

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 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.

- A Dealer Letter containing additional information has been posted on TIS
- Please refer to TIS for vehicle applicability and additional information
- An FAQ has been attached for your reference

#### Customer and Media Contacts

An FAQ has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Lexus Customer Assistance Center at 1-800-255-3987. If you are a dealership associate please contact your District Service and Parts Manager. In the event you are contacted by the News Media, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Cindy Knight (310) 46802170, in Toyota Corporate Communications. (Please do not provide this number to customers or call if you are a dealer associate. Please provide this contact only to media associates.)

Thank you for your understanding and cooperation.





# Warranty Policy Bulletin

No.: POL14-03

Date: 12/10/14

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Distribute to:

- Service Manager
- Warranty Administrator

**REVISED 7/30/15**

**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZLD) PHASE 2 & 3 – PARTS REPLACEMENT FOR CERTAIN MODELS): WARRANTY EXTENSION FOR CRACKED AND/OR STICKY/MELTING DASHBOARDS (INSTRUMENT PANELS) AS A RESULT OF HEAT OR HUMIDITY, FOR THE FOLLOWING VEHICLES:**

- CERTAIN 2007-2008 MY ES 350
- CERTAIN 2003-2008 MY GX 470
- CERTAIN 2006-2008 MY IS 250/350
- CERTAIN 2007 MY LS 460
- CERTAIN 2004-2006 MY RX 330
- CERTAIN 2007-2009 MY RX 350
- CERTAIN 2005-2008 MY RX 400H

### Background

Lexus has received reports where some vehicles may exhibit cracked and/or sticky/melting dashboards as a result of heat or humidity.

**NOTE: The same Warranty Enhancement Program coverage described herein is also applicable to certain 2006-2008 MY IS 250/350 and certain 2007 MY 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 warranty enhancement 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	Tentative Mailing-Schedule
1	ALL	Reimbursement	Mid-December, 2014
2	ES 350	Part Replacement	Late May, 2015
3	RX 330/350/400h, GX 470		Late July, 2015
4	IS250/350, LS 460		August, 2015

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

**Background (Continued)**

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.

**Applicability**

The dashboard 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 parts replacement to address this condition.

**Primary Coverage offers the Warranty Enhancement until May 31, 2017, regardless of mileage.**

**After the Primary Coverage expires, the Secondary Coverage is applicable for 10 years from the date of first use, regardless of mileage.**

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

Direct marketing of this warranty enhancement 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, or repairs to vehicles which are currently or were previously titled as "scrap," "salvage," or "dismantled" is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement pursuant to Warranty Policy 4.15, "What Is Not Covered by the Lexus New Vehicle Limited Warranty".***

**Covered Vehicles**

Not all vehicles within the specified model years are covered by this warranty enhancement. Verify VIN applicability for this warranty enhancement by confirming in TIS prior to completing any repairs.

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**Claim Submission**

Models	R&R instrument panel	R&R Front Door Trim: Right OR Left Side (one side)	R&R Front Door Trim BOTH sides	R&R Rear Door Trim: Right OR Left Side (one side)	R&R Rear Door Trim BOTH sides	Opcodes	Flat Rate hours
ES350	•					AHGD0E	2.7
RX 330/350/400h	•					AHGD0D	2.4
GX 470	•					AHGD0F	2.3
LS 460	•					TBD	TBD
	•			•		TBD	TBD
	•				•	TBD	TBD
	•	•				TBD	TBD
	•	•		•		TBD	TBD
	•	•			•	TBD	TBD
	•		•			TBD	TBD
	•		•	•		TBD	TBD
	•		•		•	TBD	TBD
IS250/350	•					TBD	TBD
	•			•		TBD	TBD
	•				•	TBD	TBD
	•	•				TBD	TBD
	•	•		•		TBD	TBD
	•	•			•	TBD	TBD
	•		•			TBD	TBD
	•		•	•		TBD	TBD
	•		•		•	TBD	TBD

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**Claim Submission (Continued)**

