

Original Publication Date: January 28, 2020

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

LIMITED SERVICE CAMPAIGN Spanish Test Campaign *(Remedy Notice)*

Certain 2018 Model Year LC500 Spanish Test Campaign

Model / Years	Production Period	Approximate Total Vehicles
2018 LC500	n/a	1

Condition

This is a test campaign for the T3 system.

Remedy

No action is required.

This Limited Service Campaign will be available until January 28, 2020, and is only available at an authorized Toyota dealer.

Covered Vehicles

There are approximately 1 vehicle covered by this Limited Service Campaign.

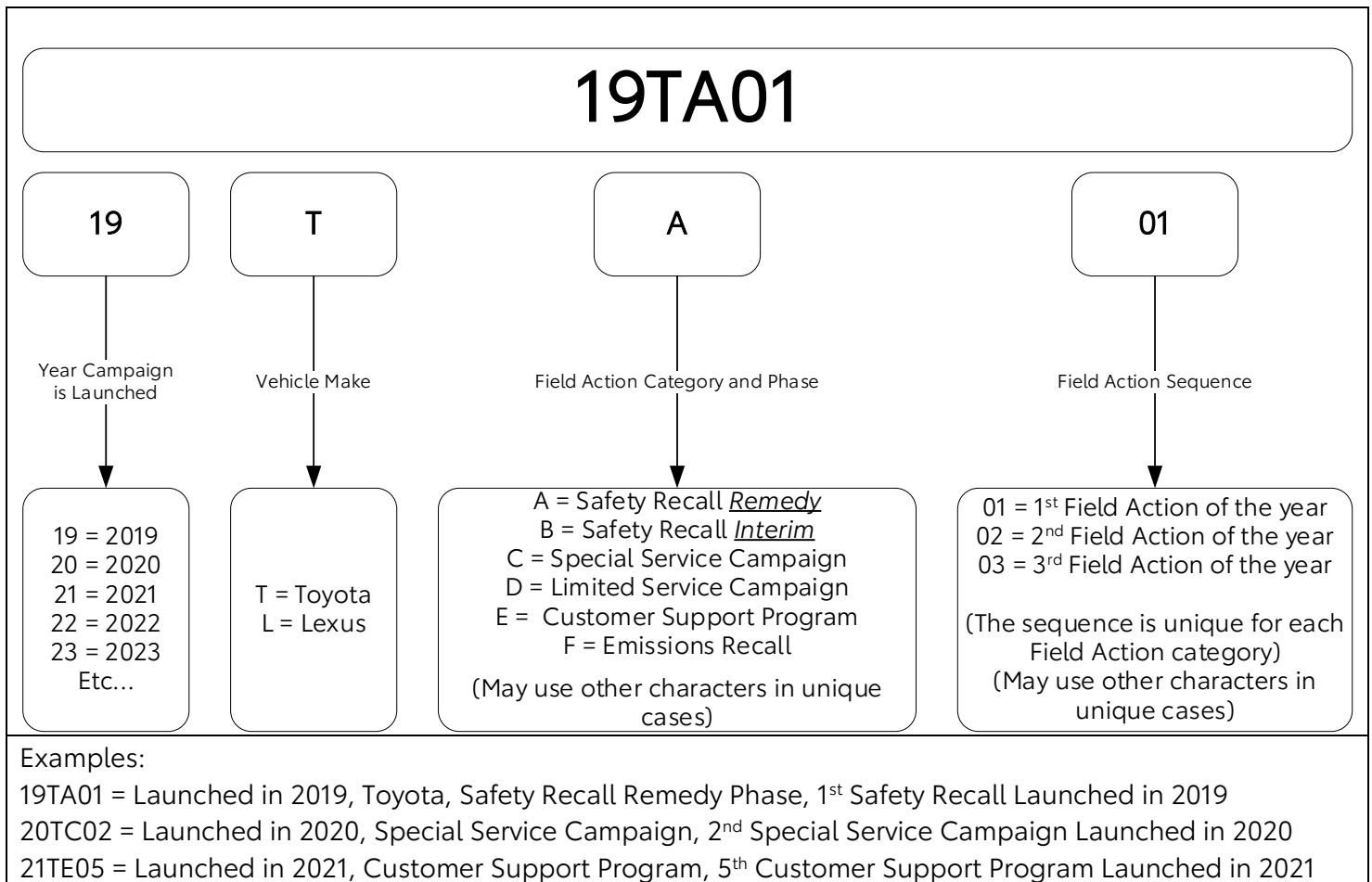
Owner Letter Mailing Date

Toyota will begin to notify owners in January 28, 2020. A sample of the owner notification letter has been included for your reference.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Limited Service Campaign announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Campaign Designation / Phase Decoder



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 Limited Service Campaign.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.



TOYOTA

LIMITED SERVICE CAMPAIGN Spanish Test Campaign *(Remedy Notice)*

Certain 2018 Model Year LC500
Spanish Test Campaign

Frequently Asked Questions

Original Publication Date: January 28, 2020

Q1: *What is the condition?*

A1: This is a test campaign and no action is required.



Certain 2018 Model Year LC500
Spanish Language Test Campaign
Limited Service Campaign (Remedy Notice)

[VIN]

Dear Lexus Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Lexus is announcing a Limited Service Campaign, which includes your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

This is a test campaign for the T3 system.

What will Lexus do?

No action is required.

What should you do?

No action is required.

What if you have other questions?

- *Your **local Lexus dealer** will be more than happy to answer any of your questions.*
- For more information on this and other campaigns, please visit www.lexus.com/recall.
- If you require further assistance, please visit <http://Lexus.com/contact> for options to contact the Lexus Guest Experience Center.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-lexus>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE



Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for TCUV units.

This vehicle is involved in a Limited Service Campaign. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature _____

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using www.toyota.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

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Campaign Code

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Model _____ Model Year _____

Customer Information

Customer Name _____ Customer Email _____

Customer Address _____ Home Phone # _____

_____ Mobile Phone # _____

_____ Date _____

Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit www.toyota.com/ownersupdate or contact us at 1-888-270-9371.

Dealer Information

Dealer Name/Address _____ Dealer Code _____

_____ Dealer Phone Number _____

_____ Dealer Staff Name _____

_____ Dealer Staff Signature _____