



◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
May 15, 2020	<ul style="list-style-type: none">• The training requirements section has been updated to include Lexus Certified Collision Centers• A policy regarding the labor rate for body and paint work has been added
December 17, 2019	<p>This document has been updated to clarify that only authorized Lexus dealerships are authorized to confirm if the paint peeling condition is covered by this program. <u>However</u>, after confirming that the paint peeling condition is covered by this program, the authorized Lexus dealership may choose to coordinate to have the repainting repair performed by a non-Lexus repair facility (e.g. third-party collision repair facility, body shop, etc).</p> <p>Note that as of May 15, 2020, Lexus Certified Collision Centers are now permitted to confirm if the paint peeling condition is covered by this program. Review the Dealer Letter for detailed information, polices, and training requirements.</p>

*The most recent update in the attached Dealer Letter will be **highlighted with a red box.***

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



Original Publication Date: December 4, 2019

To: All Lexus Dealer Principals, General Managers, Service Managers, and Parts Managers

CUSTOMER SUPPORT PROGRAM ZLL

Phase 2 – Customer Renotification and Repair Phase

Repair is Now Available

Certain 2008 - 2009 GX 470

Vehicles Painted with *Blizzard Pearl (070)* Paint Color
Coverage for Peeling of Factory-Applied Paint

Model / Years	Production Period	Approximate Total Vehicles
2008 - 2009 GX 470	Early January 2008 - Early August 2009	5,770

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing a Customer Support Program to provide coverage for peeling of certain colors of factory-applied paint.

Background

Lexus has received reports of paint peeling on certain vehicles with the original factory-applied Blizzard Pearl paint color. These reports indicate that vehicles with this specific paint color, applied during the vehicle manufacturing process, may experience paint peeling on exterior metal body panels.

Although the original factory paint 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 providing coverage for repairs related to the condition described above.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

Customer Support Program Coverage Details

This Customer Support Program provides coverage for involved vehicles with the original factory Blizzard Pearl paint. The covered condition may occur when sunlight over time degrades the adhesion between the factory-applied paint primer coat layer and the base metal electrodeposition layer causing the paint to peel from the metal body panel. If the condition is verified, the specific panel affected will be repainted.

- The **Primary Coverage** will be offered until March 2, 2022, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years from the date of first use, regardless of mileage.

Note:

Damage to the vehicle exterior (such as collision damage, deep scratches, dents, etc..) may prevent a repair facility from performing the paint repair covered by this Customer Support Program.

This Customer Support Program does not cover repair of such damage.

If any damage must be repaired prior to performing the paint repair covered by this Customer Support Program, the dealer may offer to repair the damage at the customer's expense.

Examples of damage that might prevent paint repair are:

- Collision damage.
- Dents.
- Deep scratches.
- Deep rock chips.

This coverage is for 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.*

**Only authorized Lexus dealerships (and Lexus Certified Collision Centers) are authorized to confirm if the paint peeling condition is covered by this program. However, after confirming that the paint peeling condition is covered by this program, the authorized Lexus dealership may choose to coordinate to have the repainting repair performed by a non-Lexus repair facility (e.g. third-party collision repair facility, body shop, etc.).*

Covered Vehicles

There are approximately 5,770 vehicles covered by this Customer Support Program. There are approximately 10 vehicles covered by this Customer Support Program that were distributed to Puerto Rico.

Program Phase Schedule

In early August 2019, Lexus announced the "Customer Notification Phase" of this program. Lexus is now launching the repair portion of this program.

Phase 1 - Customer Notification

In the interest of customer satisfaction, Lexus first notified owners via first class mail between late August 2019 and mid-September 2019 about this program, provided a process for reimbursing out of pocket expenses associated with this condition incurred prior to September 26, 2019, and informed owners that Lexus is working on the repair for their vehicle.

Phase 2 - Repair Available and Customer Re-notification

In early August 2019, Lexus announced the "Customer Notification Phase" of this program. Lexus is now launching the repair portion of this program.

