

Re: <VIN>

Dear Lexus Owner:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. You previously received a notice regarding an extension to portions of your Lexus New Vehicle Limited Warranty for repairs related to cracked and/or sticky/melting Dashboards (Instrument Panels) as a result of heat or humidity. This extension applies even if your covered vehicle is out of warranty.

***Please Note:** Dashboards can become cracked and/or sticky/melted over time for a number of different reasons and under a number of different circumstances. If the Dashboard has become cracked and/or sticky/melted as a result of heat or humidity, the repair will be performed at **no charge** as soon as parts become available.*

#### Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary warranty extension to your vehicle's "New Vehicle Limited Warranty" as it applies to the Dashboard (Instrument Panel). The specific condition covered by this program is a cracked and/or sticky/melting Dashboard (Instrument Panel) as a result of heat or humidity. If the condition is verified, the repair will be performed in accordance with the applicable Technical Service Bulletin under the terms of this Warranty Enhancement Program\*.

- The **Primary Coverage** offers warranty enhancement described herein for all owners of covered vehicles until May 31, 2017, **regardless of mileage or date of first use of the vehicle.**
- Secondary Coverage supplements the Primary Coverage for some owners by offering the warranty enhancement described herein for **10 years from the date of the first use of the vehicle, regardless of mileage.** For instance, if you own a 2009 RX 350 that was first used on January 1, 2010, you are entitled to the warranty enhancement through January 1, 2020.

Please note that this coverage is for warranty work performed for the covered Dashboards, and must be performed at an authorized Lexus dealer only. A maximum of one dashboard replacement can be performed, if eligible, under this Warranty Enhancement Program.

\*Please see your local Lexus dealer for additional details

#### What should you do?

If your vehicle has the condition described above, please contact your local authorized Lexus dealership. The dealership will need to verify the condition and order the necessary replacement part(s). Although Lexus has been diligently preparing replacement parts since before the announcement of the Program, you may need to wait additional time before a replacement part can be obtained and installed in your vehicle, given the size and complexity of dashboard manufacturing, the age, volume, and breadth of the covered vehicles subject to the Program, and the difficulty in predicting customer demand. We apologize for any inconvenience this may cause and thank you for your patience.

***If you have not experienced the condition described, there is no action necessary at this time.***

If you would like to update your vehicle ownership or contact information, please go to [www.lexusdrivers.com](http://www.lexusdrivers.com). You will need your full 17-digit Vehicle Identification Number (VIN) to update your profile.

If you have previously paid for repairs to address any cracked and/or sticky/melting Dashboard as a result of heat or humidity, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Lexus, A Division of Toyota Motor Sales, USA, Inc.  
Lexus Customer Assistance Center L201  
19001 South Western Avenue  
Torrance, CA 90509

Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,

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

Warranty Enhancement Program Frequently Asked Questions	ZLD
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**Q1: Is this a recall?**

A1: No. This is not a recall. At Lexus, we are dedicated to providing vehicles of outstanding quality and value. Lexus is advising you of an upcoming Enhancement to the Warranty Coverage, even for out of warranty vehicles, to assure you that we stand behind the product.

**Q2: If my vehicle does not have this condition, do I need to make an appointment with my dealership?**

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter.

**Q3: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?**

A3: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q4: What should I do if my vehicle has a cracked and/or sticky/melting dashboard?**

A4: If your vehicle has the condition described above, please contact your local authorized Lexus dealership. If the condition is verified, the repair will be performed in accordance with the applicable Technical Service Bulletin under the terms of this Warranty Enhancement Program. Lexus has been preparing replacement parts since before the announcement of the Program. However, given the size and complexity of dashboard manufacturing, the age, volume, and breadth of the covered vehicles subject to the Program, and the difficulty in predicting customer demand, you may need to wait additional time before a replacement part can be obtained and installed in your vehicle. We apologize for any inconvenience this may cause and thank you for your patience.

**Q4a: What if I previously paid to repair a cracked and/or sticky/melting Dashboard?**

A4a: If you have previously paid for repairs to address this specific condition, please refer to the owner letter for reimbursement consideration instructions.

**Q5: How long will the warranty work take?**

A5: If the condition is present on your vehicle, the warranty work will take approximately 4 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. Additionally due to the size of the dashboard the dealer will receive a special delivery schedule for dashboard assemblies. Please work with your local Lexus dealer to schedule the best time to have the replacement part installed in your vehicle.

**Q6: What if I have additional questions or concerns?**

A6: Owners with additional questions or concerns are asked to please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

\* Warranty Enhancement  
Reimbursement Checklist

- Repair Order or Invoice
  - Must include the following information
    - Mileage on the date that the repair order was created
    - Itemized breakdown of labor charges for each repair performed
    - Detailed diagnosis statement
- Proof-of-Payment
  - Must include one of the following items as Valid Proof-of-Payment
    - Copy of a cancelled check
    - Copy of a Signed Credit Card Receipt
    - Copy of a Credit Card Statement
    - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- Proof-of-Ownership
  - Must include one of the following items as Valid Proof-of-Ownership
    - Copy of the Bill of Sale
    - Copy of the Title
- Name, Address and Phone Number printed on all documents
- Detailed diagnosis statement that must answer the following three questions:
  1. *Why was the vehicle brought into the repair facility?*
  2. *What was the repair facility's diagnosis?*
  3. *What did the repair facility do to correct the concern?*