

## Valued Guests

You are having your vehicle serviced at a  
**LSM Certified (Lexus Service Management)  
Dealership.** The LSM program is a global  
standard to which all Lexus Dealers strive  
to achieve and maintain certification by  
**continually ...**



**... IMPROVING**  
PROCEDURES AND STANDARDS  
TO PROVIDE YOU WITH THE  
**BEST** SERVICE EXPERIENCE  
POSSIBLE.

## ... TRAINING

ASSISTANT SERVICE MANAGERS  
AND TECHNICIANS TO  
**EXACTING**  
FACTORY STANDARDS.



## ... PERFECTING

SERVICE METHODS WITH STATE-OF-  
THE-ART **TECHNOLOGY**  
INCLUDING DIAGNOSTICS AND  
ENVIRONMENTALLY FRIENDLY  
FACILITIES.