Owner Letter Mailing Date

In the interest of customer satisfaction, Lexus first notified owners via first class mail between late August 2019 and mid-September 2019 about this program, provided a process for reimbursing out of pocket expenses associated with this condition incurred prior to September 26, 2019, and informed owners that Lexus is working on the repair for their vehicle.

Lexus will now re-notify owners by first class mail regarding the availability of the repair phase starting in December 2019.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Customer Support Program. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Lexus Guest Experience Center (1-800-255-3987) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 8:00 am to 5:00 pm Central Time.

Customer Marketing

Direct marketing of this Customer Support Program is strictly prohibited pursuant to the Lexus Warranty Policy [5.21](#), "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Parts Ordering Process

The repair for this customer support program involves re-painting the area of the vehicle exterior affected by the condition and; therefore, may involve replacing non-reusable parts such as emblems, clips/retainers, windshield glass adhesive, etc.

Any parts replaced under this program must be*:

1. Lexus Genuine Parts.
2. Must be included in the parts section of the warranty claim.

*This does not apply to refinishing products and surface preparation products such as paints, primers, sand paper, metal conditioner, etc..

As this is a Customer Support Program, the condition ***MUST*** be verified by inspecting the vehicle. Therefore, dealers ***SHOULD NOT*** increase their stock of related repair parts. ***Dealers are requested to only order parts for vehicles experiencing this condition once verified. DO NOT ORDER FOR STOCK.*** As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

It is possible that some of the parts necessary for performing this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

Training Requirements

The following training requirements are only applicable to the personnel performing [L-SB-0046-19](#). L-SB-0046-19 contains the process used to confirm if the vehicle's paint peeling is applicable to this program. These training requirements are not applicable to the other steps in the ZLL process such as completing the mandatory website photo upload process, repairing/refinishing the vehicle, etc. Only authorized Lexus dealerships **and Lexus Certified Collision Centers** are authorized to perform the condition confirmation inspection included in L-SB-0046-19.

Training Requirements: Authorized Lexus Dealership

All Lexus dealership staff performing L-SB-0046-19 are required to successfully complete the most current version of the E-Learning course "Recall and Service Campaign Essentials" (course number LSC19A). To ensure that L-SB-0046-19 is performed correctly; Lexus dealership staff performing L-SB-0046-19 are required to currently hold at least one of the following certification levels:

- Certified Service Technician/Diagnostic Specialist
- Senior Service Technician/Diagnostic Specialist
- Master Service Technician/Diagnostic Specialist

Always check which technicians can perform L-SB-0046-19. It is the dealership's responsibility to select staff with the above certification level or greater to perform L-SB-0046-19.

Training Requirements: Lexus Certified Collision Center

All Lexus Certified Collision Center staff members performing L-SB-0046-19 are required to successfully complete the most current version of the E-Learning course "Recall and Service Campaign Essentials" (course number LSC19A). To ensure that L-SB-0046-19 is performed correctly; Lexus Certified Collision Center staff members performing L-SB-0046-19 are required to currently hold at least one of the following certification levels:

- Certified Refinish Technician
- Senior Refinish Technician
- Master Refinish Technician

Always check which technicians can perform L-SB-0046-19. It is the Collision Center's responsibility to select staff with the above certification level or greater to perform L-SB-0046-19.

Remedy Procedures

Refer to the [Technical Instructions](#) on TIS for complete remedy procedure instructions including:

1. Verifying if the paint condition is covered by this Customer Support Program (L-SB-0046-19)
2. Ensuring there is no damage that requires repair prior to performing the Customer Support Program repair
3. Uploading mandatory photographs to the web application
4. Confirming that the preliminary estimate from the body shop has been pre-approved by Lexus
5. Coordinating repair of the vehicle at a body shop
6. Ensuring the body shop is provided with, and follows, the [Customer Support Program ZLL Paint Repair Process](#)

Non-Lexus Certified Repair Facility

After your dealership (or Lexus Certified Collision Center) has confirmed that the condition is covered by this program by following L-SB-0046-19 and the website has issued a pre-approval code, your dealership may sublet the repainting repair to a non-Lexus certified repair facility (third-party collision repair facility, body shop, etc.). A Lexus certified collision center is not required to perform the repainting repair.

