



May 22, 2014

**Subject: Warranty Enhancement Program - ZLB
(Phase 2 - Replacement for Excessive Moisture)
2004 - 2009 RX Vehicles: Warranty Enhancement for Excess Headlamp Moisture**

Dear Dealer Principal:

As communicated on December 3, 2013, Lexus has launched a warranty enhancement program to extend warranty coverage for headlamp housing assemblies on 2004 through 2009 model year RX vehicles. Lexus has received reports indicating excess moisture can form on the interior of the headlamp housing, in these vehicles. This cosmetic condition is addressed by replacing the affected headlamp housing.

Lexus originally informed you and your customers that this Warranty Enhancement Program would be launched in two phases due to parts production capacity for these models. Initially, owners were informed that they may seek reimbursement consideration for previous repairs for this condition. Additionally, we advised once sufficient parts were available, Lexus would send a second owner notification letter informing owners that replacement is available if excess moisture is currently present in the headlamp assembly.

Lexus has completed preparations for Phase 2 and will begin notifying customers regarding Phase 2 of this Warranty Enhancement.

The following important information is provided to advise you and your associates of Phase 2 and its implementation at your dealership. It is important that dealer associates are familiar with the attached FAQ covering details of this Warranty Enhancement Program, as well as Warranty Policy Bulletin POL14-01.

Owner Notification Letter Mailing Date

The Phase 2 owner notification letter will be sent in phases over several months beginning in late May, 2014. A sample copy of the owner Phase 2 letter is enclosed for your reference.

The Phase 2 owner notification letter will advise customers that they may seek replacements for inoperative or cosmetic concerns due to excessive moisture. Additionally, the letter will inform customers that they are to contact an authorized Lexus dealer for diagnosis* and repair.

*Headlamp assemblies can become inoperative for many reasons. If the dealership determines the headlamp assembly has become inoperative due to excessive moisture, the repair will be performed at no charge.

Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary warranty extension to the affected vehicles' "New Vehicle Limited Warranty" as it applies to Headlamp Housing. The specific condition covered by this program is excess moisture in the 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.

This offer is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the 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.

Please refer to Warranty Policy Bulletin POL14-01 for specific warranty guidelines.

Number and Identification of Covered Vehicles

There are approximately 604,000 vehicles nationally that are covered by this Warranty Enhancement Program.

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

Please note that **not all vehicles in the VIN range are covered** by this warranty enhancement. If your dealership is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through TIS**.

Parts Ordering Information

Effective with the launch of Phase 2, the ZLB parts release/reservation website will be retired and dealers will no longer be required to submit advanced requests for parts.

Orders should be placed through your dealership's facing PDC. Refer to Warranty Policy Bulletin POL14-01 for a list of the parts covered by this Warranty Enhancement Program.

The headlight housing and light control computers (ECU/Ballast) for this Warranty Enhancement Program have been placed on Dealer Ordering Solutions (DOS) and will be released based on dealer ordering criteria. Each dealership will receive specific dealer ordering criteria in an e-mail from their facing PDC manager. Therefore, it is vital that your dealership's parts and service departments coordinate appointments for the replacement. A sample Parts Allocation Report is on the following page for your reference.



Parts Allocation Report

99999
SAMPLE LEXUS

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q. Sample at (999) 999-9999.

Part Number	Part Description	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

Claim Procedures

Please refer to Warranty Policy Bulletin POL14-10 for claim procedures.

Note: Lexus will not provide an operation code for inspection only.

Customer Reimbursement Procedures

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

Please review this entire package with your associates to familiarize them with the proper procedures to implement Phase 2 of this Warranty Enhancement Program.

Thank you for your continued support and cooperation.

Lexus, a Division of Toyota Motor Sales, USA, Inc.

Attachments

Cc: Customer Satisfaction Manager
General Manager
Parts Manager
Pre-owned Manager
Service Manager
Warranty Administrator



Warranty Enhancement Program - ZLB (Phase 2 - Replacement for Excessive Moisture)
2004-2009 MY RX Vehicles
Excess Headlamp Moisture

BACKGROUND

As part of our continual efforts to ensure the best in customer satisfaction, on December 3, 2013 Lexus announced Phase 1 of warranty enhancement program ZLB. At that time, Lexus informed dealers and customers that this Warranty Enhancement Program would be launched in two phases due to parts production capacity for these models. Lexus has completed additional parts preparation and will now notify owners they may seek headlamp housing replacement for the cosmetic concern of excess moisture.

Q1: What is the condition?

A1: In these vehicles, Lexus has received reports indicating excess moisture can form on the interior of the headlamp housing. This cosmetic condition is corrected by replacing the affected headlamp housing.

Although the headlamp assembly is covered by the Lexus's New Vehicle Limited Warranty for 4 years or 50,000 miles (whichever occurs first), we at Lexus care about our customers' overall ownership experience. To ensure our customers' satisfaction with that ownership experience, we will be offering an extension of the warranty coverage for this condition.

Q1a: What is considered excess moisture?

A1a: 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.

Q1b: What if the vehicle's headlamp assembly has excess moisture present?

A1b: If the headlamp assembly has excess moisture present the owner should contact their 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.

Q2: What is Lexus going to do?

A2: Lexus has completed additional parts preparation and is now announcing Phase 2 of this warranty enhancement program. Owners of 2004-2009 MY RX Vehicles covered by this Warranty Enhancement Program will receive an owner notification letter via first class mail starting in Late May, 2014. The owner notification will be mailed over a 6 month period, consistent with parts availability and repair capacity.

If the owner experiences the condition described they should contact their 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.

Q3: Which vehicles are covered by this Warranty Enhancement Program?

A3: There are approximately 604,000 RX vehicles covered by this Warranty Enhancement Program.

Model	Model Year	Production Period	Appx. UIO
RX330	2004-2006	Mid-October, 2002 through Mid-February 2006	286,000
RX350	2007-2009	Mid-January, 2006 through Mid-January, 2009	235,000
RX400h	2006-2008	Late July, 2004 through Early December, 2008	79,000

Q4: What are the coverage details of this Warranty Enhancement Program?

This Warranty Enhancement Program provides a Primary and Secondary warranty extension to your vehicle's "New Vehicle Limited Warranty" as it applies to Headlamp Housing. The specific condition covered by this program is excess moisture in the 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.

This offer is limited to the specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms and conditions 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.

* Please see your Lexus dealer for additional details

Q5: Which parts are covered by this warranty enhancement program?

A5: The specific components(s) covered by this warranty extensions are as follows:

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

Q6: Will all inoperative headlamp conditions be covered by this Warranty Enhancement Program.

A6: 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.

Q7: How long will the replacement take?

A7: 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.

Q8: What if an owner has NOT experienced this condition but would like to have the repair completed?

A8: This Warranty Enhancement Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced this condition, he/she is asked to apply the warranty enhancement notification sticker to the Owners Warranty Information Booklet for future reference.

Q9: What if the owner previously paid for repairs to address this condition?

A9: If you have previously paid for repair to address moisture or condensation in the headlamp assembly, you can visit the following website for 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.

Q10: What if an owner has additional questions or concerns?

A10: 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 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.