



# ◀ IMPORTANT UPDATE ▶

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
November 1, 2017	The coverage parameter details have been updated to clarify coverage for vehicles that have exhibited the condition in the past.

*The most recent update in the attached Dealer Letter will be highlighted with a red box.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



October 31, 2017

To: All Dealer Principals, General Managers, Service Managers, and Parts Managers

Subject: Customer Support Program ZLI  
Certain 2011 - 2013 Model Year CT 200h and 2010 - 2012 HS 250h Vehicles  
Coverage for Halogen Low Beam Headlamp Bulbs

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing a Customer Support Program to provide coverage for Halogen Low Beam Headlamp Bulbs on certain 2011 - 2013 CT 200h and 2010 - 2012 HS 250h vehicles.

### Background

Lexus has received a number of reports regarding the halogen head lamps on certain 2011 - 2013 CT 200h and 2010 - 2012 HS 250h vehicles. In these reports, customers have indicated that their vehicle's halogen low beam headlamp bulb lifetime is shorter than expected.

Although the Halogen Low Beam Headlamp Bulbs are covered by Lexus' New Vehicle Limited Warranty for 4 years or 50,000 miles (whichever occurs first), we at Lexus care about the customers' ownership experience. Lexus is providing coverage related to the halogen head lamp bulbs due to these circumstances.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

### Customer Support Program Details

This Customer Support Program provides coverage as it applies the halogen headlamp bulbs. The specific condition covered by this program is that the halogen low beam headlamp bulb lifetime is shorter than expected. If the condition is verified, the dealer will install voltage adjustment wire harnesses and replace both halogen low beam headlamp bulbs under the terms of this Customer Support Program.

#### **NOTE:**

- Right and left side bulbs and harnesses will be installed even if only one side is exhibiting or has exhibited the condition.
- Even if the vehicle does not currently exhibit the condition, but has exhibited the condition in the past and has had a headlamp bulb replaced, the vehicle may be eligible for repair if the customer can provide documentation indicating that the bulb(s) has been replaced previously. Refer to the customer reimbursement checklist for documentation details.
- *This coverage will be offered until October 31, 2019, regardless of mileage.*

*This coverage is for work performed at an authorized Lexus dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Manual Supplement/Warranty & Services Guide Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

## Owner Letter Mailing Date

Lexus will begin to notify owners in early November 2017 and will be mailed over several months. A sample of the owner notification letter has been included for your reference.

## Remedy Procedures

Technical instructions for this Customer Support program can be found in L-SB-0168-17 (CT 200h) and L-SB-0171-17 (HS 250h).

**NOTE:** Even if the vehicle does not currently exhibit the condition, but has exhibited the condition in the past and has had a headlamp bulb replaced, the vehicle may be eligible for repair if the customer can provide documentation indicating that the bulb(s) has been replaced previously. Refer to the customer reimbursement checklist for documentation details.

## Parts Ordering Process

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Lexus Special Activities MAC/DOS report on Dealer Daily or the Lexus Customer Services website for the most up-to-date parts ordering information.

As this is a customer support program, most customers will only request reimbursement from TMNA for past replacements; dealers should not increase their stock of related repair parts. *Dealers are requested to only order parts for vehicles experiencing this condition or for customers who have had a headlamp bulb replaced previously. **DO NOT ORDER FOR STOCK.*** As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

*Refer to Warranty Policy Bulletin POL17-02 for additional parts ordering information.*

## Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "LSC17A - Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Technician with L623
- Senior Technician
- Master Technician
- Certified Diagnostic Specialist with L623
- Senior Diagnostic Specialist
- Master Diagnostic Specialist

*Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.*

### Warranty Reimbursement Procedure

Refer to the Warranty Policy Bulletin (Bulletin No. POL17-02) for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty part recovery.*

### Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Customer Support Program. This claim filing information is used by Lexus for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect opcode or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin PRO17-03 to correct the claim.

### Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter, and are also included in this document for your reference.

**NOTE:** Customers who have had a low beam headlamp bulb replaced in the past are eligible for customer reimbursement AND are also eligible for the repair.

### Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Customer Support Program. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Lexus Guest Experience Center (1-800-255-3987) - Monday through Friday, 7:00 am to 8:00 pm, Saturday 8:00 am to 6:00 pm Central Time.

Thank you for your cooperation.

Lexus, a Division of Toyota Motor North America

Attachments

Cc: Assistant Area General Managers  
Customer Satisfaction Managers  
Customer Services Field Managers  
Customer Services Operations Managers  
District Service and Parts Managers  
Field Technical Specialists  
Field Product Engineers  
Pre-Owned Managers  
Vehicle Field Sales Managers



Customer Support Program ZLI  
 Certain 2011 - 2013 Model Year CT 200h and 2010 - 2012 HS 250h Vehicles  
 Coverage for Halogen Low Beam Headlamp Bulbs

Frequently Asked Questions  
 Published October 31, 2017

# ◀ IMPORTANT UPDATE ▶

DATE	TOPIC
November 1, 2017	The coverage parameter details have been updated to clarify coverage for vehicles that have exhibited the condition in the past.

