



January 31, 2017

To: Area General Managers
From: Chuck Yaeger - National Manager Fixed Operations
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

Specific information for Area support is provided below.

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.

Dealer Notification

The attached dealer letter will be sent to all Lexus dealers the afternoon of January 31, 2017.

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