

# SB-10058268-3881



## Warranty Policy Bulletin

No.: POL14-03

Date: 12/10/14

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**Distribute to:**

- Service Manager
- Warranty Administrator

**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZLD) *PHASE 1***  
**- REIMBURSEMENT:**

**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 MYGX 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.**

This Warranty Enhancement Program will be launched in **two phases** due to current part production capacity limitations. Initially, Lexus will inform owners that they may seek reimbursement consideration for previous repairs due to this condition. Once sufficient parts are produced, Lexus will send a second owner notification letter to owners that replacement will be made if they have a cracked and/or sticky/melting dashboards as a result of heat or humidity.

### 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.

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

**Applicability (Continued)**

**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 is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement.***

**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.

**Claim Submission**

Claim filing instructions will be provided during Phase 2 of this Warranty Enhancement Program.

**Replacement Parts**

Once sufficient parts are produced, Phase 2 will be launched at which time this communication will be updated with applicable replacement parts information.

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

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

If a customer has previously paid for repairs to address an excessive oil consumption condition, 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.

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





December 9, 2014

To: Lexus Area General Managers

From: Don Fordiani, National Field and Dealer Operations Manager

Subject: Warranty Enhancement Program - (Phase 1 - Reimbursement) - ZLD  
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 our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing a Warranty Enhancement Program. This program extends the warranty coverage for repairs related to cracked and/or sticky/melting Dashboards (Instrument Panels) as a result of heat or humidity on 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, and 2005-2008 model year RX 400h vehicles.

**NOTE: The same Warranty Enhancement Program coverage described herein is also applicable to 2006 - 2008 Model Year IS 250/350 and 2007 Model Year LS 460 vehicles for cracked and/or sticky/melting front and rear interior door panels as a result of heat or humidity.**

This Warranty Enhancement Program will be launched in two phases due to current parts production capacity. Initially, Lexus will inform owners that they may seek reimbursement consideration for previous repairs for this condition. Once sufficient parts are available, Lexus will send a second owner notification letter informing owners that replacement will be made for any cracked and/or sticky/melted Dashboard as a result of heat or humidity.

Phase	Description	Tentative Mailing Schedule
1	Reimbursement	Mid-December, 2014
2	Part Replacement	May, 2015

The following important information is provided to advise you and your associates of the program notification schedule and the degree of your involvement. Additionally, an FAQ covering details of this Warranty Enhancement Program is enclosed for your reference.

**Dealer and Owner Notification Letter Mailing Date**

Lexus will notify its dealers with regard to this warranty enhancement program in early December, 2014.

Please do not share details of this program with dealers prior to the official dealer notification.

The first owner notification letter will be sent in mid-December, 2014 approximately one week after the dealer notification. A sample copy of the owner notification letter is enclosed for your reference.

The first owner notification letter will advise owners that they may seek reimbursement consideration for previous repair costs for cracked and/or sticky/melting Dashboards as a result of heat or humidity. In addition, the letter will advise owners of 2006-2008 Model Year IS 250/350 and 2007 Model Year LS 460 vehicles that they also may seek reimbursement consideration for previous repair costs for cracked and/or sticky/melting front and rear interior door panels as a result of heat or humidity. The letter will also inform the owner that due to parts availability, Lexus is not able to support repairs at this time.

Once sufficient parts have been prepared and obtained, Lexus will send a second owner notification letter informing owners that repairs will be performed for cracked and/or sticky/melting Dashboards as a result of heat or humidity and for cracked and/or sticky/melting front and rear interior door panels (for 2006-2008 Model Year IS 250/350 and 2007 Model Year LS 460 Vehicles) as a result of heat or humidity. Lexus anticipates the second owner notification letter will begin to be sent in May, 2015.

***Please Note:** Dashboards and front and rear interior door panels can become cracked and/or sticky/melted over time for a number of different reasons and under a number of different circumstances. If the Dashboard and/or front or rear interior door panel has become cracked and/or sticky/melted as a result of heat or humidity, the repair will be performed at **no charge** as soon as parts become available.*

#### Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage for a covered vehicle's "New Vehicle Limited Warranty" as it applies to the Dashboard. The specific condition covered by this program is any cracked and/or sticky/melted Dashboard as a result of heat or humidity for any covered vehicle. If the condition is verified, the repair will be performed in accordance with the applicable TSB under the terms of this Warranty Enhancement Program.

