
From: Kathy Wachs (TMS)
Sent: Monday, January 22, 2018 3:31 PM
Subject: Owner Renotification of Certain Non-Completed Special Service Campaign – BSL
Attachments: BSL-AL-MULT-RENOTIFICATION FOLLOW UP 1-22-18.pdf; BSL-DL-MULT-RENOTIFICATION FOLLOW UP 1-22-18.pdf; BSL-Disclosure Form.pdf

Lexus will be sending Special Service Campaign Follow-Up Notices to owners whose vehicles have not yet had the following Special Service Campaign repairs completed. Please note the following information for Area associates.

Special Service Campaign Covered in the Renotification

Campaign	Model and Model Year	Approximate UIO	Approximate PR UIO	Mail Schedule
BSL - Smart Stop Technology	Certain 2010 RX 350	31,800	200	Late January 2018
	Certain 2008 - 2010 LX 570	8,500	60	

Follow-Up Owner Notification Letter Mailing Date

The Special Service Campaign Follow-Up Owner Notification Letters (“owner letters”) will begin in late January 2018. The owner letters will be mailed by first class mail, over a period of several weeks consistent with parts availability.

Customer Handling and Dealership Follow-Up

Lexus encourages dealerships to follow-up with their customers by telephone to encourage them to complete this Special Service Campaign. A word track has been provided in the dealer letter for this purpose. To assure a consistent and accurate description of the Special Service Campaign is communicated to the customer, dealership associates are requested to refer to the specific Special Service Campaign Q&A (available in TIS) to answer any specific customer questions.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Owner Renotification of Non-Completed Special Service Campaign.

Thank you for your cooperation.

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