Models	R&R instrument panel	R&R Front Door Trim: Right OR Left Side (one side)	R&R Front Door Trim BOTH sides	R&R Rear Door Trim: Right OR Left Side (one side)	R&R Rear Door Trim BOTH sides	Opcodes	Flat Rate hours
LS 460				•		TBD	TBD
					•	TBD	TBD
		•				TBD	TBD
		•		•		TBD	TBD
		•			•	TBD	TBD
				•		TBD	TBD
				•	•	TBD	TBD
				•	•	TBD	TBD
IS250/350				•		TBD	TBD
					•	TBD	TBD
		•				TBD	TBD
		•		•		TBD	TBD
		•			•	TBD	TBD
				•		TBD	TBD
				•	•	TBD	TBD
				•	•	TBD	TBD

**Photo Requirements and Parts Retention**

Lexus requires photo documentation of removed dashboard assemblies to be recorded as part of the R.O. documentation for this repair. Photos must provide perspective image(s) that illustrate the damage.

A photo must also be taken with the odometer in focus and the dashboard in the background. Photos must be made available for TMS Warranty Department review upon request.

Removed dashboard assemblies must be retained for 7 calendar days after the repair has been completed. Parts not requested for return in PRS or inspection by District Service and Parts Managers (DSPMs) or Field Technical Specialists (FTS) may be scrapped after 7 calendar days.

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**Replacement Parts**

For some models the replacement part will be a kit 04005-XXXXX part number, please identify the correct service part in the EPC and then use the chart below to reference the appropriate kit part number for this program. **If there is a kit part number listed, the service part number will not be accepted for this program.** Dealer should order parts in **red** only.

Model	Service Part #	Kit Part Number	Description	Qty
ES350	55401-33211-C0	Not Applicable	PAD SUB-ASSY, INSTRUMENT PANEL SAFETY	1 as needed
	55401-33211-E0			
	55401-33211-J0			
RX 330/350/400h	55401-48050-C0	04005-14148-C0		
	55401-48050-E0	04005-14148-E0		
	55401-48060-C0	04005-14248-C0		
	55401-48060-E0	04005-14248-E0		
	55401-48090-B0	04005-14348-B0		
	55401-48090-C0	04005-14348-C0		
	55401-48100-B0	04005-14448-B0		
GX 470	55401-48100-C0	04005-14448-C0		
	55401-60926-C0	04005-14660-C0		
	55401-60926-C1	04005-14660-C1		
	55401-60926-E0	04005-14660-E0		
	55401-60922-C0	04005-14760-C0		
	55401-60922-C1	04005-14760-C1		
LS 460	TBD	TBD	PANEL ASSY, FR DOOR TRIM, RH	1 as needed
IS250/350	TBD	TBD		
LS 460	TBD	TBD	PANEL ASSY, FR DOOR TRIM, LH	1 as needed
IS250/350	TBD	TBD		
LS 460	TBD	TBD	PANEL ASSY, RR DOOR TRIM, RH	1 as needed
IS250/350	TBD	TBD		
LS 460	TBD	TBD	PANEL ASSY, RR DOOR TRIM, LH	1 as needed
IS250/350	TBD	TBD		

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**Technical Instructions (Repair Procedures)**

Technical instructions can be found in the applicable Technical Service Information Bulletin (TSIB), please refer to the table below for additional TSIB information.

<b>Model</b>	<b>TSIB Number</b>
ES 350	L-SB-0011-15
RX 330/350/400h	
GX 470	
IS250/350	TBD
LS 460	TBD

**Customer-Paid Repairs or Replacement of Components**

If a customer has previously paid for repairs to address cracked and/or sticky/melting dashboard as a result of heat or humidity, please have them mail a copy of their repair order, proof-of-payment, and proof-of-ownership\* to the following address for reimbursement consideration:

Lexus, A Division of Lexus Motor Sales, U.S.A., Inc.  
Lexus Customer Assistance Center L201  
19001 South Western Avenue  
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.

\*Please refer to the Reimbursement Checklist attached to the sample owner letter for required documentation details.

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