***NOTE: The same Warranty Enhancement Program coverage described herein is also applicable to 2006 - 2008 Model Year IS 250/350 and 2007 Model Year LS 460 vehicles for cracked and/or sticky/melting front and rear interior door panels as a result of heat or humidity.***

- The **Primary Coverage** offers warranty enhancement until May 31, 2017, regardless of mileage or date of first use of the vehicle.
- **Secondary Coverage** supplements the Primary Coverage for some owners by offering the warranty enhancement described herein for 10 years from the date of first use of the vehicle, regardless of mileage. For instance, if you own a 2009 RX 350 that was first used on January 1, 2010, you are entitled to the warranty enhancement through January 1, 2020.

Please note that this coverage is for warranty repair performed at an authorized Lexus dealer only. A maximum of one dashboard replacement can be performed, if eligible, under this Warranty Enhancement Program.

This Warranty Enhancement Program is subject to the same terms, conditions, and limitations 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, accident, theft, and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement. To the extent your New Vehicle Limited Warranty has expired, it is being extended only as to the specific condition and parts identified above, subject to the terms, conditions, and limitations in that Warranty.

#### Number of Vehicles Covered

There are approximately 1.1 million vehicles covered by this Warranty Enhancement Program. Please verify coverage by confirming through TIS.

#### Parts Ordering for the Covered Condition

During the first Phase, dealerships should **NOT** perform any part replacement. Dealers should let the customer know that the parts are being prepared and obtained.

#### Claim Procedures

If dealers are servicing a vehicle that currently has a cracked and/or sticky/melted Dashboard or front and/or rear interior door panel (for 2006-2008 Model Year IS 250/350 and 2007 Model Year LS 460 vehicles) as a result of heat or humidity, the operation codes and part numbers for claim filing will be provided during the second phase of this Warranty Enhancement

#### Customer Reimbursement Procedures

Please refer to the attached owner letter for reimbursement instructions.

Please review this entire package with your associates to familiarize them with the proper procedures to implement this warranty enhancement.

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







December 10, 2014

Subject: Warranty Enhancement Program – (Phase 1 – Reimbursement) - ZLD  
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

Dear Dealer Principal:

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing a Warranty Enhancement Program. This program extends the warranty coverage for repairs related to cracked and/or sticky/melting Dashboards (Instrument Panels) as a result of heat or humidity on 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, and 2005-2008 model year RX 400h vehicles.

***NOTE: The same Warranty Enhancement Program coverage described herein is also applicable to 2006 - 2008 Model Year IS 250/350 and 2007 Model Year LS 460 vehicles for cracked and/or sticky/melting front and rear interior door panels as a result of heat or humidity.***

This Warranty Enhancement Program will be launched in two phases due to current parts production capacity. Initially, Lexus will inform owners that they may seek reimbursement consideration for previous repairs for this condition. Once sufficient parts are available, Lexus will send a second owner notification letter informing owners that replacement will be made for any cracked and/or sticky/melting Dashboard as a result of heat or humidity.

Phase	Description	Tentative Mailing Schedule
1	Reimbursement	Mid-December, 2014
2	Part Replacement	May, 2015

The following important information is provided to advise you and your associates of the program notification schedule and the degree of your involvement. Additionally, an FAQ covering details of this Warranty Enhancement Program is enclosed for your reference.

**Owner Notification Letter Mailing Date**

The first owner notification letter will be sent in mid-December, 2014. A sample copy of the owner notification letter is enclosed for your reference.

The first owner notification letter will advise owners that they may seek reimbursement consideration for previous repair costs for cracked and/or sticky/melting Dashboards as a result of heat or humidity. In addition, the letter will advise owners of 2006-2008 Model Year IS 250/350 and 2007 Model Year LS 460 vehicles that they also may seek reimbursement consideration for previous repair costs for cracked and/or sticky/melting front and rear interior door panels as a result of heat or humidity. The letter will also inform the customer that due to parts availability, Lexus is not able to support repairs at this time.