Parts Recovery Procedures

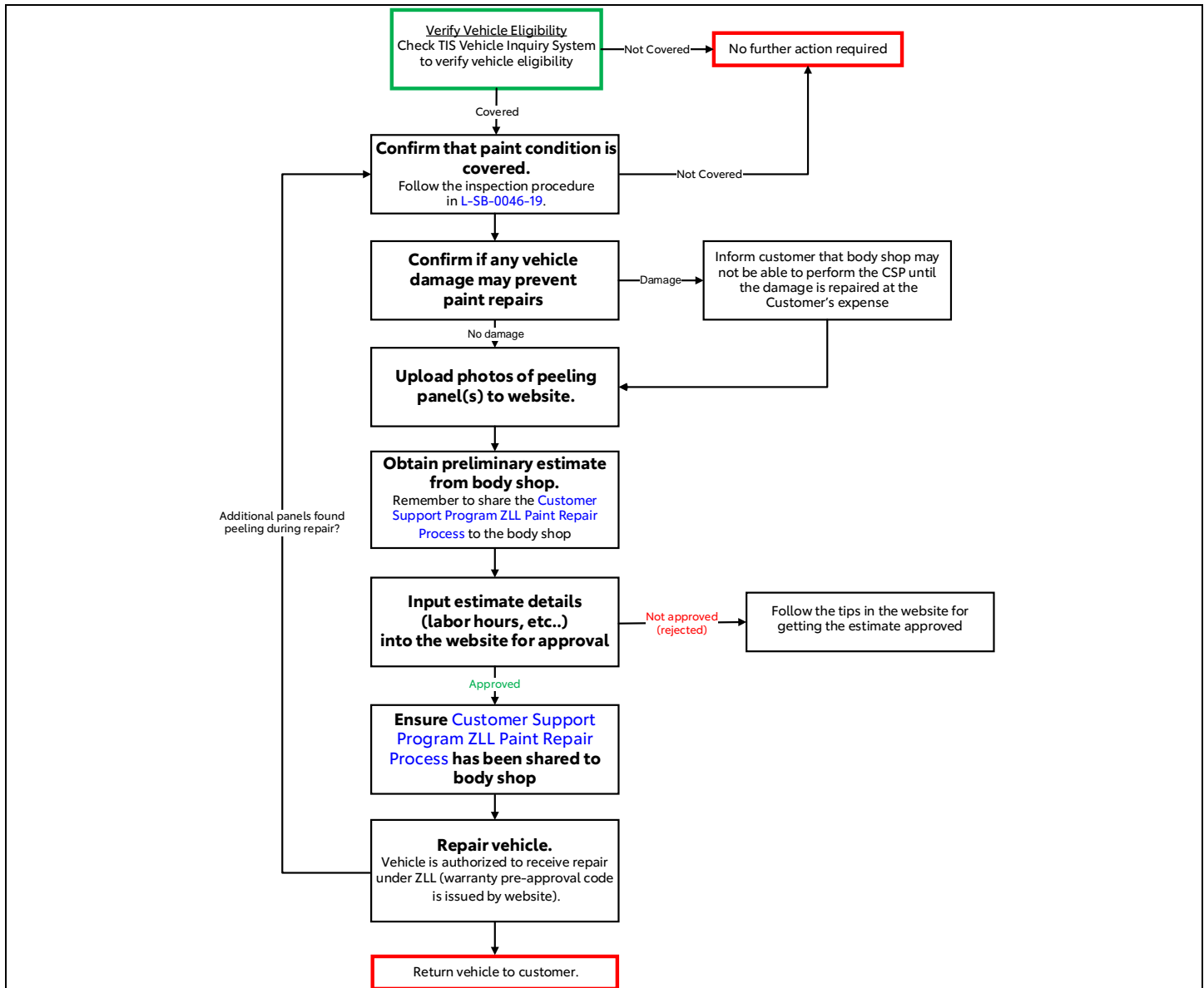
All parts replaced as part of this Customer Support Program must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Lexus recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Lexus.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

Warranty Reimbursement Procedures



Op Code	Description	Flat Rate Hours
ZLL001	Repaint the affected panel(s)	0.3

Note that a warranty pre-approval code must be issued by the website prior to authorizing any repairs. Include the code in the CCR. This warranty pre-approval code is not a guarantee for payment of the claim. All ZKG claims are subject to warranty department review for proper claim submission and compliance with Lexus Warranty Policy and Procedures including Policies 8.22 and 4.12.

