

October 1, 2012

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

Safety Recall 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 Follow-Up Notices to remind owners whose vehicles have not yet had recall campaign repairs completed.

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

1. Safety Recall Campaign(s) Involved in the Follow-Up

Safety Recall	Description	Model	Model Year(s)
9LG - Phase 1	Potential Floor Mat Interference with Accelerator Pedal	ES350	2007 Through Certain 2010
9LG - Phase 3	Potential Floor Mat Interference with Accelerator Pedal	LX 570	2008 Through Certain 2011

2. Safety Recall Follow-Up Dealer and Owner Notification Letter Mailing Date

The attached dealer letter will be sent to all Lexus service and parts managers via e-mail on October 1, 2012.

The Safety Recall Follow-Up Owner Notification Letters ("owner letters") will begin in early October, 2012, 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. Number of Involved Vehicles Not Yet Remedied

Each Area Office will be provided with this information. These counts are based on the last dealership to service an affected vehicle.

5. Parts Ordering

The applicable parts ordering information can be found in the Dealer Cover Letter and Technical Instructions of the *specific* Safety Recall. 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.

6. Vehicles in Dealer Stock

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

7. Customer Handling and Dealership Follow-Up

Please consider this Safety Recall follow-up a great opportunity to focus on assuring customers that their safety remains Lexus' highest priority. Customers who receive the Safety Recall Follow-Up Notice may contact your dealers with questions regarding the letter and/or Safety Recall remedy. Please ensure that all customer contact personnel at your dealers are aware of these Safety Recalls 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.

October 1, 2012

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

Thank you for your understanding and cooperation.

Lexus Service and Parts Operations Department