Once sufficient parts have been prepared and obtained, Lexus will send a second owner notification letter informing owners that repairs will be performed for cracked and/or sticky/melting Dashboards as a result of heat or humidity and for cracked and/or sticky/melting front and rear interior door panels (for 2006-2008 Model Year IS 250/350 and 2007 Model Year LS 460 Vehicles) as a result of heat or humidity. Lexus anticipates the second owner notification letter will begin to be sent in May, 2015.

***Please Note:** Dashboards and front and rear interior door panels can become cracked and/or sticky/melted over time for a number of different reasons and under a number of different circumstances. If the Dashboard and/or front or rear interior door panel has become cracked and/or sticky/melted as a result of heat or humidity, the repair will be performed at **no charge** as soon as parts become available.*

#### Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage for your vehicle's "New Vehicle Limited Warranty" as it applies to the Dashboard. The specific condition covered by this program is any cracked and/or sticky/melted Dashboard as a result of heat or humidity for any covered vehicle. If the condition is verified, the repair will be performed in accordance with the applicable TSB under the terms of this Warranty Enhancement Program.

***NOTE: The same Warranty Enhancement Program coverage described herein is also applicable to 2006 - 2008 Model Year IS 250/350 and 2007 Model Year LS 460 vehicles for cracked and/or sticky/melting front and rear interior door panels as a result of heat or humidity.***

The Primary Coverage offers warranty enhancement until May 31, 2017, regardless of mileage or date of first use of the vehicle.

- **Secondary Coverage** supplements the Primary Coverage for some owners by offering the warranty enhancement described herein for 10 years from the date of first use of the vehicle, regardless of mileage. For instance, if you own a 2009 RX 350 that was first used on January 1, 2010, you are entitled to the warranty enhancement through January 1, 2020.

Please note that this coverage is for warranty repair performed at an authorized Lexus dealer only. A maximum of one dashboard replacement can be performed, if eligible, under this Warranty Enhancement Program. Likewise, a maximum of one replacement for each front and rear interior door panel for 2006-2008 Model Year IS 250/350 and 2007 Model Year LS 460 vehicles can be performed, if eligible, under this Warranty Enhancement Program.

This Warranty Enhancement Program is subject to the same terms, conditions, and limitations 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, accident,

theft, and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement. To the extent your New Vehicle Limited Warranty has expired, it is being extended only as to the specific condition and parts identified above, subject to the terms, conditions, and limitations in that Warranty.

#### Number of Vehicles Covered

There are approximately 1.1 million vehicles covered by this Warranty Enhancement Program. Please verify coverage by confirming through TIS.

#### Warranty Claim Processing Instructions

- During Phase 1, the reimbursement phase, warranty claim processing instructions will not be needed.
- During Phase 2, the part replacement phase, warranty claim processing instructions will be provided via Warranty Policy Bulletin (Bulletin No. TBD).

#### Technical Instructions (Repair Procedures)

- During Phase 1, the reimbursement phase, technical instructions will not be needed.
- During Phase 2, the part replacement phase, technical instructions will be provided via L-SB (L-SB No. TBD).

#### Parts Ordering for the Covered Condition

During the first Phase, dealerships should **NOT** perform any part replacement. Dealers should let the customer know that the parts are being prepared and obtained.

#### Claim Procedures

If dealers are servicing a vehicle that currently has a cracked and/or sticky/melting Dashboard or front and/or rear interior door panel (for 2006-2008 Model Year IS 250/350 and 2007 Model Year LS 460 vehicles) as a result of heat or humidity, the operation codes and part numbers for claim filing will be provided during the second phase of this Warranty Enhancement.

#### Pre-owned Vehicles in Dealer Stock:

Lexus requests that dealers inform customers at the time of pre-owned vehicle retail that their vehicle is covered by a warranty enhancement program and that they will receive a letter from Lexus (refer to the first part of this Dealer Letter for owner notification details).

#### Customer Reimbursement Procedures

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

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

Thank you for your continued support and 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 - (Phase 1 - Reimbursement) - ZLD

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

Cracked and/or Sticky/Melting Dashboards (Instrument Panels) as a Result of Heat or Humidity

BACKGROUND

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing a Warranty Enhancement Program. This program extends the warranty coverage for repairs related to cracked and/or sticky/melting Dashboards (Instrument Panels) as a result of heat or humidity on 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, and 2005-2008 model year RX 400h vehicles.