- The flat rate time includes 0.3 hours for administration cost per unit for the dealership which includes the administrative time to upload photos and body shop estimate details to the website.

Sublet:

- The total cost of the final invoice from the body shop should be included in the sublet section as sublet type "PT". A copy of the invoice is required to be attached.
- DO NOT** include the actual cost of parts in the sublet section. The actual cost of parts should be subtracted from the sublet bill if they are included in the body shop's final invoice. Parts should **ONLY** be claimed in the parts section.
- In the very rare case that your dealership was required to use damp cloth confirmation described in L-SB-0046-19, claim the cost under sublet type "ZZ" using the following formula: 0.3 hours x Dealer Hourly Warranty Labor Rate x the number of panels where the condition was confirmed using the damp cloth confirmation procedure. Photos must be attached to the claim showing that the condition exists after the damp cloth confirmation.

Labor Rate for Body and Paint Work:

As provided in Policy 8.22, a dealership's service department mechanical rate may not be used for the body and paint work performed under ZLL. If the work is performed by the dealership's own body shop, the labor rate used for calculation of labor charges must be the posted body shop labor rate, not the service department's mechanical rate. If the work is performed as a sublet by an independent body shop, as provided in Policy 4.12, the sublet repair shop's invoice must include the reasonable and customary repair shop rate, not the dealership's service department rate.

Important Note: As provided in Policy 5.3, pre-authorization is required to submit a claim for paint repairs exceeding \$1,000, or as required in any Policy or Procedure. For ZLL work, this pre-authorization is obtained at the ZLL website ("warranty pre-approval code") by a dealer submitting a preliminary estimate and photos. As provided in Policy 5.3, this authorization to submit a claim is not a guarantee for payment of the claim, which is subject to Lexus review, including proper claim submission and compliance with Lexus Warranty Policy and Procedures. In addition, a dealer claim for the work must follow the labor rate policies described in this Dealer Letter and Lexus Warranty Policy and Procedures.

Loaner Vehicle Reimbursement Procedure

The cost of providing a loaner vehicle for the period that the vehicle is undergoing repairs may be claimed at a maximum rate of \$45.00 per day as sublet type "RT". The maximum allowable claimable days should follow the table below.

Total "Body" + "Paint" Labor Hours from Body Shop Invoice	Maximum Claimable Loaner Vehicle Days
0-3	0
4-8	3
9-16	4
17-24	5
25-32	6
33-40	7
41-48	8
49-56	9
57-64	10
65-72	11
73-80	12
81-88	13
89-96	14
97-104	15
105-112	16
113-120	17

- *For rentals that exceed the maximum number of allowable days and/or dollars per day, DSPM authorization is required.*
- *Rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.*

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Thank you for your cooperation.

LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.



CUSTOMER SUPPORT PROGRAM ZLL

Phase 2 – Customer Renotification and Repair Phase

Repair is Now Available

Certain 2008 – 2009 Model Year GX 470 Vehicles Painted with *Blizzard Pearl*(070) Paint Color
Coverage for Peeling of Factory-Applied Paint

Frequently Asked Questions

Original Publication Date: December 4, 2019

◀ IMPORTANT UPDATE ▶

DATE	TOPIC
December 12, 2019	<p>This document has been updated to clarify that only authorized Lexus dealerships are authorized to confirm if the paint peeling condition is covered by this program. However, after confirming that the paint peeling condition is covered by this program, the authorized Lexus dealership may choose to coordinate to have the repainting repair performed by a non-Lexus repair facility (e.g. third-party collision repair facility, body shop, etc).</p> <p>Note that as of May 15, 2020, Lexus Certified Collision Centers are now permitted to confirm if the paint peeling condition is covered by this program. Review the Dealer Letter for detailed information, policies, and training requirements.</p>

The most recent update will be highlighted with a red box.

