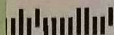




Lexus Division
 Toyota Motor Sales, U.S.A., Inc.
 6565 Headquarters Drive
 Plano, TX 75024
 (469) 292-4000

2015 IS 350
 AND F-SPORT



**Multiple Models and Model Years
 Safety Connect System - Vehicle Location Inaccurate
 LIMITED SERVICE CAMPAIGN (Remedy Notice)**

Dear Lexus Customer:

At 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, which includes your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

The Data Communication Module (DCM) in the subject vehicles are equipped with software to identify the location of the vehicle using the Global Positioning System (GPS) to support features of the Safety Connect system*. Due to incorrect programming in the DCM software, after November 2nd, 2019, the GPS coordinates for this system will be calculated incorrectly. This will cause the system to use incorrect vehicle coordinates if one of the system's features is activated.

*Safety Connect is a subscription-based telematics service that uses Global Positioning System (GPS) data and embedded cellular technology to provide Automatic Collision Notification, Emergency Assistance, Enhanced Roadside Assistance, and Stolen Vehicle Locator services to subscribers.

What will Lexus do?

Any authorized Lexus dealer will reprogram the Data Communication Module **FREE OF CHARGE** to you.

What should you do?

Before you are inconvenienced by this condition, any authorized Lexus dealer will perform the software update **FREE OF CHARGE** to you.

Please contact your authorized Lexus dealer to make an appointment to have the software update performed. The remedy will take approximately two and a half to three hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. **This Program will be offered until December 1, 2022, and will only be available at an authorized Lexus dealer.**

Note: This repair is only necessary if the vehicle has an active Safety Connect subscription. If your Safety Connect subscription is no longer active and you do not intend to renew it at any point in the future, no action is necessary at this time. Lexus recommends that you save this notice in the glove compartment of your vehicle in case you or a future owner decide to renew your Safety Connect subscription in the future.

What if you have other questions?

- **Your local Lexus dealer will be more than happy to answer any of your questions.**
- For more information on this and other campaigns, please visit www.lexus.com/recall.
- If you require further assistance, you may contact the Lexus Guest Experience Center (1-800-255-3987) - Monday through Friday, 8:00 a.m. to 8:00 p.m., Saturday 9:00 a.m. to 6:00 p.m. Eastern Time.

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

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

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, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.



Spanish translation on back side
 Traducción en español en el lado inverso