**NOTE: The same Warranty Enhancement Program coverage described herein is also applicable to 2006 - 2008 Model Year IS 250/350 and 2007 Model Year LS 460 vehicles for cracked and/or sticky/melting front and rear interior door panels as a result of heat or humidity.**

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

A1: Lexus has received reports indicating that under certain circumstances, a combination of high humidity and high temperatures may cause the surface of the Dashboard on the vehicles identified above to become cracked and/or sticky/melted over time. This cosmetic condition is corrected by replacing the affected Dashboard.

Although the Dashboard is covered by the Lexus' New Vehicle Limited Warranty for 4 years or 50,000 miles (whichever occurs first), we at Lexus care about our customers' overall ownership experience. To ensure our customers' satisfaction, we will be offering an extension of the warranty coverage for this particular condition.

*Please Note: Dashboards can become cracked and/or sticky/melted over time for a number of different reasons and under a number of different circumstances. If the Dashboard has become cracked and/or sticky/melted as a result of heat or humidity, the repair will be performed at **no charge** as soon as parts become available.*

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

A2: This Warranty Enhancement Program will be launched in Two Phases due to limited parts availability.

Phase 1

Lexus is currently preparing and obtaining the necessary parts to implement this Warranty Enhancement Program. We anticipate it will take a few months to prepare and obtain the necessary parts. Therefore, at this time, we are notifying you of this upcoming Warranty Enhancement Program and providing means for you to seek reimbursement for out of pocket expenses incurred in the event that you paid for previous repairs.

Phase 2

Once sufficient parts have been prepared and obtained, we will send another owner notification letter.

**Q2a: *Why is Lexus notifying me if there are not sufficient parts to support vehicle repairs at this time?***

A2a: At this time Lexus is providing the means for you to seek reimbursement consideration in the event you paid for previous repairs related to this condition. Lexus is also explaining that if this condition currently exists for your covered vehicle, you may seek replacement at no cost once sufficient parts have been prepared and obtained.

**Q2b: When does Lexus anticipate the second owner notification letter will be sent?**

A2b: Due to current production capacity, Lexus anticipates that a second owner notification letter notifying owners that repairs are ready to be performed will begin to be sent in Spring, 2015. We ask that you wait until this second owner notification letter is received before seeking replacement for this cosmetic condition at no cost to you.

**Q2c: Can I be reimbursed for what I previously paid to repair a cracked and/or sticky/melting Dashboard?**

A2c: At this time, Lexus is providing the means for you to seek reimbursement consideration in the event you paid for previous repairs related to this condition.

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

A3: There are approximately 1.1 million vehicles covered by this Warranty Extension.

Model	Model Year	Production Period	Appx. UIO
ES 350	2007-2008	Early March 2006 - Late March 2008	175,800
GX 470	2003-2008	Late October 2002 - Late December 2007	156,200
IS 250/350	2006-2008	Late August 2005 - Late March 2008	146,000
LS 460	2007	Early September 2006 - Late February 2007	19,000
RX 330	2004-2006	Mid-February 2003 - Mid-February 2006	285,800
RX 350	2007-2009	Mid-January 2006 - Mid-January 2009	233,100
RX 400h	2005-2008	Late July 2004 - Late March 2008	66,300

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

A3a: Yes. Certain 2003-2005 model year 4Runner, 2005-2010 model year Avalon, 2007-2011 model year Camry HV, 2004-2010 model year Sienna and 2004-2008 model year Solara vehicles are also covered by this Warranty Enhancement Program.

**Q4: What are the coverage details of this Warranty Enhancement Program?**

A4: This Warranty Enhancement Program provides a Primary and Secondary coverage for your vehicle's "New Vehicle Limited Warranty" as it applies to the Dashboard. The specific condition covered by this program is any cracked and/or sticky/melting Dashboard as a result of heat or humidity for any covered vehicle. If the condition is verified, the repair will be performed in accordance with the applicable TSB under the terms of this Warranty Enhancement Program.

