



December 16, 2014

Subject: Warranty Enhancement Program - ZLE (Phase 1 - Reimbursement Only)
Certain 2010 - 2012 HS 250h Vehicles
Extension of Warranty Coverage for 2AZ Engine Oil Consumption

Dear Dealer Principal:

As part of our continual efforts to ensure the best in customer satisfaction, Lexus is preparing a Warranty Enhancement Program to extend warranty coverage to address customer complaints of Excessive Engine Oil Consumption on certain 2010 - 2012 HS 250h vehicles equipped with a 2AZ engine.

This warranty Enhancement Program will be launched in two phases due to current part production capacity limitations. Initially, Lexus will inform owners that they may seek reimbursement consideration for previous repairs to address excessive engine oil consumption. Once sufficient parts are produced, Lexus will send a second owner notification letter to customers informing them they may seek part replacement if their vehicle has excessive engine oil consumption.

Phase	Description	Tentative Schedule
1	Reimbursement Only	Mid-December, 2014
2	Part Replacement for Excessive Engine Oil Consumption	Late Spring, 2015

The following important information is provided to advise 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.

Owner Notification Mailing Date

The owner notification will commence in mid-December, 2014 and will be mailed over one month. We have attached a sample owner letter for your reference.

The first owner notification letter will advise customers that they may seek reimbursement consideration for previous repair costs related to excessive engine oil consumption. The letter will also inform customers that Lexus is unable to support part replacement for Engine Oil Consumption at this time. Additionally owners will be advised that if they believe their vehicle has excessive oil consumption, they can contact an authorized Lexus dealer to have an engine oil consumption test performed to determine if they will be eligible for future part replacement once sufficient parts are available. Once sufficient parts are produced, Lexus will send a second owner notification informing customers they may seek part replacement if the vehicle is exhibiting excessive engine oil consumption.

Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for part replacement related to Excessive Engine Oil Consumption. If the condition is verified, necessary parts will be replaced in accordance with the applicable Technical Service Bulletin under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until October 31, 2016, regardless of mileage.
- 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 20,990 vehicles covered by this Warranty Enhancement Program.

Please refer to Warranty Policy Bulletin (Bulletin No. POL14-04) for identification of vehicles covered by this Warranty Extension.

Warranty Claim Processing Instructions

Please refer to Warranty Policy Bulletin (Bulletin No. POL14-04) for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty parts recovery.*

Oil Consumption Testing and Documentation

During the reimbursement phase of this warranty enhancement program, owners may contact your dealership to have an oil consumption test performed to confirm if their vehicle will be eligible for part replacement once parts become available for Phase 2.

- Procedures for the Oil Consumption Test can be found in L-SB-0109-14

Please note the above LSB and related Oil Consumption Test Sheet will be required for claim submission and warranty authorization.

Parts Ordering

As this is an extension of the warranty, most customers will only request reimbursement from Lexus for part replacements. Dealers should not increase their stock of parts. As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Refer to Warranty Policy Bulletin POL14-04 for detailed parts ordering information.

Dealers are requested to only order parts for vehicles experiencing this condition. DO NOT ORDER FOR STOCK. The parts have been placed on Dealer Ordering Solutions (DOS) and will be systematically released daily up to the established limits. Please see the weekly Manual Allocation (MAC) Report for additional details.



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 No. desc	Part Description	Total Allocation Quantity	Available Quantity	Allocation Percentage	Total Allocation Weighted	Total Allocation Reimbursement	Effective Date

Customer Reimbursement

Please refer to the attached owner letter for reimbursement consideration instructions.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement 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 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

