

CSC-10056051-8044

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.