

CSC-10056051-4475

Warranty Enhancement Notification - ZLB

Re: <VIN>

Dear RX Owner:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As owners were previously notified and as previously announced, Lexus has extended portions of your Lexus RX New Vehicle Limited Warranty. This Warranty Enhancement Program provides a Primary and Secondary warranty extension to your vehicle's "New Vehicle Limited Warranty" as it applies to the Headlamp Housing. The specific condition covered by this program is excess moisture in the headlamp assembly. This cosmetic condition is corrected by replacing the affected headlamp assembly.

- The **Primary Coverage** offers warranty enhancement until October 31, 2015, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 9 years from the date of first use, regardless of mileage.

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

Lexus has completed part preparation to support part replacement for vehicles that have experienced the cosmetic concern of excess moisture.

What should you do?

If your vehicle's headlamp assembly has excess moisture, please contact any authorized Lexus dealer and make arrangements for diagnosis and, if applicable, part replacement. RX headlamps are not completely sealed by design to allow heat to escape. As a result, some condensation in the headlamp is normal and should be expected. Excess moisture exists if there is pooling of water at the bottom of the headlamp or noticeable streaks of water are present that run down the interior of the headlamp lens and these do not clear with normal use of the vehicle in dry weather conditions.

If you have not experienced this condition there is no action necessary at this time.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.Lexusdrivers.com. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you have previously paid for repair to address excess moisture in the headlamp assembly, please go to the following website to seek reimbursement consideration:

www.LexusReimbursement.com

Additionally, you can also mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

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

Include your name, address, and telephone number(s) in your request. Please allow 6 to 8 weeks to process your request.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,

Lexus Division
TOYOTA MOTOR SALES, U.S.A., INC.
A Marque of Toyota Motor Sales, U.S.A., Inc.

Warranty Enhancement Program (CSP) Frequently Asked Questions	ZLB
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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: If my vehicle does not have this condition do I need to make an appointment with my dealership?

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the conditions described in this letter.

Q2a: What is considered excess moisture?

A2a: RX headlamps are not completely sealed by design to allow heat to escape; as a result, some condensation in the headlamp is normal and should be expected. Excess moisture exists if there is pooling of water at the bottom of the headlamp or noticeable streaks of water are present that run down the interior of the headlamp lens and do not clear with normal use of the vehicle in dry weather conditions.

Q2b: What if my vehicle's headlamp assembly has excess moisture present?

A2b: If the headlamp assembly has excess moisture present please contact your local authorized Lexus dealer for diagnosis and repair. If the condition is verified, the dealer will replace the headlamp housing with a new one under the terms of this warranty enhancement program.

Q2c: What parts will be covered under this Warranty Enhancement Program if my vehicle has the condition?

A2c: The specific components(s) covered by this warranty extensions are as follows:

- Headlamp Housing Assembly
- Light Control Computer (as needed)

Q2d: Will all inoperative headlamp conditions be covered by this Warranty Enhancement Program.

A2d: No, headlamp assemblies can become inoperative for many reasons. If the dealer determines the headlamp assembly has become inoperative due to excessive moisture, the repair will be performed at no charge to you.

Q3: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?

A3: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q4: How long will the replacement take?

A4: If the condition is present on your vehicle, the replacement will take approximately 2.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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 Policy Bulletin

No.: POL14-01

Date: 03/27/14

Page: 1 of 4

Distribute to:

- Service Manager
- Warranty Administrator

REVISED
05/22/14

**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZLB):
WARRANTY EXTENSION FOR EXCESS HEADLAMP
MOISTURE ON CERTAIN 2004-2009 MODEL YEAR RX
VEHICLES**

Background

Lexus has received reports indicating that excess moisture can form on the interior of the headlamp housing. This cosmetic condition is corrected by replacing the affected headlamp housing.

Applicability

The headlamp housing and/or ECU is covered under the Lexus New Vehicle Limited Warranty for 4 years or 50,000 miles (whichever occurs first). However, Lexus is announcing a Warranty Enhancement Program to address the condition described above, which will include replacement of the headlamp housing and may include replacement of the light control computer (ECU), under the terms of this warranty enhancement.

Primary Coverage offers the warranty enhancement until **October 31, 2015, regardless of mileage.**

After the Primary Coverage expires, the **Secondary Coverage** is applicable for **9 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 of this policy may result in a claim debit.

Please note that water intrusion damage incurred from abuse, an accident and/or crash, vandalism or other similar events is not covered by the New Vehicle Limited Warranty or this warranty enhancement. All other terms and conditions of the New Vehicle Limited Warranty apply.

