
From:
Sent: Tuesday, January 31, 2017 3:31 PM
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
Attachments: GLM-DC-MULTI-REM 1-31-17.pdf

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.

Additional details on warranty claim procedures, parts, and technician requirements may be found in the attached dealer communication and Technical Instructions posted in TIS. Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Lexus
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We can, we will. - [The Lexus Covenant](#)