**NOTE: The same Warranty Enhancement Program coverage described herein is also applicable to 2006 - 2008 Model Year IS 250/350 and 2007 Model Year LS 460 vehicles for cracked and/or sticky/melting front and rear interior door panels as a result of heat or humidity.**

- The Primary Coverage offers warranty enhancement until May 31, 2017, regardless of mileage or date of first use of the vehicle.
- Secondary Coverage supplements the Primary Coverage for some owners by offering the warranty enhancement described herein for **10 years from the date of first use of the vehicle, regardless of mileage.** For instance, if you own a 2009 RX 350 that was first used on January 1, 2010, you are entitled to the warranty enhancement through January 1, 2020.

Please note that this coverage is for warranty repair performed at an authorized Lexus dealer only. A maximum of one dashboard replacement can be performed, if eligible, under this Warranty Enhancement Program.

This Warranty Enhancement Program is subject to the same terms, conditions, and limitations 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, accident, theft, and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement. To the extent your New Vehicle Limited Warranty has expired, it is being extended only as to the specific condition and parts identified above, subject to the terms, conditions, and limitations in that Warranty.

**Q5: What should I do if my vehicle's Dashboard is cracked and/or sticky/melting?**

A5: Due to limited parts availability at this time, it is not possible for Lexus to immediately replace affected Dashboards for vehicles covered under this Warranty Enhancement. We will send you a second owner notification letter as soon as sufficient parts have been prepared and obtained to repair this cosmetic condition for affected vehicles. Dashboard replacement under this Warranty Enhancement can be completed after receiving the second owner notification letter.

***Q6: What if I have previously paid for repairs to my vehicle for this condition?***

A6: If you have previously paid for repairs to address this specific condition, please refer to the owner letter for reimbursement consideration instructions.

***Q7: What if I have additional questions or concerns?***

A7: 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.

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 ensure customer satisfaction, Lexus would like to advise you of an enhancement to portions of your Lexus New Vehicle Limited Warranty. This program will extend the warranty coverage for repairs related to any cracked and/or sticky/melting Dashboards (Instrument Panels) as a result of heat or humidity on 2007-2008 model year ES 350, 2003-2008 model year GX 470, 2004-2006 model year RX 330, 2007-2009 model year RX 350, and 2005-2008 model year RX 400h vehicles.

*Please Note: Dashboards can become cracked and/or sticky/melted over time for a number of different reasons and under a number of different circumstances. If the Dashboard has become cracked and/or sticky/melted as a result of heat or humidity, the repair will be performed at **no charge** as soon as parts become available.*

**What should you do?**

At this time Lexus is currently preparing the necessary parts to implement this Warranty Enhancement Program, and anticipates that it will take several months to finish preparing and obtaining the necessary parts. Therefore, we are notifying you of the upcoming warranty enhancement program and providing means for you to seek reimbursement for any out of pocket costs you may have incurred in making previous repairs to cracked and/or sticky/melting Dashboards as a result of heat or humidity.

*We will send you another owner notification letter once sufficient parts have been prepared and obtained for replacement due to this cosmetic condition. If you have not experienced the condition described, there is no action necessary at this time. Please apply the sticker below to your Owner's Manual Supplement/Warranty & Services Guide Information booklet for future reference.*

**Warranty Enhancement Program Details**

This Warranty Enhancement Program provides a Primary and Secondary warranty extension to your vehicle's "New Vehicle Limited Warranty" as it applies to the Dashboard (Instrument Panel). The specific condition covered by this program is a cracked and/or sticky/melting Dashboard in a covered vehicle as a result of heat or humidity. If the condition is verified, the repair will be performed in accordance with the applicable Technical Service Bulletin under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until May 31, 2017, **regardless of mileage or date of first use of the vehicle**
- **Secondary Coverage** supplements the Primary Coverage for some owners by offering the warranty enhancement described herein for **10 years from the date of first use of the vehicle, regardless of mileage.** For instance, if you own a 2009 RX 350 that was first used on January 1, 2010, you are entitled to the warranty enhancement through January 1, 2020.

Please note that this coverage is for warranty work performed for the covered Dashboards at an authorized Lexus dealer only. A maximum of one dashboard replacement can be performed, if eligible, under this Warranty Enhancement Program.

This Warranty Enhancement Program is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms, conditions, and limitations set forth in the New Vehicle Limited Warranty Section of your 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. To the extent your New Vehicle Limited Warranty has expired, it is being extended only as to the specific condition and parts identified above, subject to the terms, conditions, and limitations in that Warranty.

