

**Subject:** RE: Limited Service Campaign KLG - Multiple Models and Model Years - Safety Connect System – Vehicle Location Inaccurate

**From:** (TMS)

**Sent:** Thursday, September 12, 2019 5:11 PM

**Subject:** Limited Service Campaign KLG - Multiple Models and Model Years - Safety Connect System – Vehicle Location Inaccurate

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing a Limited Service Campaign regarding the Safety Connect System.

Condition

The Data Communication Module (DCM) in the subject vehicles are 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 2<sup>nd</sup>, 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.

Remedy

For all involved vehicles, any authorized Lexus dealer will reprogram the Data Communication Module at ***NO CHARGE*** to the vehicle

Covered Vehicles

There are approximately 283,100 vehicles covered by this Limited Service Campaign. There were no vehicles distributed to Puerto Rico.

**Note:** Only vehicles which currently have or previously had an active Safety Connect subscription on or after 10/1/2017 are involved in this Limited Service Campaign.

| Model / Years                  | Production Period                         | Approximate Total Vehicles |
|--------------------------------|---|----------------------------|
| 2011 - 2017 Model Year CT 200h | Mid-February 2011 - Late March 2017       | 3,150                      |
| 2013 - 2017 Model Year ES 300h | Late June 2012 - Late August 2017         | 9,100                      |
| 2010 - 2017 Model Year ES 350  | Late October 2009 - Early September 2017  | 44,900                     |
| 2016 - 2017 Model Year GS F    | Late October 2015 - Late July 2017        | 600                        |
| 2016 - 2017 Model Year GS 200T | Late October 2015 - Early September 2017  | 400                        |
| 2011 - 2017 Model Year GS 350  | Early October 2010 - Early September 2017 | 12,100                     |
| 2013 - 2017 Model Year GS 450h | Late February 2013 - Mid-July 2017        | 100                        |
| 2013 - 2018 Model Year GX 460  | Late September 2012 - Early August 2018   | 31,800                     |
| 2013 - 2014 Model Year IS F    | Mid-September 2012 - Mid-July 2014        | 20                         |
| 2016 - 2017 Model Year IS 200T | Early August 2015 - Late September 2017   | 6,200                      |
| 2010 - 2015 Model Year IS 250  | Late August 2009 - Late July 2015         | 5,500                      |
| 2011 - 2015 Model Year IS 250C | Late May 2011 - Early August 2015         | 700                        |
| 2016 - 2017 Model Year IS 300  | Late July 2015 - Early October 2017       | 5,700                      |
| 2013 - 2017 Model Year IS 350  | Late August 2012 - Early October 2017     | 4,000                      |
| 2013 - 2015 Model Year IS 350C | Late August 2012 - Late July 2015         | 400                        |
| 2011 - 2017 Model Year LS 460  | Early July 2011 - Early August 2017       | 10,300                     |
| 2013 - 2016 Model Year LS 600h | Mid-November 2012 - Late June 2016        | 60                         |
| 2013 - 2017 Model Year LX 570  | Late January 2013 - Late July 2017        | 5,350                      |
| 2015 - 2017 Model Year NX 200T | Late October 2014 - Early September 2017  | 30,100                     |
| 2015 - 2017 Model Year NX 300h | Late October 2014 - Late August 2017      | 1,900                      |
| 2015 - 2017 Model Year RC F    | Mid-September 2014 - Late June 2017       | 1,200                      |
| 2016 - 2017 Model Year RC 200T | Early October 2015 - Mid-November 2017    | 1,100                      |

|                                |   |        |
|--------------------------------|---|--------|
| 2016 - 2017 Model Year RC 300  | Early October 2015 - Early November 2017  | 1,100  |
| 2015 - 2017 Model Year RC 350  | Early September 2014 - Late November 2017 | 5,000  |
| 2010 - 2017 Model Year RX 350  | Mid-August 2009 - Mid-December 2017       | 92,300 |
| 2010 - 2017 Model Year RX 450h | Late September 2009 - Mid-December 2017   | 10,000 |

*Please reference the attachments for additional details.*

Thank you for your support.

Lexus Customer Service

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