



Limited Service Campaign GLI - **Remedy Notice**  
247 Specific 2016 Model Year AWD (All-Wheel Drive) RC300 and RC350 Vehicles  
Incorrect Driver's Carpet Floor Mat

**Frequently Asked Questions**  
Published August 10, 2016

**Q1: What is the condition?**

A1: The subject AWD (All-Wheel Drive) vehicles received a set of carpet floor mats designed for a RWD (Rear-Wheel Drive) model. If installed, the driver's floor mat is too wide and cannot be secured in the correct position using the retaining clips.

**Q2: What is Lexus going to do?**

A2: Lexus will send a notification letter by first class mail to owners of vehicles covered by this Limited Service Campaign.

Any authorized Lexus dealer will install the correct carpet floor mat set at **NO CHARGE** to you. The condition only applies to the driver's floor mat; however, a new set of four floor mats will be installed. If you have purchased all-weather floor mats, the new carpet floor mat set will be placed in your trunk.

**Q2a: How long will the repair take?**

A2a: Installing the carpet floor mat set will take approximately thirty minutes; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q2b: When will this Limited Service Campaign expire?**

A2b: This Limited Service Campaign will be available until July 31, 2019.

**Q2c: How does Lexus obtain my mailing information?**

A2c: 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.

**Q3: Are there any warnings or indicators of this condition?**

A3: Yes. The driver's carpet floor mat will not fit properly in the designated area and cannot be secured in the correct position using the retaining clips.

**Q4: Which and how many vehicles are covered by this Limited Service Campaign?**

A4: There are 247 Specific 2016 Model Year AWD (All Wheel Drive) RC300 and RC350 vehicles covered by this Limited Service Campaign in the U.S.

**Q4a: Are there any other Lexus, Toyota, or Scion vehicles covered by this Limited Service Campaign in the United States?**

A4a: No. There are no other Lexus, Toyota, or Scion vehicles covered by this Limited Service Campaign.

**Q5: What if I have additional questions or concerns?**

A5: If you have additional questions or concerns, please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.