



December 9, 2014

To: Lexus Area General Managers

From: Don Fordiani, National Field and Dealer Operations Manager

Subject: Warranty Enhancement Program - (Phase 1 - Reimbursement) - ZLD  
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 is announcing a Warranty Enhancement 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.**

This Warranty Enhancement Program will be launched in two phases due to current parts production capacity. Initially, Lexus will inform owners that they may seek reimbursement consideration for previous repairs for this condition. Once sufficient parts are available, Lexus will send a second owner notification letter informing owners that replacement will be made for any cracked and/or sticky/melted Dashboard as a result of heat or humidity.

Phase	Description	Tentative Mailing Schedule
1	Reimbursement	Mid-December, 2014
2	Part Replacement	May, 2015

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 this warranty enhancement program in early December, 2014.

Please do not share details of this program with dealers prior to the official dealer notification.

The first owner notification letter will be sent in mid-December, 2014 approximately one week after the dealer notification. A sample copy of the owner notification letter is enclosed for your reference.

The first owner notification letter will advise owners that they may seek reimbursement consideration for previous repair costs for cracked and/or sticky/melting Dashboards as a result of heat or humidity. In addition, the letter will advise owners of 2006-2008 Model Year IS 250/350 and 2007 Model Year LS 460 vehicles that they also may seek reimbursement consideration for previous repair costs for cracked and/or sticky/melting front and rear interior door panels as a result of heat or humidity. The letter will also inform the owner that due to parts availability, Lexus is not able to support repairs at this time.

Once sufficient parts have been prepared and obtained, Lexus will send a second owner notification letter informing owners that repairs will be performed for cracked and/or sticky/melting Dashboards as a result of heat or humidity and for cracked and/or sticky/melting front and rear interior door panels (for 2006-2008 Model Year IS 250/350 and 2007 Model Year LS 460 Vehicles) as a result of heat or humidity. Lexus anticipates the second owner notification letter will begin to be sent in May, 2015.

*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.

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.

Parts Ordering for the Covered Condition

During the first Phase, dealerships should NOT perform any part replacement. Dealers should let the customer know that the parts are being prepared and obtained.

Claim Procedures

If dealers are servicing a vehicle that currently has a cracked and/or sticky/melted Dashboard or front and/or rear interior door panel (for 2006-2008 Model Year IS 250/350 and 2007 Model Year LS 460 vehicles) as a result of heat or humidity, the operation codes and part numbers for claim filing will be provided during the second phase of this Warranty Enhancement

Customer Reimbursement Procedures

Please refer to the attached owner letter for reimbursement instructions.

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