\* Please see your Lexus dealer for additional details

VIN # \_\_\_\_\_  
Date of First Use \_\_\_\_\_



If you would like to update your vehicle ownership or contact information, please go to [www.lexusdrivers.com](http://www.lexusdrivers.com). You will need your full 17-digit Vehicle Identification Number (VIN) to update your profile.



If you have previously paid for repairs to address any cracked and/or sticky/melting Dashboard as a result of heat or humidity, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Lexus, A Division of Toyota Motor Sales, USA, Inc.  
Lexus Customer Assistance Center L201  
19001 South Western Avenue  
Torrance, CA 90509

*\*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. Lexus is advising you of an upcoming Enhancement to the Warranty Coverage to assure you that we stand behind the product.

**Q2: Why will Lexus be offering this Warranty Enhancement Program?**

A2: Lexus has received reports indicating that under certain circumstances, the combination of high humidity and high temperatures may cause the surface of the Dashboard in certain vehicles to become cracked and/or sticky/melted over time. Lexus has decided to provide this Warranty Enhancement Program in the interest of customer satisfaction.

**Q2a: Why is Lexus notifying me if there are not sufficient parts to support vehicle repairs at this time?**

A2a: At this time Lexus is providing the means for you to seek reimbursement consideration in the event that you paid for previous repairs related to this condition. Lexus is also explaining that if this condition currently exists for your covered vehicle, you may seek replacement at no cost once sufficient parts have been prepared and obtained.

**Q2b: When does Lexus anticipate the second owner notification letter will be sent?**

A2b: Due to current production capacity, Lexus anticipates that a second letter notifying owners that repairs are ready to be performed will begin to be sent in Spring, 2015. We ask that you wait until this second owner notification letter is received before seeking replacement for this cosmetic condition at no cost to you.

**Q2c: Can I be reimbursed for what I previously paid to repair a cracked and/or sticky/melting Dashboard?**

A2c: Yes, at this time Lexus is providing the means for you to seek reimbursement consideration in the event that you paid for previous repairs related to this condition.

**Q3: What should I do if my vehicle's dashboard is cracked and/or sticky/melting?**

A3: Due to limited parts availability at this time, it is not possible for Lexus to immediately replace affected Dashboards for vehicles covered under this Warranty Enhancement. We will send you a second owner notification letter as soon as sufficient parts have been prepared and obtained to repair this cosmetic condition for affected vehicles. Dashboard replacement under this Warranty Enhancement can be completed after receiving the second owner notification letter.

**Q4: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?**

A4: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q5: What if I have additional questions or concerns?**

A5: Owners with additional questions or concerns are asked to 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
  - Must include one of the following items as 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
  - Must include one of the following items as 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 that 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?*

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 ensure customer satisfaction, Lexus would like to advise you of an enhancement to portions of your Lexus New Vehicle Limited Warranty. This program will extend the warranty coverage for repairs related to any cracked and/or sticky/melting Dashboards (Instrument Panels) and front and rear interior door panels as a result of heat or humidity on 2006-2008 model year IS 250/350 and 2007 model year LS 460 vehicles.

*Please Note: Dashboards and front and rear interior door panels can become cracked and/or sticky/melted over time for a number of different reasons and under a number of different circumstances. If the Dashboard and/or front and rear interior door panel(s) have become cracked and/or sticky/melted as a result of heat or humidity, the repair will be performed at **no charge** as soon as parts become available.*

**What should you do?**

At this time, Lexus is currently preparing the necessary parts to implement this Warranty Enhancement Program, and anticipates it will take several months to finish preparing and obtaining the necessary parts. Therefore, we are notifying you of the upcoming warranty enhancement program and providing means for you to seek reimbursement for any out of pocket costs you may have incurred in making previous repairs to cracked and/or sticky/melting Dashboards and/or front and rear interior door panel(s) as a result of heat or humidity.

