

February 26, 2013

To: Lexus Area Customer Service Operations Managers
From: Lexus Service and Parts Operations
Subject: Owner Re-notification of Non-Completed Safety Recalls

Safety Recall and campaign completion is important not only in satisfying government requirements but also as an integral part of our commitment to meet customer expectations of Lexus products. Lexus will be sending Safety Recall and campaign Follow-Up Notices to remind owners whose vehicles have not yet had recall or campaign repairs completed.

We request your dealers' assistance in completing the applicable repairs as owners receive the Follow-Up Notices and contact them. Please note the follow-up activity may cause an increase in your their owner appointments. Lexus will continue with additional follow-up activities in the months to come. Your dealers should take this into consideration when analyzing their manpower requirements.

1. Safety Recalls/Campaigns Involved in the Follow-Up

Safety Recall/Campaign	Description	Model and Model Year(s)
9LA	Fuel Delivery Pipe Replacement	Certain 2006 - 2007 GS 300/350, 2006 - 2008 IS 250/350 and 2007 - 2008 LS 460/460L
ALE	Valve Spring Replacement	Certain 2006-2008 IS 350, 2007-2008 GS 350/450h, 2008 GS 460, 2007-2008 LS 460/460L and 2008 LS 600h L
BLB	Plastic Pad Embedded in the Floor Carpet	2006 - early 2007 GS 300/350 AWD
BLG	1MZ-FE/3MZ-FE V6 Engine Crankshaft Pulley	Certain 2004 - 2005 ES 330 and RX 330 and Certain 2006 RX 400h
CLB	Exhaust Gas Control Actuator	Certain 2011 and 2012 CT 200h

2. Follow-Up Owner Notification Letter Mailing Date

The Follow-Up Owner Notification Letters ("owner letters") will begin in late February 2013, approximately one week after the dealer notification. The owner letters will be mailed over a period of several weeks consistent with parts availability by first class mail as required by Federal regulation.

3. Technical Instructions

Technical Instructions to conduct these campaigns can be found on TIS.

4. Parts Ordering

The applicable parts ordering information can be found in the Dealer Cover Letter and Technical Instructions of the *specific* Safety Recall/campaign. As a practice, dealers should utilize the following guidelines to determine parts order for this re-notification activity:

- Check current stock levels.
- Subsequent orders should be based on customer appointments.
- Replenishment orders of parts should be based on a "sell one, buy one" basis.

5. Vehicles in Dealer Stock

Dealerships are requested to perform recall campaign procedures on any vehicles in their stock prior to delivery. Dealers should always verify eligibility by consulting Dealer Daily/TIS prior to performing repairs.

6. Customer Handling and Dealership Follow-Up

Please consider this follow-up a great opportunity to focus on assuring customers that their safety remains Lexus' highest priority. Customers who receive a Follow-Up Notice may contact your dealers with questions regarding the letter and/or remedy.

Please ensure that all customer contact personnel at your dealers are aware of these Safety Recalls/campaigns and know how to accurately answer customer's questions or how to direct the customer to someone that can.

Please review this letter with your staff to familiarize them with the proper procedure for this re-notification activity.

Thank you for your understanding and cooperation.

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