**The most recent update will be highlighted with a red box.**

**Q1:** *What is the condition?*

**A1:** Lexus has received a number of reports regarding the halogen head lamps on certain 2011 - 2013 model year CT 200h and 2010 - 2012 model year HS 250h vehicles. In these reports, customers have indicated that their vehicle's halogen low beam headlamp bulb lifetime is shorter than expected.

**Q2:** *What is Lexus going to do?*

**A2:** Although the Halogen Low Beam Headlamp Bulbs are covered by Lexus' New Vehicle Limited Warranty for 4 years or 50,000 miles (whichever occurs first), we at Lexus care about the customers' ownership experience. Lexus is providing coverage related to the halogen head lamp bulbs due to these circumstances.

Lexus will send (in phases consistent with parts availability and repair capacity) an owner notification by first class mail starting in November, 2017, advising owners of this Customer Support Program.

If the owner experiences the condition described above, he/she should contact a local authorized Lexus dealership for diagnosis. If the condition is verified, the dealer will install voltage adjustment wire harnesses and replace the halogen low beam headlamp bulbs with new ones at **NO CHARGE** to the customer.

**NOTE:**

- Right and left side bulbs and harnesses will be installed even if only one side is exhibiting the condition.
- Even if the vehicle does not currently exhibit the condition, but has exhibited the condition in the past and has had a headlamp bulb replaced, the vehicle may be eligible for repair if the customer can provide documentation indicating that the bulb(s) has been replaced previously. Refer to the customer reimbursement checklist for documentation details.

**Q3:** *Which and how many vehicles are covered by this Customer Support Program?*

**A3:** There are approximately 71,000 vehicles covered by this Customer Support Program. Approximately 160 vehicles involved in this Customer Support Program were distributed to Puerto Rico.

Model Name	Model Year	Production Period
CT 200h	2011 - 2013	End-August, 2010 - Mid-December, 2013

HS 250h	2010 - 2012	End-January, 2009 - Early-January, 2012
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**Q3a:** *Are there any other Toyota/Scion vehicles covered by this Customer Support Program in the U.S.?*

A3a: Yes, the Toyota Prius (MY2010-2011) vehicle is covered by this Customer Support Program.

**Q4:** *What are the details of this coverage?*

A4: This Customer Support Program provides coverage as it applies to the halogen low beam headlamp bulbs. The specific condition covered by this program is that the halogen low beam headlamp bulb lifetime is shorter than expected. If the condition is verified, the dealer will install voltage adjustment wire harnesses and replace the halogen low beam headlamp bulbs under the terms of this Customer Support Program.

**NOTE:**

- Right and left side bulbs and harnesses will be installed even if only one side is exhibiting or has exhibited the condition.
- Even if the vehicle does not currently exhibit the condition, but has exhibited the condition in the past and has had a headlamp bulb replaced, the vehicle may be eligible for repair if the customer can provide documentation indicating that the bulb(s) has been replaced previously. Refer to the customer reimbursement checklist for documentation details.

- *The coverage offers warranty enhancement until October 31, 2019 regardless of mileage.*

*This coverage is for work performed at an authorized Lexus dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

**Q5:** *Which part(s) are covered by this Customer Support Program?*

A5: The specific component(s) covered by this program are as follows:

- Halogen Low Beam Headlamp Bulbs
- Halogen Low Beam Headlamp Bulb Wire Harnesses

**Q6:** *What should an owner do if experiencing this condition?*

A6: If an owner thinks that he/she has experienced the condition described in this Customer Support Program, a local Lexus dealer should be contacted for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the program, the repair will be performed at **NO CHARGE**.

**Q7:** *What if an owner HAS NOT experienced this condition but would like to have the repair completed?*

A7: This Customer Support Program only applies to vehicles that now exhibited the condition described above or have previously had a low beam headlamp bulb replaced. If an owner has not experienced the condition, he/she is asked to apply the notification label to the Owners Warranty Information Booklet for future reference.

**Q8:** *How long will the repair take?*

A8: The repair takes approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q9:** *What if I previously paid for repairs related to Customer Support Program?*

A9: Reimbursement consideration instructions will be provided in the owner letter.

**NOTE:** Customers who have had a low beam headlamp bulb replaced in the past are eligible for customer reimbursement AND are also eligible for the repair.