Q1: What is the condition?

A1: Lexus has received reports of paint peeling on certain vehicles with the original factory-applied Blizzard Pearl paint colors. These reports indicate that vehicles with this specific paint color, applied during the vehicle manufacturing process, may experience paint peeling on exterior metal body panels.

Q1a: What specific paint colors are affected by this condition?

A1a: The vehicles involved in this program were factory-painted with *Blizzard Pearl*(Lexus paint code 070) paint color.

Q2: What is Lexus going to do?

A2: In early August 2019, Lexus announced the “Customer Notification Phase” of this program. Lexus is now launching the repair portion of this program.

Q3: How will owners be re-notified that the repair is available for their vehicle?

A3: In the interest of customer satisfaction, Lexus first notified owners via first class mail between late August 2019 and mid-September 2019 about this program, provided a process for reimbursing out of pocket expenses associated with this condition incurred prior to September 26, 2019, and informed owners that Lexus is working on the repair for their vehicle.

Lexus will now re-notify owners by first class mail regarding the availability of the repair phase starting in December 2019.

Q4: Which and how many vehicles are covered by this Customer Support Program?

A4: There are approximately 5,770 2008 - 2009 GX 470 vehicles covered by this Customer Support Program.

Model Name	Model Year	Production Period
GX 470	2008 - 2009	Early January 2008 - Early August 2009

Q4a: Are there any other vehicles covered by this Customer Support Program in the U.S.?

A4a: Yes, there are approximately 1,770,440 Toyota vehicles covered by this Customer Support Program.

Q5: What are the coverage details of this program?

A5: This Customer Support Program provides coverage for involved vehicles with the original factory Blizzard Pearl paint. The covered condition may occur when sunlight over time degrades the adhesion between the factory-applied paint primer coat layer and the base metal electrodeposition layer causing the paint to peel from the metal body panel. If the condition is verified, the specific panel affected will be repainted.

- The **Primary Coverage** will be offered until March 2, 2022, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years from the date of first use, regardless of mileage.

Note:

Damage to the vehicle exterior (such as collision damage, deep scratches, dents, etc..) may prevent a repair facility from performing the paint repair covered by this Customer Support Program.

This Customer Support Program does not cover repair of such damage.

If any damage must be repaired prior to performing the paint repair covered by this Customer Support Program, the dealer may offer to repair the damage at the customer's expense.

Examples of damage that might prevent paint repair are:

- Collision damage.
- Dents.
- Deep scratches.
- Deep rock chips.

This coverage is for 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.*

**Only authorized Lexus dealerships (and Lexus Certified Collision Centers) are authorized to confirm if the paint peeling condition is covered by this program. However, after confirming that the paint peeling condition is covered by this program, the authorized Lexus dealership may choose to coordinate to have the repainting repair performed by a non-Lexus repair facility (e.g. third-party collision repair facility, body shop, etc.).*

Q6: What if my vehicle's paint is peeling from this condition, but my vehicle has damage that requires repair prior to repairing the peeling condition.

A6: This Customer Support Program only provides the coverage described above. This program does not cover the repair of damage (e.g. collision damage, dents, etc..) which may be required to complete the Customer Support Program repair. Some dealers may be willing to repair damage needed to complete this Customer Support Program. If your dealer is willing to do so, you will be responsible for any costs associated with the damage repair. If you elect not to repair the damage, the dealer may indicate that they are not able to complete the Customer Support Program repair.

Q7: What should I do if the factory-applied Blizzard Pearl paint is currently peeling from this condition?

A7: If an owner thinks that he/she has experienced the condition described in this Customer Support Program, a local Lexus dealer should be contacted for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the program, the repair will be performed **FREE OF CHARGE** to the owner. Note that after confirming that the paint peeling condition is covered by this program, the authorized Lexus dealership may choose to coordinate to have the repainting repair performed by a non-Lexus repair facility (e.g. third-party collision repair facility, body shop, etc.).

