

Subject:

RE: Area - ***CUSTOMER SUPPORT PROGRAM 19LE05*** - Multiple Models and Model Years - Coverage for Safety Connect System – Vehicle Location Inaccurate

From (TMS)**Sent:** Thursday, October 17, 2019 3:31 PM**To:** Lexus Recall <lexus_recall@internal.toyota.com>**Cc Subject:** Area - ***CUSTOMER SUPPORT PROGRAM 19LE05*** - Multiple Models and Model Years - Coverage for Safety Connect System – Vehicle Location Inaccurate

●● PROTECTED 関係者外秘

To: All Lexus Area General Managers and Assistant General Manager

CUSTOMER SUPPORT PROGRAM 19LE05

Multiple Models and Model Years Coverage for Safety Connect System - Vehicle Location Inaccurate

Model / Years	Production Period	Approximate Total Vehicles
2011 - 2017 Model Year CT 200h	Early March 2011 - Early April 2017	57,590
2013 - 2017 Model Year ES 300h	Early February 2012 - Late August 2017	52,640
2010 - 2017 Model Year ES 350	Late October 2009 - Early September 2017	232,050
2016 - 2017 Model Year GS F	Mid-July 2015 - Early August 2017	1,170
2016 - 2017 Model Year GS 200T	Early July 2015 - Late August 2017	1,480
2011 - 2017 Model Year GS 350	Early October 2010 - Early September 2017	65,440
2013 - 2017 Model Year GS 450h	Early January 2013 - Late August 2017	390
2010 - 2018 Model Year GX 460	Early January 2010 - Early August 2018	97,990
2013 - 2014 Model Year IS F	Early September 2012 - Late July 2014	210
2016 - 2017 Model Year IS 200T	Early April 2015 - Early October 2017	37,700
2010 - 2015 Model Year IS 250	Early April 2010 - Early August 2015	88,980
2013 - 2015 Model Year IS 250C	Late July 2012 - Early August 2015	5,100
2016 - 2017 Model Year IS 300	Early April 2015 - Early October 2017	14,280
2013 - 2017 Model Year IS 350	Late August 2012 - Late September 2017	24,540
2013 - 2015 Model Year IS 350C	Late August 2012 - Early August 2015	2,120
2013 - 2017 Model Year LS 460	Late May 2012 - Mid-August 2017	27,100
2013 - 2016 Model Year LS 600h	Early June 2012 - Early August 2016	220
2010 - 2017 Model Year LX 570	Late June 2010 - Early August 2017	16,810
2015 - 2017 Model Year NX 200T	Mid-February 2014 - Early September 2017	111,690
2015 - 2017 Model Year NX 300h	Late February 2014 - Late August 2017	5,850
2015 - 2017 Model Year RC F	Early June 2014 - Early November 2017	3,390
2016 - 2017 Model Year RC 200T	Mid-June 2015 - Late November 2017	4,650
2016 - 2017 Model Year RC 300	Early June 2015 - Mid-November 2017	2,390
2015 - 2017 Model Year RC 350	Mid-April 2014 - Late November 2017	16,740
2010 - 2017 Model Year RX 350	Late August 2009 - Mid-December 2017	389,010
2010 - 2017 Model Year RX 450h	Early November 2009 - Mid-December 2017	32,560

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing a Customer Support Program to provide coverage for Safety Connect System – Vehicle Location Inaccurate.

Background

The Data Communication Module (DCM) in the subject vehicles is equipped with software to identify the location of the vehicle using the Global Positioning System (GPS) to support features of the Safety Connect system. Due to incorrect programming in the DCM software, after November 2nd, 2019, the GPS coordinates for this system will be calculated incorrectly. This will cause the system to use incorrect vehicle coordinates if one of the system's features is activated.

Note: Lexus has initiated a Limited Service Campaign and a Customer Support Program to resolve this issue related to the Safety Connect system. Both of these programs provide the same free remedy to correct this issue with Safety Connect. Lexus recommends that customers have the free remedy performed before reactivating Safety Connect. Vehicles that had an active Safety Connect subscription on or after 10/1/2017 were included in Limited Service Campaign LSC KLG. Vehicles that did not have an active Safety Connect subscription on or after 10/1/2017 but are affected by this condition are included in this Customer Support Program (19LE05).

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

Customer Support Program Details

This Customer Support Program provides coverage as it applies to incorrectly calculated GPS coordinates due to the Data Communication Module being programmed incorrectly.

- This coverage will be offered until December 1, 2022 regardless of mileage.

This coverage is for work performed at an authorized Lexus dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.

This Customer Support Program applies to customers who are activating a Safety Connect subscription. If a customer does not have a Safety Connect subscription, this condition does not affect any functions of the customer's vehicle.

Covered Vehicles

There are approximately 1,292,150 vehicles covered by this Customer Support Program.

There were no vehicles distributed to Puerto Rico affected by this Customer Support Program.

Note - Area Specific information for the Customer Support Program detailed in the Area Letter communication

Lexus Customer Services

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