



July 29, 2015

To: Lexus Area General Managers
From: Don Fordiani, National Field and Dealer Operations Manager
Subject: Warranty Enhancement Program - ZLD
Phase 2 & 3 - Part Replacement for Certain Models

2007 - 2008 Model Year ES 350
2003 - 2008 Model Year GX 470
2006 - 2008 Model Year IS 250/350
2007 Model Year LS 460
2004 - 2006 Model Year RX 330
2007 - 2009 Model Year RX 350
2005 - 2008 Model Year RX 400h
Extension of Warranty Coverage for Cracked and/or Sticky/Melting Dashboards
(Instrument Panels) as a Result of Heat or Humidity

In our continuing efforts to ensure the best in customer satisfaction, Lexus announced a Warranty Enhancement Program (the "Program"). This Program extends the warranty coverage for repairs related to cracked and/or sticky/melting Dashboards (Instrument Panels) as a result of heat or humidity on 2007-2008 model year ES 350, 2003-2008 model year GX 470, 2006-2008 model year IS 250/350, 2007 model year LS 460, 2004-2006 model year RX 330, 2007-2009 model year RX 350, and 2005-2008 model year RX 400h vehicles.

NOTE: The same Warranty Enhancement Program coverage described herein is also applicable to 2006 - 2008 Model Year IS 250/350 and 2007 Model Year LS 460 vehicles for cracked and/or sticky/melting front and rear interior door panels as a result of heat or humidity.

In mid-December, 2014, Lexus announced the reimbursement phase of this Program. Since prior to that announcement, Lexus has been diligently making parts preparations for the parts replacement phase of this Program. Due to the age, volume, and breadth of the covered vehicles subject to the Program and the size and complexity of dashboard manufacturing, Lexus will be launching the part replacement portion of this Program in several phases, please refer to the table below for part replacement model phasing.

Phase	Model	Description	Current Mailing Schedule
1	All	Reimbursement	Mid-December, 2014
2	ES 350	Part Replacement	Late May, 2015
3	RX 330/350/450h and GX 470		Late July, 2015
4	IS 250/350 and LS 460		August, 2015

Although Lexus is increasing production levels, it is difficult to predict customer demand and where parts need to be shipped to support customer demand. It is important that dealerships explain to customers that there still may be a period of time the customer will need to wait before part replacement can be performed. Please be sure to take this into consideration when performing customer scheduling.

The following important information is provided to advise you and your associates of the program notification schedule and the degree of your involvement. Additionally, an FAQ covering details of this Warranty Enhancement Program is enclosed for your reference.

Dealer and Owner Notification Letter Mailing Date

Lexus will notify its dealers with regard to Phase 3 of this Program on July 30, 2015.

The first owner notification letter was sent in mid-December, 2014 advising owners that they could seek reimbursement consideration for previous repair costs for cracked and/or sticky/melting dashboards, and if applicable front and rear interior door panels, as a result of heat or humidity. A sample copy of the owner notification letter is enclosed for your reference.

Lexus will now begin notifying owners regarding the part replacement phase of this Program in accordance with the table below. This mailing schedule is based upon the part build rate and anticipated quantities required for each model. A sample copy of the owner notification letter is enclosed for your reference.

Phase	Model	Tentative Owner Letter Start Timing	Planned Duration of Owner Letter Mailing
2	ES 350	Late May, 2015	2 Month Mailing
3	RX	Late July, 2015	6 Month Mailing
	GX		4 Month Mailing
4	IS/LS	August, 2015	TBD

*Please Note: Dashboards and front and rear interior door panels 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 and/or front or rear interior door panel 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 coverage for a covered vehicle's "New Vehicle Limited Warranty" as it applies to the Dashboard. The specific condition covered by this Program is any cracked and/or sticky/melted Dashboard as a result of heat or humidity for any covered vehicle. If the condition is verified, the repair will be performed in accordance with the applicable TSB under the terms of this Warranty Enhancement Program.

NOTE: The same Warranty Enhancement Program coverage described herein is also applicable to 2006 - 2008 Model Year IS 250/350 and 2007 Model Year LS 460 vehicles for cracked and/or sticky/melting front and rear interior door panels as a result of heat or humidity.

- The Primary Coverage offers warranty enhancement 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 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 repair performed at an authorized Lexus dealer only. A maximum of one dashboard replacement can be performed, if eligible, under this Warranty Enhancement Program. Likewise, a maximum of one replacement for each front and rear interior door panel for 2006-2008 Model Year IS 250/350 and 2007 Model Year LS 460 vehicles can be performed, if eligible, under this Warranty Enhancement Program.

This Warranty Enhancement Program is subject to the same terms, conditions, and limitations set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet, with the exception of the warranty enhancement coverage for this specific condition. For example, damage from abuse, accident, theft, and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement. To the extent your New Vehicle Limited Warranty has expired, it is being extended only as to the specific condition and parts identified above, subject to the terms, conditions, and limitations in that Warranty.

Number of Vehicles Covered

There are approximately 1.1 million vehicles covered by this Warranty Enhancement Program. Please verify coverage by confirming through TIS.

Please review this entire package with your associates to familiarize them with the proper procedures to implement this warranty enhancement.

Thank you for your continued support and cooperation.

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