Q7a: What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?

A7a: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Lexus Dealership can determine if a condition is covered by this Customer Support Program.

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

A8: This Customer Support 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 tear off the sheet included in the owner letter and insert it into the Owner's Warranty Information Booklet for future reference.

Q9: Do I need to wait until I receive an owner notification letter before visiting a dealer to receive a repair?

A9: No, you may visit any authorized Lexus dealer for diagnosis if your vehicle is exhibiting the condition and, if applicable, repair.

Q10: What is involved in the repair:

A10: If the condition is verified as being in accordance with the terms of the program, the specific metal panel affected will be repainted. Your vehicle will not be completely repainted under this program.

Q10a: May the affected panel be repainted with a new color different from the factory-applied color?

A10a: No. The affected panel will be repainted to match the current color of the vehicle's factory-applied Blizzard Pearl paint.

For example, if your vehicle was factory painted with Blizzard Pearl paint, the affected panel will be painted to match the current color of the vehicle's factory-applied Blizzard Pearl paint. The panel may not be repainted with any other color such as orange, blue, grey, etc.

Q11: Can I be reimbursed if I previously paid for repairs related to factory-applied paint peeling from my vehicle due to this condition?

A11: Customers who have already paid for repairs related to this condition may qualify for reimbursement of some, or all, of their out of pocket costs. The expense must have been incurred prior to September 26, 2019, and sufficient documentation submitted, to qualify for reimbursement. Lexus will not reimburse for out of pocket costs incurred after September 26, 2019. Customer reimbursement instructions will be included in the owner letter.

Q12: Which factory-applied paints are covered by this Customer Support Program?

A12: The factory-applied Blizzard Pearl (Lexus paint code 070) paint on the vehicle's exterior metal body panels are covered by this program.

Q13: Is the paint on plastic body panels covered by this Customer Support Program?

A13: Factory-applied paint on plastic body panels (for example: a plastic bumper cover) **is not covered**. Only factory-applied Blizzard Pearl (Lexus paint code 070) paint on the vehicle's exterior metal body panels are covered by this program. Plastic body panels are not covered by this program because plastic body panels do not have a base metal electrodeposition layer and are; therefore, not affected.

Q14: How long will the repair take?

A14: Depending upon the location and extent of the peeling condition on your vehicle, the repair time for your vehicle can vary (for example: between approximately 1 day and 2 weeks). Once the peeling condition covered by this program has been verified on your vehicle, your authorized Lexus dealer will advise you about the necessary repair time. If the repair is estimated to exceed 4 hours, a loaner vehicle may be provided for the period that your vehicle is undergoing repair

Q15: How does Lexus obtain my mailing information?

A15: Lexus uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q16: What if I have additional questions or concerns?

A16: If you have additional questions or concerns, please contact the Lexus Guest Experience Center at 1-800-255-3987 Monday through Friday, 7:00 am to 7:00 pm, Saturday 8:00 am to 5:00 pm Central Time.



Lexus, A Division of Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

CUSTOMER SUPPORT PROGRAM NOTIFICATION
Paint Peeling (Vehicles Painted with Factory-Applied Blizzard Pearl)

[VIN]

Dear Lexus Owner:

At Lexus, we provide vehicles of outstanding quality and value. You previously received a notice from Lexus informing you that your vehicle is included in this Customer Support Program and that the repair for your vehicle is forthcoming. This notice is to inform you that the repair is now available for your vehicle.

Lexus has received reports of paint peeling on certain vehicles with the original factory-applied Blizzard Pearl paint color. These reports indicate that vehicles with this specific paint color, applied during the vehicle manufacturing process, may experience paint peeling on any exterior metal body panels.

This Customer Support Program provides coverage for involved vehicles with the original factory Blizzard Pearl paint. The covered condition may occur when sunlight over time degrades the adhesion between the factory-applied paint primer coat layer and the base metal electrodeposition layer causing the paint to peel from the metal body panel. If the condition is verified, the specific panel affected will be repainted.

