



June 16, 2016

Subject: Warranty Enhancement Program - ZLF  
Certain 2011 - 2012 CT 200h Vehicles  
Extension of Warranty Coverage for Sticking Exhaust Gas Recirculation (EGR) Valve

Dear Dealer Principal:

As part of our continual efforts to ensure the best in customer satisfaction, Lexus is announcing a Warranty Enhancement Program to extend warranty coverage for a sticking EGR Valve on certain 2011 and 2012 CT 200h vehicles.

In these vehicles, Lexus has received some reports of a rough idle and/or rattle noise from the transaxle at cold start due to a sticking Exhaust Gas Recirculation (EGR) Valve. If this occurs, the vehicle may illuminate the check engine light and set diagnostic trouble code (DTC) P0401.

Although the EGR Valve is covered by Lexus' New Vehicle Limited Warranty for 4 years or 50,000 miles (whichever comes first), we at Lexus care about the customers' ownership experience. Lexus is now extending the warranty coverage for repairs related to the EGR Valve to address the condition described above.

***Note:** For California-certified vehicles sold, registered, and normally operated in Arizona (12MY only), California, Connecticut, Maine, Maryland, Massachusetts, New Jersey, New Mexico (11MY only), Oregon, Pennsylvania, Rhode Island, Vermont, and Washington the Lexus New Vehicle Limited Warranty coverage is 7 years from the date of first use, or 70,000 miles (whichever occurs first).*

The following important information is provided to advise you and your associates of the program notification schedule and the degree of your involvement.

**Owner Notification Mailing Date**

The owner notification will commence in late June, 2016. The owner notification letter will be mailed over a one month period. We have attached a sample owner letter for your reference.

## Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for a rough idle and/or rattle noise from the transaxle at cold start due to a sticking Exhaust Gas Recirculation (EGR) Valve. If the condition is verified, the vehicle will be repaired in accordance with the applicable Technical Service Bulletin under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until *March 31, 2017 with no mileage limitation.*
- After the Primary Coverage period ends, the **Secondary Coverage** is applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.

*This coverage is for warranty 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 by the New Vehicle Limited Warranty or this warranty enhancement.*

## Number and Identification of Covered Vehicles

There are approximately 28,600 vehicles covered by this Warranty Enhancement Program.

Please refer to Warranty Policy Bulletin (Bulletin No. POL16-02) for identification of vehicles covered by this Warranty Extension.

## Warranty Claim Processing Instructions

Please refer to Warranty Policy Bulletin (Bulletin No. POL16-02) for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty parts recovery.*

## Technical Instructions (Part Replacement Procedures)

Technical instructions for Lexus vehicles can be found in L-SB-0015-16.

## Technician Training Requirements

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

- Senior Service Technician with L852
- Senior Diagnostic Technician
- Master Service Technician
- Master Diagnostic Technician

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Warranty Enhancement Program 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.

## Parts Ordering

As this is an extension of the warranty, most customers will only request reimbursement from Lexus for part replacements. Dealers should not increase their stock of EGR valves. As always, if a customer experiences a sticking EGR valve, dealers should conduct appropriate diagnosis and order the applicable parts.

Refer to Warranty Policy Bulletin POL16-02 for detailed parts ordering information.

**Dealers are requested to only order parts for vehicles experiencing this condition. DO NOT ORDER FOR STOCK.** The parts have been placed on Dealer Ordering Solutions (DOS) and will be systematically released daily up to the established limits. Please see the weekly MAC Report for additional details.

## Customer Reimbursement

Please refer to the attached owner letter for reimbursement consideration instructions.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step- by-step procedures required to implement this Warranty Extension.

As part of our dedication to continuous improvement, changes have been incorporated in the production process to ensure the highest quality products are provided to our customers.

Thank you for your cooperation.

Lexus, a Division of Toyota Motor Sales, USA, Inc.

## Attachments

CC: Customer Satisfaction Manager  
General Manager  
Parts Manager  
Pre-owned Manager  
Service Manager  
Warranty Administrator



Warranty Enhancement Program – ZLF  
 Certain 2011 – 2012 CT 200h Vehicles  
 Extension of Warranty Coverage for Sticking Exhaust Gas Recirculation (EGR) Valve

**BACKGROUND**

In our continuing efforts to help ensure the best in customer satisfaction, Lexus is announcing a Warranty Enhancement Program to extend the warranty coverage for a sticking EGR Valve on Certain 2011 and 2012 model year CT 200h vehicles.

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

A1: In these vehicles, Lexus has received some reports of a rough idle and/or rattle noise from the transaxle at cold start due to a sticking Exhaust Gas Recirculation (EGR) Valve. If this occurs, the vehicle may illuminate the check engine light and set diagnostic trouble code (DTC) P0401.

***Q1a: What is the cause of this condition?***

A2a: This condition is caused by excess carbon build up in the EGR Valve assembly.

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

A2: Owners of vehicles covered by this Warranty Enhancement Program will receive an Owner Letter via first class mail starting in Late June, 2016.

If the owner experiences the condition described above, he/she should contact a local authorized Lexus dealership for verification and repair. If the condition is covered by the terms of this warranty enhancement program, the repair will be performed at **no charge**.

***Q3: Which vehicles are covered by this Warranty Enhancement Program?***

A3: There are approximately 28,600 vehicles covered by this Warranty Enhancement Program.