**Q10:** *How does Lexus obtain my mailing information?*

A10: Lexus uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q11:** *What if I have additional questions or concerns?*

A11: If you have additional questions or concerns, please contact the Lexus Guest Experience Center (1-800-255-3987) - Monday through Friday, 7:00 am to 8:00 pm, Saturday 8:00 am to 5:00 pm Central Time.

SAMPLE



Lexus, a Division of Toyota Motor North America  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

## CUSTOMER SUPPORT PROGRAM NOTIFICATION - ZLI

[VIN]

Dear Lexus Owner:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Lexus would like to advise you of a Customer Support Program that has been initiated for your vehicle.

Lexus has received a number of reports regarding the halogen headlamps on certain 2011 - 2013 model year CT 200h and certain 2010 - 2012 model year HS 250h vehicles. In these reports, customers have indicated that halogen low beam headlamp bulb lifetime is shorter than expected. While the majority of vehicles will not experience this condition, we are offering the following Customer Support Program:

### Customer Support Program Details

This Customer Support Program provides coverage as it applies the halogen headlamp bulbs. The specific condition covered by this program is that the halogen low beam headlamp bulb lifetime is shorter than expected. If the condition is verified, the dealer will install voltage adjustment wire harnesses and replace both halogen low beam headlamp bulbs under the terms of this Customer Support Program.

#### NOTE:

- Right and left side bulbs and harnesses will be installed even if only one side is exhibiting or has exhibited the condition.
- Even if the vehicle does not currently exhibit the condition, but has exhibited the condition in the past and has had a headlamp bulb replaced, the vehicle may be eligible for repair if the customer can provide documentation indicating that the bulb(s) has been replaced previously. Refer to the customer reimbursement checklist for documentation details.

- *The coverage offers warranty enhancement until October 31, 2019 regardless of mileage.*

Please note that this coverage is for warranty work performed at an authorized Lexus dealer only.

*This coverage is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Manual Supplement/Warranty & Services Guide Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.*

\*Please see your Lexus dealer for additional details

VIN# \_\_\_\_\_

Peel and Stick Label  
onto the Owner's  
Warranty Information  
Booklet

### What should you do?

Please apply the label above to your Owner's Manual Supplement/Warranty & Services Guide for future reference. If you have not experienced the condition described above, there is no action necessary at this time.

*If you have experienced this condition, please contact any authorized Lexus dealer and make arrangements for diagnosis and, if applicable, repair.*

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

Customers with additional questions or concerns are asked to please contact the Lexus Guest Experience Center (1-800-255-3987) - Monday through Friday, 7:00 am to 8:00 pm, Saturday 8:00 am to 5:00 pm Central Time.

If you have previously paid for repairs related to this condition, please mail a copy of your repair order, proof-of-payment, and ownership information to the following address for reimbursement consideration:



Lexus Customer Assistance Center  
Lexus, a Division of Toyota Motor North America  
P O Box 259001 - SSC/CSP Reimbursements  
Plano, Texas 75025-9001

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

**NOTE:** Customers that are eligible for customer reimbursement are also eligible for the repair, even if the vehicle is not currently exhibiting the condition.

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 NORTH AMERICA

SAMPLE



Lexus, A Division of Toyota Motor North America  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

CUSTOMER SUPPORT PROGRAM  
FREQUENTLY ASKED QUESTIONS

ZLI

**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. As part of our continual efforts to help ensure customer satisfaction, Lexus is advising you of this Customer Support Program.

**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 conditions described in this letter or if you have had a low beam headlamp bulb replaced in the past. If you have not experienced this condition, please apply the sticker to your *Owner's Manual Supplement/Warranty & Services Guide* booklet for future reference.

**Q3:** *What if I previously paid for repairs related to Customer Support Program?*

A3: Reimbursement consideration instructions will be provided in the owner letter.

**NOTE:** Customers who have had a low beam headlamp bulb replaced in the past are eligible for customer reimbursement AND are also eligible for the repair.

**Q4:** *Is the Customer Support Program coverage transferable if I sell my vehicle?*

A4: Yes, this Customer Support Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q5:** *What should I do if my vehicle has the condition described?*

A5: If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair.

**Q6:** *How long will the repair take?*

A6: The repair will take approximately three hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q7:** *Which part(s) are covered by this Customer Support Program?*

A7: The specific component(s) covered by this program are as follows:

- Halogen Low Beam Headlamp Bulbs
- Halogen Low Beam Headlamp Bulb Wire Harnesses

**Q8:** *What if I have additional questions or concerns?*

A8: If you have additional questions or concerns, please contact the Lexus Guest Experience Center at 1-800-255-3987, Monday through Friday, 7:00 am to 8:00 pm, Saturday 8:00 am to 5:00 pm Central Time.