

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.

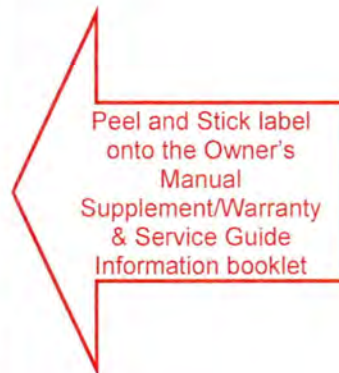
- The **Primary Coverage** offers warranty enhancement until May 31, 2017, **regardless of mileage or date of first use of the vehicle.**
- **Secondary Coverage** supplements the Primary Coverage for some owners by offering the warranty enhancement described herein for **10 years from the date of first 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

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 # \_\_\_\_\_  
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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:

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