Model	Model Year	Appx. UIO	Production Period
CT 200h	Certain 2011-2012	28,600	Late August, 2010 through Mid-July, 2012

***Q3a: Are there any other Toyota, Lexus or Scion vehicles covered by this Warranty Enhancement Program?***

A3a: Yes, there are approximately 517,900 Prius (certain 2010 – 2012 MY), Prius Plug-in (certain 2010 and certain 2012 MY), and Prius V (certain 2012 MY) vehicles covered by this Warranty Enhancement Program.

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

A4: This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle’s “New Vehicle Limited Warranty” for a rough idle and/or rattle noise from the transaxle at cold start due to a sticking Exhaust Gas Recirculation (EGR) Valve. If this occurs, the vehicle may illuminate the check engine light and set diagnostic trouble code (DTC) P0401. If the condition is verified, the vehicle will be repaired in accordance with the applicable Technical Service Bulletin (TSB) under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until March 31, 2017 with no mileage limitation.
- After the Primary Coverage period ends, the **Secondary Coverage** is applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.

*This coverage is for warranty 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 by the New Vehicle Limited Warranty or this warranty enhancement.*

**Q5: Which parts are covered by this warranty enhancement program?**

A5: The specific components(s) covered by this warranty extensions are as follows:

- Exhaust Gas Recirculation (EGR) Valve
- Engine Control Software Update

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

A6: If the owner experiences the condition described above, he/she should contact a local authorized Lexus dealership for verification and repair. If the condition is covered by the terms of this warranty enhancement program, the repair will be performed at **no charge**.

**Q7: What if the dealer performs diagnosis and determines that the vehicle does not have the condition covered by this Warranty Enhancement Program?**

A7: The check engine light and stored DTC can be triggered due to conditions detected not related to the EGR Valve. These additional conditions may require diagnosis or repairs not specifically covered by this Warranty Enhancement. Please be aware that, if the condition does not relate to the DTCs or warning lights, vehicle owners may be responsible for the initial diagnostic fees and any other repairs they decide to have performed. Any authorized Lexus Dealership can determine if a condition is covered by this Warranty Enhancement.

**Q8: What if an owner has NOT experienced this condition but would like to have the repair completed?**

A8: This Warranty Enhancement Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced the condition, he/she is asked to apply the warranty enhancement notification sticker to the Owners Warranty Information Booklet for future reference.

**Q9: How long will the repair take?**

A9: If the condition is present on the vehicle, the repair will take 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.

**Q10: What if a customer has previously paid for repairs on their vehicle?**

A10: Owners who have previously paid for repairs for this specific condition should refer to the owner letter for reimbursement consideration instructions.

**Q11: What if an owner has additional questions or concerns?**

A11: Owners with additional questions or concerns, should 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 to 4:00 pm Pacific Time.

## WARRANTY ENHANCEMENT NOTIFICATION - ZLF

Re: <VIN>

Dear Lexus Owner:

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 would like to advise you of an enhancement to portions of your Lexus New Vehicle Limited Warranty. Lexus has received some reports of a rough idle and/or rattle noise from the transaxle at cold start due to a sticking Exhaust Gas Recirculation (EGR) Valve. If this occurs, the vehicle may illuminate the check engine light and set diagnostic trouble code (DTC) P0401.

While the majority of vehicles will not experience this condition, we are offering the following New Vehicle Warranty Extension:

### Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for a rough idle and/or rattle noise from the transaxle at cold start due to a sticking Exhaust Gas Recirculation (EGR) Valve. If this occurs, the vehicle may illuminate the check engine light and set diagnostic trouble code (DTC) P0401. If the condition is verified, the vehicle will be repaired in accordance with the applicable Technical Service Bulletin (TSB) under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until March 31, 2017 with no mileage limitation.
- After the Primary Coverage period ends, the **Secondary Coverage** is applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.

*This coverage is for warranty 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 by the New Vehicle Limited Warranty or this warranty enhancement.*

\* Please see your Lexus dealer for additional details

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

Date of First Use: \_\_\_\_\_

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

### What should you do?

*Please apply the sticker above to your Owner's Warranty Information Booklet for future reference. If you have not experienced the condition described above, there is no action necessary at this time.*

If you experience 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 [www.Lexus.com/drivers.com](http://www.Lexus.com/drivers.com). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc  
Lexus Customer Assistance Center L201  
19001 South Western Avenue  
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow 6 to 8 weeks to process your request.

\*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.

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 Enhancement to the Warranty Coverage.

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. If you have not experienced this condition, please apply the sticker to your *Owner's Warranty Information booklet* for future reference.

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 the condition described?

A4: If you experience this condition, please contact any authorized Lexus dealer and make arrangements for diagnosis and, if applicable, repair.

Q4a: What if the dealer performs diagnosis and determines that my vehicle is not covered by this Warranty Enhancement Program?

A4a: The check engine light and stored DTC can be triggered due to conditions detected not related to the EGR Valve. These additional conditions may require diagnosis or repairs not specifically covered by this Warranty Enhancement. Please be aware that, if the condition does not relate to the DTCs or warning lights, vehicle owners may be responsible for the initial diagnostic fees and any other repairs they decide to have performed. Any authorized Lexus Dealership can determine if a condition is covered by this Warranty Enhancement.

Q5: How long will the repair take?

A5: If the condition is present on your vehicle, the repair will take 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.

Q6: What if I have additional questions or concerns?

A6: If you have additional questions or concerns, 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
  - Only the Following Items are 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
  - Only the following items are 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 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?