

2006 Model Year GS 300 and 2006 to certain 2010 Model Year IS 250/IS 250C Vehicles
Customer Support Program for Engine Misfire (Intermittently Runs Rough)
CUSTOMER SUPPORT PROGRAM NOTICE

VIN: [REDACTED]

Dear GS 300 Owner:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Lexus would like to advise you of a Customer Support Program (CSP) which includes your vehicle.

Lexus cares about our customers

Under certain driving conditions 2006 model year GS 300 and 2006 to certain 2010 model year IS 250 and IS 250C vehicles may exhibit an intermittent rough idle and/or illumination of the Malfunction Indicator Lamp (Check Engine Lamp). The driver may notice this during the following conditions.

- Intermittently runs rough after coming to a stop with the engine at operating temperature.
- Intermittently runs rough with engine misfires present after a cold soak startup.

If this condition occurs one or more of the Diagnostic Trouble Codes* (DTC's) P0300, P0301, P0302, P0303, P0304, P0305, and/or P0306 may be recorded.

*The check engine light may illuminate for reasons unrelated to this condition.

Although the engine is covered by the Lexus Powertrain Warranty for 6 Years or 70,000 miles (whichever comes first), we at Lexus care about your overall ownership experience. To assure you that we stand behind our product, we are offering this CSP for this specific condition.

Customer Support Program Details

This customer support program is offered for a period of **9 years with no mileage limitations** from the vehicle's in-service date to cover a repair for the condition described above. Should you experience this condition, please bring your vehicle to your Lexus dealership for diagnosis. If the condition is verified the dealership will order the necessary parts and request you to bring the vehicle back when the parts have been received. This repair will include replacement of the piston ring set and may include replacement of the pistons* with new ones under the terms of this CSP. The repair will include associated gaskets.

*Please see your dealership for complete details.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed above and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty section of your Owner's Warranty Information booklet, with the exception of the CSP coverage for this specific condition. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this Customer Support Program. **Please note that this coverage is for warranty work performed at an authorized Lexus dealer only.**

What should you do?

If you have not experienced this condition, please insert this letter into your vehicle's Owner's Warranty Information Booklet for future reference, you do not need to take any action at this time.

If you experience this condition, please contact any authorized Lexus dealer and make an appointment for diagnosis and, if applicable, repair. If the condition is verified the dealership will perform a repair under the terms of this CSP. To assist the dealership in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

The repair will take approximately 4 days; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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