Note:

Damage to the vehicle exterior (such as collision damage, deep scratches, dents, etc.) may prevent a repair facility from performing the paint repair covered by this Customer Support Program.

This Customer Support Program does not cover repair of such damage.

If any damage must be repaired prior to performing the paint repair covered by this Customer Support Program, the dealer may offer to repair the damage at the customer's expense.

Examples of damage that might prevent paint repair are:

- Collision damage.
- Dents.
- Deep scratches.
- Deep rock chips.

This coverage is for 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.*

**Only authorized Lexus dealerships are authorized to confirm if the paint peeling condition is covered by this program. However, after confirming that the paint peeling condition is covered by this program, the authorized Lexus dealership may choose to coordinate to have the repainting repair performed by a non-Lexus repair facility (e.g. third-party collision repair facility, body shop, etc.).*

Primary Coverage	Secondary Coverage (After Primary Coverage ends)
Applicable until March 2, 2022	Applicable for 10 years from the vehicle's date of first use regardless of mileage.

What should you do?

Please tear off and insert the sheet at the bottom of the page into the back of your Owner's Manual for future reference. If you have not experienced the condition described in the Customer Support Program Details below, there is no action necessary at this time.

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

What if you have other questions?

- *Refer to the Frequently Asked Questions sheet included with this letter.*
- *Your local Lexus dealer will also be more than happy to answer any of your questions.*
- Customers with additional questions or concerns are asked to please contact the Lexus Guest Experience Center (1-800-255-3987) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 8:00 am to 5:00 pm Central Time.

If you would like to update your vehicle ownership or contact information, please visit www.lexus.com/drivers. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have previously paid for repairs to your vehicle for this specific condition?

Please note, an authorized Lexus dealer inspection is required under this Customer Support Program. The authorized Lexus dealer will confirm the condition and affected areas for coverage under the program.

In the interest of customer satisfaction, if you have previously paid for repairs related to this condition prior to September 26, 2019, please mail a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to the following address for reimbursement consideration:

Note that the expense must have been incurred prior to September 26, 2019. Lexus does not reimburse for expenses incurred after September 26, 2019.

Lexus Guest Experience Center
c/o Toyota Motor North America, Inc.
P O Box 259001 - SSC/CSP Reimbursements
Plano, Texas 75025-9001

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. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.

▼ Remove at perforation and place in the back of your owner's manual ▼

Customer Support Program Details

This Customer Support Program provides coverage for affected vehicles with the original factory Blizzard Pearl paint. The covered condition may occur when sunlight over time degrades the adhesion between the factory-applied paint primer coat layer and the base metal electrodeposition layer causing the paint to peel from the metal body panel. If the condition is verified, the specific panel affected will be repainted*.

Note:

Damage to the vehicle exterior (such as collision damage, deep scratches, dents, etc..) may prevent a repair facility from performing the paint repair covered by this Customer Support Program.

This Customer Support Program does not cover repair of such damage.

If any damage must be repaired prior to performing the paint repair covered by this Customer Support Program, the dealer may offer to repair the damage at the customer's expense.

Examples of damage that might prevent paint repair are:

- Collision damage.
 - Dents.
 - Deep scratches.
 - Deep rock chips.
- The **Primary Coverage** will be offered until March 2, 2022, regardless of mileage.
 - After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years from the date of first use, regardless of mileage.

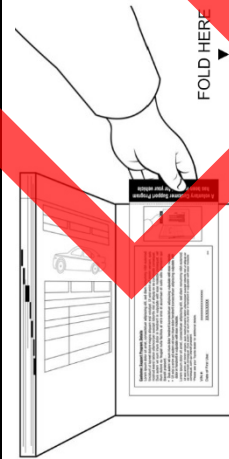
Please note that this coverage is for work performed at an authorized Lexus dealer only.

