



INTEROFFICE MEMORANDUM

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To: All Lexus Area General Managers / Assistant General Managers

From: Chuck Yaeger
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**SAFETY RECALL / SPECIAL SERVICE CAMPAIGN] RENOTIFICATION
CUSTOMER RENOTIFICATION CAMPAIGN CODE KR3**

Lexus plans to conduct Safety Recall/Special Campaign follow-up notifications to owners whose vehicles have not yet had the following Safety Recall/Special Service Campaign repairs completed. Please note the following information for Area associates.

Campaigns Covered in the Renotification

Campaign	Model and Model Year	Approximate UIO	Approximate PR UIO	Renotification Schedule
GLB (16V-065)	2004-2006 GX470 2003-2006 LX470	73,900	300	Late October - Mid-March 2020
GLJ (16V-487)	2011-2012 CT 200h	6,100	10	Late October 2019 - Early November 2019
GLK (16V-596)	2010 GS 250h	2,300	1	
HLD (17V-548)	2006 LX470 2008,2009,2011, 2013 LX570	10	N/A	
HLE (17V-619)	2010 HS 250h	4,200	5	
JLA (18V-085)	2016 RX350 and RX450h	5,900	40	
JLF (18V-432)	2007-2011 GS 350 and 450H 2006-2013 IS 350 2010-2014 IS 350C	52,100	300	

Follow-Up Owner Notification Letter Mailing Date

The Campaign Follow-Up Owner Notification(s) will begin in Late October 2019. Owner notifications will be sent 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 Safety Recall and 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 campaign is communicated to the customer, dealership associates are requested to refer to the specific 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 Safety Recall, Special Service or Limited Service Campaign.

Thank you for your cooperation.