



July 31, 2014

To: Area General Managers  
From: Don Fordiani, National Field and Dealer Operations Manager  
Subject: Warranty Enhancement Program - ZLC  
2007 - 2011 RX 350 and 2010 - 2011 RX 450h Vehicles  
Extension of Warranty Coverage for Engine Oil Cooler Hose Seep/Leak

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing a Warranty Enhancement Program to extend the warranty coverage for repairs related to a leaking or seeping Engine Oil Cooler Pipe.

In these vehicles, Lexus has received some reports where vehicles can experience an oil leak or seep from the engine oil cooler pipe.

Although the engine oil cooler pipe is covered by Lexus' New Vehicle Limited Warranty for 4 years or 50,000 miles (whichever occurs first), Lexus cares about each customer's ownership experience. Lexus is now extending the warranty coverage for repairs related to a leaking or seeping engine oil cooler pipe.

The following information is provided to inform 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

The attached dealer letter will be sent to all Lexus dealers on August 1, 2014.

The owner notification letter will commence in mid-August, 2014 and will be mailed over several months. A sample of the owner notification letter is enclosed for your reference.

#### Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary warranty extension to the affected vehicles' "New Vehicle Limited Warranty" for repairs related to a leaking or seeping engine oil cooler pipe. If the condition is verified the vehicle will be repaired with a new engine oil cooler pipe under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until January 31, 2016, with no mileage limitation.
- After the Primary Coverage period ends, the **Secondary Coverage** is applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.

*This coverage is for warranty work performed at an authorized Lexus dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by*

*the New Vehicle Limited Warranty or this warranty enhancement.*

**Number and Identification of Covered Vehicles**

There are approximately 383,500 vehicles covered by this Warranty Enhancement Program.

Please review this entire package (dealer letter, FAQ's and Warranty Policy Bulletin) with your associates to familiarize them with the proper procedures to your dealers' implement of this warranty extension.

As part of our dedication to continuous improvement, changes have been incorporated in the production process to ensure the highest quality products are provided to our customers.

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  
District Technical Managers  
Field Product Engineers  
Pre-Owned Managers