**Please see your Lexus dealer for additional details*

*This coverage is for 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.*

***Only authorized Lexus dealerships are authorized to confirm if the paint peeling condition is covered by this program. However, after confirming that the paint peeling condition is covered by this program, the authorized Lexus dealership may choose to coordinate to have the repainting repair performed by a non-Lexus repair facility (e.g. third-party collision repair facility, body shop, etc.).*

VIN# _____
Date of First Use _____



A voluntary Customer Support Program has been initiated for your vehicle



CUSTOMER SUPPORT PROGRAM FREQUENTLY ASKED QUESTIONS

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 Customer Support Program.

Q2: *What if an owner HAS NOT experienced this condition but would like to have the repair completed?*

A2: This Customer Support Program only applies to vehicles that have exhibited the condition described above. If you have not experienced the condition, please tear off the sheet included in the owner letter and insert it into your Owner's Warranty Information Booklet for future reference.

Q3: *What should I do if the factory-applied Blizzard Pearl paint is currently peeling from this condition?*

A3: If you believe that you have experienced the condition described in this Customer Support Program, contact your local Lexus dealer for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the program, the repair will be performed FREE OF CHARGE. Note that after confirming that the paint peeling condition is covered by this program, the authorized Lexus dealership may choose to coordinate to have the repainting repair performed by a non-Lexus repair facility (e.g. third-party collision repair facility, body shop, etc.).

Q3a: *What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?*

A3a: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Lexus Dealership can determine if a condition is covered by this Customer Support Program.

Q4: *What is involved in the repair:*

A4: If the condition is verified as being in accordance with the terms of the program, the specific panel affected will be repainted. Your vehicle will not be completely repainted under this program.

Q4a: *May the affected panel be repainted with a new color different from the factory-applied color?*

A4a: No. The affected panel will be repainted to match the current color of the vehicle's factory-applied Blizzard Pearl paint.

For example, if your vehicle was factory painted with Blizzard Pearl paint, the affected panel will be painted to match the current color of the vehicle's factory-applied Blizzard Pearl paint. The panel may not be repainted with any other color such as orange, blue, grey, etc.

Q5: *How long will the repair take?*

A5: Depending upon the location and extent of the peeling condition on your vehicle, the repair time for your vehicle can vary (for example: between approximately 1 day and 2 weeks). Once the peeling condition covered by this program has been verified on your vehicle, your authorized Lexus dealer will advise you about the necessary repair time. If the repair is estimated to exceed 4 hours, a loaner vehicle may be provided for the period that your vehicle is undergoing repair.

Q6: *Which factory-applied paints are covered by this Customer Support Program?*

A6: The factory-applied Blizzard Pearl (Lexus paint code 070) paint on the vehicle's exterior metal body panels are covered by this program.

Q7: *Is the paint on plastic body panels covered by this Customer Support Program?*

A7: No. Factory-applied paint on plastic body panels (for example: a plastic bumper cover) **is not covered**. Only factory-applied Blizzard Pearl (Lexus paint code 070) paint on the vehicle's exterior metal body panels are covered by this program. Plastic body panels are not covered by this program because plastic body panels do not have a base metal electrodeposition layer and are; therefore, not affected.

Q8: *Can I be reimbursed if I previously paid for repairs related to factory-applied paint peeling from my vehicle due to this condition?*

A8: Customers who have already paid for repairs related to this condition may qualify for reimbursement of some, or all, of their out of pocket costs. The expense must have been incurred prior to September 26, 2019, and sufficient documentation submitted, to qualify for reimbursement. Lexus will not reimburse for out of pocket costs incurred after September 26, 2019.

Q9: *What if my vehicle's paint is peeling from this condition, but my vehicle has damage that requires repair prior to repairing the peeling condition.*

A9: This Customer Support Program only provides the coverage described above. This program does not cover the repair of damage (e.g. collision damage, dents, etc..) which may be required to complete the Customer Support Program repair. Some dealers may be willing to repair damage needed to complete this Customer Support Program. If your dealer is willing to do so, you will be responsible for any costs associated with the damage repair. If you elect not to repair the damage, the dealer may indicate that they are not able to complete the Customer Support Program repair.

SAMPLE