

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 models.

Certain 2018	LS 500 and LS 500h
Certain 2017 - 2018	RX 350
Certain 2017 - 2018	RX 450h
Certain 2018	RX 350 L
Certain 2018	RX 450h L
Certain 2018	NX 300 and NX 300h

What is the condition?

The involved vehicles are equipped with an Intelligent Clearance Sonar (ICS) system. Due to improper software programming in the ICS system, the ICS system may improperly activate when an involved vehicle enters certain types of carwash facilities and is placed into neutral. If the ICS system activates, the ICS system will exhibit warnings and the system may apply the brakes.

What will Lexus do?

Any authorized Lexus dealer will reprogram the ICS Electronic Control Unit at **no cost** to the Guest.

What should you do?

Please contact your authorized Lexus dealer to make an appointment to have this remedy performed at **no cost**. The software update takes approximately 45 minutes. However, depending on the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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