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

Applicable VIN Ranges

Model	WMI	MY	VDS	START	FINISH	
RX330	2T2	2004	GA31U	C001001	C019006	
			HA31U	C001002	C039897	
		2005	GA31U	C018659	C042888	
			HA31U	C039056	C087493	
		2006	GA31U	C042219	C053399	
	HA31U		C086510	C109798		
	JTJ	2004	GA31U	0001002	0044873	
			HA31U	0001007	0074277	
		2005	GA31U	0044429	0059262	
			HA31U	0074282	0098527	
2006		GA31U	0059263	0065897		
	HA31U	0098335	0106215			
RX350	2T2	2007	GK31U	C001006	C026808	
			HK31U	C001008	C047097	
		2008	GK31U	C026736	C056935	
			HK31U	C045940	C096527	
		2009	GK31U	C056369	C082087	
	HK31U		C095540	C135374		
	RX350	JTJ	2007	GK31U	0001007	0010317
				HK31U	2000449	2027626
			2008	GK31U	0005795	0015562
				GK31U	9850000	9852147
2009			HK31U	2019599	2854875	
		GK31U	0015563	0016702		
RX400h		JTJ	2005	GK31U	9852148	9853261
				HK31U	2051144	2859500
			2006	HW31U	0001014	0001025
				GW31U	0001007	0004971
	GW31U			2000101	2000974	
2007	HW31U	0001035	0049416			
	HW31U	2000103	2007397			
	GW31U	2000975	2005870			
2008	HW31U	2007400	2039945			
	GW31U	2005871	2851829			
			HW31U	2027573	2867597	

Note: Not all vehicles in the VIN range are covered by this warranty enhancement. Verify coverage by confirming in TIS prior to completing any repairs.

Claim Submission

Claim Type	Opcode	Description	Labor Time	Applicable TSB
Repair Program	3730KF	Replace headlamp housing (one side)	1.3	L-SB-0019-14
	3730KG	Replace headlamp housing & ECU (one side)	1.3	
	3730KH	Replace headlamp housing (both sides)	2.4	
	3730KJ	Replace headlamp housing (both sides) & ECU (one side)	2.4	
	3730KQ	Replace headlamp housing (both sides) & ECU (both sides)	2.4	

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

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Replacement Parts

It is important to order the appropriate kit part number for the vehicle serviced.

All claims submitted under this warranty enhancement must use a 04002-#### replacement part number. Dealers are reminded to use care when handling bulbs. The bulbs are to be removed from the old housing and installed in the new housing. **Replacement bulbs are not covered as part of the warranty enhancement (ZLB).** *If the bulb(s) were inoperable prior to the installation of the replacement parts under this warranty enhancement, as documented during the vehicle inspection, please contact your Lexus District Service and Parts Manager for case-by-case goodwill consideration.*

Part Number	EPC Part # for Reference (Do Not Order)	Description
04002-84148	81110-0E010 81130-48200	Right Hand Headlamp Housing
04002-84348	81110-0E020 81130-0E020 81145-48210	Right Hand Headlamp Housing
04002-84548	81110-0E030 81130-0E030 81145-0E030 81145-48260	Right Hand Headlamp Housing
04002-84648	81110-0E031 81130-0E031 81145-0E031 81145-48261	Right Hand Headlamp Housing
04002-84248	81130-48600	Right Hand Headlamp Housing
04002-84748	81145-48640	Right Hand Headlamp Housing
04002-85148	81150-0E010 81170-48200	Left Hand Headlamp Housing
04002-85348	81150-0E020 81170-0E020 81185-48210	Left Hand Headlamp Housing
04002-85548	81150-0E030 81170-0E030 81185-0E030 81185-48260	Left Hand Headlamp Housing

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Replacement Parts (Continued)

Part Number	EPC Part # for Reference (Do Not Order)	Description
04002-85648	81150-0E031 81170-0E031 81185-0E031 81185-48261	Left Hand Headlamp Housing
04002-85248	81170-48600	Left Hand Headlamp Housing
04002-85748	81185-48640	Left Hand Headlamp Housing
04002-85948	81107-48180 81107-48190 81107-48210 85967-51020 85967-0E020	Light Control Computer (ECU)

Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for repairs to address the condition described, the customer should be directed to visit the following website for reimbursement consideration:

www.LexusReimbursement.com

Additionally, customers can also mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

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

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

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