*We will send you another owner notification letter once sufficient parts have been prepared and obtained for replacement due to this cosmetic condition. If you have not experienced the condition described, there is no action necessary at this time. Please apply the sticker below to your Owner's Manual Supplement/Warranty & Services Guide Information booklet for future reference.*

**Warranty Enhancement Program Details**

This Warranty Enhancement Program provides a Primary and Secondary warranty extension to your vehicle's "New Vehicle Limited Warranty" as it applies to the Dashboard (Instrument Panel). The specific condition covered by this program is any cracked and/or sticky/melting Dashboard or front and rear interior door panels in a covered vehicle as a result of heat or humidity. If the condition is verified, the repair will be performed in accordance with the applicable Technical Service Bulletin under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until May 31, 2017, **regardless of mileage or date of first use of the vehicle**
- **Secondary Coverage** supplements the Primary Coverage for some owners by offering the warranty enhancement described herein for **10 years from the date of first use of the vehicle, regardless of mileage.** For instance, if you own a 2009 RX 350 that was first used on January 1, 2010, you are entitled to the warranty enhancement through January 1, 2020.

Please note that this coverage is for warranty work performed for the covered Dashboards and front and rear interior door panels at an authorized Lexus dealer only. A maximum of one dashboard and/or one each of front and rear interior door panels replacement can be performed, if eligible, under this Warranty Enhancement Program.

This Warranty Enhancement Program is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms, conditions, and limitations set forth in the New Vehicle Limited Warranty Section of your 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. To the extent your New Vehicle Limited Warranty has expired, it is being extended only as to the specific condition and parts identified above, subject to the terms, conditions, and limitations in that Warranty.

\* Please see your Lexus dealer for additional details

VIN # \_\_\_\_\_  
Date of First Use \_\_\_\_\_



If you would like to update your vehicle ownership or contact information, please go to [www.lexusdrivers.com](http://www.lexusdrivers.com). You will need your full 17-digit Vehicle Identification Number (VIN) to update your profile.

If you have previously paid for repairs to address any cracked and/or sticky/melting Dashboard and/or front and rear interior door panel(s) as a result of heat and humidity, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Lexus, A Division of Toyota Motor Sales, USA, Inc.  
Lexus Customer Assistance Center L201  
19001 South Western Avenue  
Torrance, CA 90509

\*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. Lexus is advising you of an upcoming Enhancement to the Warranty Coverage to assure you that we stand behind the product.

***Q2: Why will Lexus be offering this Warranty Enhancement Program?***

A2: Lexus has received reports indicating that under certain circumstances, the combination of high humidity and high temperatures may cause the surface of the Dashboard and front and rear interior door panel(s) in certain vehicles to become cracked and/or sticky/melted over time. Lexus has decided to provide this Warranty Enhancement Program in the interest of customer satisfaction.

***Q2a: Why is Lexus notifying me if there are not sufficient parts to support vehicle repairs at this time?***

A2a: At this time Lexus is providing the means for you to seek reimbursement consideration in the event that you paid for previous repairs related to this condition. Lexus is also explaining that if this condition currently exists for your covered vehicle, you may seek replacement at no cost once sufficient parts have been prepared and obtained.

***Q2b: When does Lexus anticipate the second owner notification letter will be sent?***

A2b: Due to current production capacity, Lexus anticipates that a second letter notifying owners that repairs are ready to be performed will begin to be sent in Spring, 2015. We ask that you wait until this second owner notification letter is received before seeking replacement for this cosmetic condition at no cost to you.

***Q2c: Can I be reimbursed for what I previously paid to repair a cracked and/or sticky/melting Dashboard and/or front and rear interior door panel(s)?***

A2c: Yes, at this time Lexus is providing the means for you to seek reimbursement consideration in the event that you paid for previous repairs related to this condition.

***Q3: What should I do if my vehicle's dashboard and/or front and rear interior door panel(s) is cracked and/or sticky/melting?***

A3: Due to limited parts availability at this time, it is not possible for Lexus to immediately replace affected Dashboards and/or front and rear interior door panel(s) for vehicles covered under this Warranty Enhancement. We will send you second owner notification letter as soon as sufficient parts have been prepared and obtained to repair this cosmetic condition for affected vehicles. Replacement of Dashboards and/or front and rear interior door panel(s) under this Warranty Enhancement can be completed after receiving the second owner notification letter.

***Q4: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?***

A4: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

***Q5: What if I have additional questions or concerns?***

A5: Owners with additional questions or concerns are asked to 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.