



Warranty Policy Bulletin

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Distribute to:

- Service Manager
- Warranty Administrator

**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZLF):
WARRANTY EXTENSION FOR STICKING EXHAUST GAS
RECIRCULATION (EGR) VALVE FOR CERTAIN 2011-2012
CT 200H VEHICLES**

Background

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

Applicability

The EGR Valve is covered under the Lexus New Vehicle Limited Warranty for 4 years from the date of first use or 50,000 miles* (whichever occurs first). However, Lexus is announcing a Warranty Enhancement Program to cover the repairs related to the EGR Valve to address the condition described above.

Primary Coverage offers the warranty enhancement until **March 31, 2017, regardless of mileage.**

After the Primary Coverage expires, **Secondary Coverage** is applicable for **ten (10) years from the date of first use or 150,000 miles, whichever occurs first.**

* **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 California Emissions Warranty coverage is 7 years from the date of first use, or 70,000 miles (whichever occurs first).

Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

Applicability (Continued)

Direct marketing of this CSP is strictly prohibited pursuant to the Lexus Warranty Policy 5.22, "Warranty Solicitation." Non-compliance with this policy may result in a claim debit.

This Warranty Enhancement Program is subject to all of the terms and conditions set forth in the Lexus New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement.

Applicable VIN Ranges

Not all vehicles are covered by this warranty enhancement. Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

Claim Submission

Claim Type	Opcode	Description	Labor Time
Repair Program	BHG10E	Replace the EGR valve assembly + Modify the wire harness + Reprogram the engine ECU	2.6 hr./vehicle

- The cost of Super Long Life Coolant (SLLC) may be claimed, at a maximum of \$15.00 per vehicle, as Sublet Type "OF."

Note: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

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Replacement Parts

All parts replaced for this repair are subject to warranty parts recovery.

Part Number	Description	Quantity	Applicable TSB
04004-58137*	Kit, EGR Valve	1	L-SB-0028-13
25685-37010	Gasket No.1, EGR Cooler	1	

* The EGR Valve Kit includes the following parts:

Part Number	Description	Quantity
25620-37120	Valve Assy, EGR	1
25628-28010	Gasket, EGR Inlet	1
25634-37010	Gasket, EGR Pipe	1
25627-37010	Gasket, EGR Valve	1

Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for repairs to address the condition described above, please have them mail a copy of the repair order proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

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

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 6-8 weeks for processing.

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