Sublet Minor Body Repair (Full or Partial Panel Replacement Not Required) and Paint Repair	1.1 hrs/vehicle + Sublet Body Panel and Paint Repair

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost for paint materials will be reimbursed under the PT sublet cost column for Op. Codes CGG55D, CGG55E, CGG55F, CGG55G, CGG55H, or CGG55J.
- The cost for sublet body and paint repair will be reimbursed under the WD sublet cost column for Op. Codes CGG55D, CGG55E, CGG55F, CGG55G, CGG55H, or CGG55J. *Repairs greater than \$5,000.00 requires DSPM authorization.*
- A loaner vehicle or alternative transportation can be claimed as a sublet type RT under Op. Codes CGG55D, CGG55E, CGG55F, CGG55G, CGG55H, or CGG55J. *Rentals greater than 4 days or \$45.00 per day requires DSPM authorization.*
- The cost for the Wheel Arch Repair Kit will be reimbursed under the ZZ sublet Op. Code CGG55B, CGG55C, CGG55F, CGG55G, CGG55H, or CGG55J for \$50 per side repaired (NOTE: The Wheel Arch Repair kit can be used to apply Anti-Rust Coatings on up to 14 fender arches).
- *This Limited Service Campaign expires on March 31, 2018.*

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

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 Lexus Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media associates.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Limited Service Campaign. 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 (1-800-255-3987) Monday through Friday, 8:00 am to 9:00 pm, Saturday 9:00 am to 6:00 pm Eastern Time.

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

Thank you for your cooperation.

Enclosures

Cc: Customer Satisfaction Manager
General Manager
Parts Manager
Pre-Owned Manager

Sales Manager
Service Manager
Warranty Administrator



Limited Service Campaign GLM - *Remedy Notice*
Certain 2015 RC 350, RC F Vehicles
Certain 2014-2015 IS 250, IS 350 Vehicles
Rear Wheel Arch Corrosion

Frequently Asked Questions
Published January 31, 2017

Q1: *What is the condition?*

A1: In the subject vehicles, the inner portion of the rear fender arch may experience water intrusion due to improper sealer application. If this occurs, corrosion may form, causing rust spots, paint blistering, or perforation of the rear fender arch. This condition is most likely to occur in areas with heavy road salt application.

Q1a: *What is the cause of this condition?*

A1a: Improper sealer application along the rear fender arch occurred due to misalignment of the sealer application tool at the assembly plant.

Q1b: *Are there any warnings that this condition exists?*

A1b: No. There are no advanced warnings prior to the occurrence of this condition.

Q2: *What is Lexus going to do?*

A2: Lexus will, starting in February 2017, send an owner notification by first class mail advising owners to make an appointment with their authorized Lexus dealer to inspect the rear fender arches and, if necessary, perform anti-rust treatment at **NO CHARGE** to you for a limited time. In limited instances corrosion may be identified. If any paint/body repair is needed, this will be coordinated by the dealer.

Q2a: *How long will this Limited Service Campaign be available?*

A2a: This Limited Service Campaign will be offered an **NO CHARGE** until March 31, 2018.

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

A3: There are approximately 3,000 2015 RC 350 and RC F vehicles, and 76,600 2014-2015 IS 250, IS 350 vehicles covered by this Limited Service Campaign.

Model Name	Model Year	Approximate Units in Operation	Production Period
IS250	2014-2015	76,600	Mid-April 2013 - Mid-November 2014
IS350			Mid-April 2013 - Mid-November 2014
RC350	2015	2,600	Mid-June 2014 - Mid-November 2014
RC F	2015	400	Mid-April 2014 - Mid-November 2014

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

A3a: No. There are no other Lexus/Toyota/Scion vehicles covered by Limited Service Campaign.

Q4: *How long will the repair take?*

A4: The repair takes approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. If paint/body repair is necessary, the repair will take longer and the vehicle may need to be sent to a separate repair facility for this portion of the repair.

Q5: *What if I previously paid for repairs related to this Limited Service Campaign?*

A5: Reimbursement consideration instructions will be provided in the owner letter.

Q6: *How does Lexus obtain my mailing information?*

A6: 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.

Q7: *What if I have additional questions or concerns?*

A7: Owners with questions or concerns are asked to please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 8:00 am to 9:00 pm, or Saturday 9:00 am through 6:00 pm Eastern Time.

Certain 2015 RC 350, RC F Vehicles
Certain 2014-2015 IS 250, IS 350 Vehicles
Rear Wheel Arch Corrosion
Limited Service Campaign (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?

In the subject vehicles, the inner portion of the rear fender arch may experience water intrusion due to improper sealer application. If this occurs, corrosion may form, causing rust spots, paint blistering, or perforation of the rear fender arch. This condition is most likely to occur in areas with heavy road salt application.

What will Lexus do?

Any authorized Lexus dealer will inspect the rear fender arches and, if necessary, perform anti-rust treatment at **NO CHARGE** to you for a limited time. In limited instances corrosion may be identified. If corrosion is identified and any paint/body repair is needed, this will be coordinated by the dealer.

This Limited Service Campaign will be offered until March 31, 2018, and will only be available at an authorized Lexus dealer.

What should you do?

Before you are inconvenienced by this condition, any authorized Lexus dealer will perform the inspection and, if necessary, repair at **NO CHARGE** to you.

Please contact your authorized Lexus dealer to make an appointment to have the inspection and anti-rust treatment performed. The repair takes approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. If paint/body repair is necessary, repair will take longer and the vehicle may need to be sent to a separate repair facility for this portion of the repair. *This Program will be offered until March 31, 2018, and will only be available at an authorized Lexus dealer.*

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, 8:00 am to 9:00 pm, or Saturday 9:00 am through 6:00 pm Eastern Time.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and ownership information to the following address for reimbursement consideration:

Lexus Customer Assistance Center
Lexus, a Division of Toyota Motor Sales, USA, Inc.
19001 S. Western Avenue
L201
SSC/CSP Reimbursements
Torrance, CA 90509

If you would like to update your vehicle ownership or contact information, you may do so by registering at <http://drivers.lexus.com/lexusdrivers>. 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.

SAMPLE