



Warranty Policy Bulletin

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Distribute to:
 Service Manager
 Warranty Administrator

SUBJECT: CLAIM SUBMISSION PROCEDURES FOR CUSTOMER-REPORTED UNINTENDED BRAKING

To achieve the goal of making "Ever Better" vehicles, Lexus has developed a process to address reports of suspected Unintended Braking (UB). Please follow the claim submission procedure below in the event a guest reports a concern specifically related to UB or claim to have experienced UB.

Claim Submission Procedures

Claims may be submitted for a General Inspection/Concern OR Suspected Unintended Braking (UB) Event Inspection.

NOTE: Only 1 opcode/claim allowed per customer concern. Please make sure to select the appropriate opcode when submitting an inspection claim

General Inspection/Concern Only

1) The customer has not reported a suspected Unintended Braking event but is concerned about their vehicle.

If a guest refuses to bring their vehicle in for inspection, the dealer has the option to tow the vehicle in. Since this is an inspection for an unintended braking concern, and not an actual incident, alternate transportation is not necessary due to the short inspection process. If there are extenuating circumstances, a rental may be provided with DSPM authorization.

Claim Type	Opcode	Description	Time	Z Time	OFF	T1 /T2 Codes	Goodwill	Allowable Sublets*	Authorization
Regular	CUB001	General Inspection or Concern Only: Customer has <u>not</u> reported a suspected UB event but is concerned about vehicle	0.4	Not Allowed	CUSTOM-SATIS	99	Yes (Check the Goodwill box and enter Goodwill Comments)	Rental (RT), Towing (TW) *Only for extenuating circumstances (see above)	DSPM Auth Required

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

Suspected Unintended Braking (UB) Event Inspection

2) The customer has reported a suspected Unintended Braking event.

Please make sure to include the TAS case number in the Authorization Information section of the claim for this type of inspection. Claims submitted without the TAS case number will be returned for correction.

Claim Type	Opcode	Description	Time	Z Time	OFP	T1 /T2 Codes	Goodwill	Allowable Sublets	Authorization
Regular	UBB001	Suspected UB Event Inspection: Customer has reported a suspected UB event	0.7	Allowed	CUSTOM-SATIS	99	Yes (Check the Goodwill box and enter Goodwill Comments)	Rental (RT), Towing (TW)	DSPM Auth Required TAS Case# Required

Helpful Tips

- Please enter a clear C/C/R which reflects the customer's concern, whether the claim is for a general inspection to evaluate the vehicle or if the customer has claimed a suspected UB event.
- TAS case number information is required if using opcode UBB001.
- Use correct sublet types if submitting for Rental (RT) or Towing (TW).
- If a customer has claimed a suspected UB event with an associated accident, property damage, etc., please walk the customer through the process of contacting Lexus Customer Satisfaction (1-800-255-3987) to begin the investigation process.