



Via Overnight Mail
November 20, 2008

To: Lexus Area General Managers
From: Jerry Marcotti – Service and Parts Field Operations Manager
Subject: Owner Renotification of Non-Completed Service Campaign

Lexus will renotify owners whose vehicles have not yet had SSC 7LB (ES 350 All Weather Floor Mat Accessory for 2007 and Early 2008 Model Year Vehicles) repairs completed. Please note the details below.

Dealer Renotification Letter Mailing Date: Dealer letters will be mailed the week of November 24, 2008. The dealer letter will include a non-completed VIN list and the dealer's sales of the affected mats.

Owner Renotification Letter Mailing Date: The owner renotification will begin in early December, 2008, approximately one week after the dealer notification. The letters will be mailed over a period of several weeks.

Please review this letter with your staff and familiarize them with the guidelines of the SSC 7LB campaign. Should you need it, the original SSC 7LB dealer letter with campaign details is posted in TIS. The dealer renotification letter is attached for your reference.

Thank you for your cooperation.

Enclosures

Cc: Assistant Area General Manager
Customer Satisfaction Manager
Customer Services Field Manager
Customer Services Operations Manager
District Service and Parts Operations Manager
District Technical Manager
Field Product Engineer

J. Alfonso	A. DeCarr	J. Lang	R. Pflughaupt
J. Beseda	D. Esmond	R. Lefevre	A. Smith
R. Broughman	N. Fein	J. Lentz	E. Taira
J. Colon	F. Fontanella	J. Marcotti	M. Templin

G. Bryan
W. Burns
D. Camden
R. Daly

Y. Funo
J. Hanson
D. Illingworth
D. Jacobson

E. Matsuda
I. Miller
T. Minyon
G. Morino
D. Pettitt

G. Whitehouse
H. Yoshihashi
D. Zellers
M. Zimmerman

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