



May 21, 2014

To: Lexus Area General Managers
From: Don Fordiani, National Field and Dealer Operations Manager
Subject: Warranty Enhancement Program - ZLB
(Phase 2 - Replacement for Excessive Moisture)
2004 - 2009 RX Vehicles: Warranty Enhancement for Excess Headlamp Moisture

As communicated on December 3, 2013, Lexus has launched a warranty enhancement program to extend warranty coverage for headlamp housing assemblies on 2004 through 2009 model year RX vehicles. Lexus has received reports indicating excess moisture can form on the interior of the headlamp housing, in these vehicles. This cosmetic condition is addressed by replacing the affected headlamp housing.

Lexus originally informed you, your dealers, and our customers that this Warranty Enhancement Program would be launched in two phases due to parts production capacity for these models. Initially, owners were informed that they may seek reimbursement consideration for previous repairs for this condition. Additionally, we advised once sufficient parts were available, Lexus would send a second owner notification letter informing owners that replacement is available if excess moisture is currently present in the headlamp assembly.

Lexus has completed preparations for Phase 2 and will begin notifying customers regarding Phase 2 of this Warranty Enhancement.

The following important information is provided to advise you and your associates of Phase 2 and its implementation at your dealers. It is important that dealer associates are familiar with the attached FAQ covering details of this Warranty Enhancement Program, as well as Warranty Policy Bulletin POL14-01.

Dealer Notification and Owner Notification Letter Mailing Date

Lexus will notify its dealers with regard to Phase 2 of this warranty enhancement program via e-mail late on May 22, 2014.

The Phase 2 owner notification letter will be sent in phases over several months beginning in late May, 2014. A sample copy of the owner Phase 2 letter is enclosed for your reference.

The Phase 2 owner notification letter will advise customers that they may seek replacements for inoperative or cosmetic concerns due to excessive moisture. Additionally, the letter will inform customers that they are to contact an authorized Lexus dealer for diagnosis* and repair.

*Headlamp assemblies can become inoperative for many reasons. If the dealership determines the headlamp assembly has become inoperative due to excessive moisture, the repair will be performed at no charge.

Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary warranty extension to the affected vehicles' "New Vehicle Limited Warranty" as it applies to Headlamp Housing. The specific condition covered

by this program is excess moisture in the headlamp assembly.

- The **Primary Coverage** offers warranty enhancement until October 31, 2015, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 9 years from the date of first use, regardless of mileage.

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

This offer is subject to the same terms and conditions 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, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

Please refer to Warranty Policy Bulletin POL14-01 for specific warranty guidelines.

Number and Identification of Covered Vehicles

There are approximately 604,000 vehicles nationally that are covered by this Warranty Enhancement Program.

Model	WMI	MY	VDS	START	FINISH
RX330	2T2	2004	GA31U	C001001	C019006
			HA31U	C001002	C039897
		2005	GA31U	C018659	C042888
			HA31U	C039056	C087493
		2006	GA31U	C042219	C053399
			HA31U	C086510	C109798
	JTJ	2004	GA31U	0001002	0044873
			HA31U	0001007	0074277
		2005	GA31U	0044429	0059262
			HA31U	0074282	0098527
		2006	GA31U	0059263	0065897
			HA31U	0098335	0106215
RX350	2T2	2007	GK31U	C001006	C026808
			HK31U	C001008	C047097
		2008	GK31U	C026736	C056935
			HK31U	C045940	C096527
		2009	GK31U	C056369	C082087
			HK31U	C095540	C135374
	JTJ	2007	GK31U	0001007	0010317
			HK31U	2000449	2027626
			GK31U	0005795	0015562
2008	GK31U	9850000	9852147		
	HK31U	2019599	2854875		
	GK31U	0015563	0016702		
2009	GK31U	9852148	9853261		
	HK31U	2051144	2859500		
	RX400h	JTJ	2005	HW31U	0001014
GW31U				0001007	0004971
GW31U				2000101	2000974
2006		HW31U	0001035	0049416	
		HW31U	2000103	2007397	
		GW31U	2000975	2005870	
2007		HW31U	2007400	2039945	
		2008	GW31U	2005871	2851829
			HW31U	2027573	2867597

Please note that **not all vehicles in the VIN range are covered** by this warranty enhancement. If your dealership is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through TIS.**

Parts Ordering Information

Effective with the launch of Phase 2, the ZLB parts release/reservation website will be retired and dealers will no longer be required to submit advanced requests for parts.

Orders should be placed through each dealership's facing PDC. Refer to Warranty Policy Bulletin POL14-01 for a list of the parts covered by this Warranty Enhancement Program.

The headlight housing and light control computers (ECU/Ballast) for this Warranty Enhancement Program have been placed on Dealer Ordering Solutions (DOS) and will be released based on dealer ordering criteria. Each dealership will receive specific dealer ordering criteria in an e-mail from their facing PDC manager. Therefore, it is vital that each dealership's parts and service departments coordinate appointments for the replacement. A sample Parts Allocation Report is on the following page for your reference.



Parts Allocation Report

99999
SAMPLE LEXUS

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q. Sample at (999) 999-9999.

Part Number	Part Description	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

Claim Procedures

Please refer to Warranty Policy Bulletin POL14-10 for claim procedures.

Note: Lexus will not provide an operation code for inspection only.

Customer Reimbursement Procedures

If a customer has previously paid for repairs to address the condition described, the customer should be directed to visit the following website for reimbursement consideration:

www.LexusReimbursement.com

Additionally, customers can also mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Lexus Customer Experience Center
19001 South Western Avenue, L201
Torrance, CA 90509

Please review this entire package with your associates to familiarize them with the proper procedures to implement Phase 2 of this Warranty Enhancement Program.

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