



October 27, 2010

Dear Alfred,

On behalf of everyone at Lexus, I would like to thank you for being a part of our Lexus family; and like any family, when one member faces a challenge, we band together and support one another.

We recently sent you a recall notice to replace valve springs on your 2008 Lexus GS 350. During the manufacturing process, some foreign material may have contaminated a small number of these parts which can cause abnormal engine noise or idling. In extremely rare instances, the engine may stop while the vehicle is in operation.

We apologize for any inconvenience this situation may cause you, and will do our utmost to minimize the impact to your time.

To give you further peace of mind and confidence in the quality and durability of Lexus vehicles, we are providing you with a complimentary **6-year, 100,000 mile power train vehicle service agreement** through Lexus Financial Services (LFS), providing you with added benefits during this coverage period<sup>1</sup>. In the next few weeks, you will receive a letter from LFS with more details.

In addition, to demonstrate our gratitude for your loyalty and your ongoing support, we are enclosing a **\$1,500 certificate** towards the purchase or lease of a new Lexus vehicle. The certificate is valid for one year from the date of this letter.

At Lexus, our top priorities are your safety, your peace of mind, and providing you with the best customer experience in the industry. Again, thank you for your patience and, most important, thank you for being a loyal Lexus family member.

Sincerely,

Mark S. Templin  
Lexus Division Group VP and General Manager

<sup>1</sup>Coverage expires upon reaching 6 years or 100,000 miles, whichever occurs first, measured from the date the vehicle was first delivered into service as a new vehicle and zero miles.