

CSC-10032465-2885

Limited Service Campaign (LSC) 9LH Certain (MY, Make, Model) Vehicles Equipped with the V6 (2GR-FE) Engine Variable Valve Timing with Intelligence (VVT-i) Oil Hose Replacement

Dear Lexus Owner:

Thank you very much for your patronage of Lexus. We are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Lexus is announcing a Limited Service Campaign (LSC) for your (MY, Make, Model) equipped with a 2GR-FE engine.

What is the condition?

On your (MY, Make, Model) vehicle, the rubber portion of the oil supply hose for the VVT-i actuator may degrade over time. This condition may cause oil to leak from the VVT-i oil hose producing abnormal engine noise and the oil pressure light to illuminate.

What will Lexus do?

Any Lexus dealer will replace the VVT-i oil hose with a newly designed one at **NO CHARGE** to you. This LSC will be offered until *March 31, 2013*, and will only be available at your authorized Lexus Dealer.

What should you do?

Before you are inconvenienced by this condition, please contact your authorized Lexus dealer to schedule an appointment to replace the VVT-i oil hose with a newly designed one. This LSC will be offered until *March 31, 2013*. Based upon your specific model, the repair may take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Please present this notice to the dealer when you bring the vehicle in for your service appointment.

If you would like to update your vehicle ownership or contact information, please go to www.lexus.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

Your local Lexus dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair. If you require further assistance, you may contact the Lexus Customer Experience Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Standard Time.

What if you have previously paid for the replacement of this VVT-i oil hose for this specific condition?

If you have previously paid for the replacement of this VVT-i oil hose pertaining to this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration

Toyota Motor Sales, U.S.A., Inc
Lexus Customer Assistance, L201
19001 South Western Avenue
Torrance, CA 90509

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

Thank you for driving a Lexus.

Sincerely,

Lexus Division
TOYOTA MOTOR SALES, U.S.A., INC.