



LSC L15– Dealer Launch Announcement

Subject: Lexus Limited Service Campaign L15 Launch – Rear Wheel Arch Corrosion

As announced on September 5, 2017, Lexus is initiating a Limited Service Campaign (Ref. # L15) on certain 2015 Model Year Lexus RC 350 and RC F and 2014 - 2015 Model Year IS 250 and IS 350 vehicles.

Technical Instructions on this campaign will be available later on TIS today.

Launch as well as customer mailing will start on September 12, 2017. All affected vehicles will be visible to you on automatic campaign inquiry, consolidated vehicle service history, and your owner follow-up report on that day.

Vehicle Safety and Compliance Liaison Office - Canada

LIMITED SERVICE CAMPAIGN

NOTIFICATION

Please read the information provided below, and contact your Lexus dealer to set up an appointment.

SAMPLE

Dear Lexus Guest:

Thank you for driving a Lexus. At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As part of our continued effort to ensure Guest satisfaction and confidence in our vehicles, we are announcing a Limited Service Campaign (LSC) that includes your Lexus vehicle (VIN indicated below on the Owner Information Change Certificate). This campaign involves the following model.

Certain 2015	RC 350 and RC F
Certain 2014 and 2015	IS 250 and IS 350

What is the condition?

In the subject vehicles, the inner portion of the rear fender arch may experience water intrusion due to improper sealer application. If this occurs, corrosion may form causing rust spots, paint blistering, or perforation of the rear fender arch. This condition is most likely to occur in areas with heavy road salt application.

What will Lexus do?

Any authorized Lexus dealership will inspect the rear fender arches and, if necessary, perform anti-rust treatment at NO COST to you. In limited instances corrosion may be identified. If corrosion is identified and any paint/body repair is needed, this will be coordinated by the dealer.

What should you do?

Please contact your authorized Lexus dealer to make an appointment for this Limited Service Campaign. The repair takes approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. If paint/body repair is necessary, the repair will take longer and the vehicle may need to be sent to a separate repair facility for this portion of the repair.

Please note this Limited Service Campaign is for a limited time period.

If you have any further questions, please contact the Service Department at any Lexus dealership.

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

Thank you for driving a Lexus. We appreciate your continued patronage.

LEXUS DIVISION