

SB-10056509-3341



Warranty Policy Bulletin

No.: POL14-02

Date: 07/31/14

Page: 1 of 4

Distribute to:

- Service Manager
- Warranty Administrator

**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZLC):
WARRANTY EXTENSION FOR ENGINE OIL COOLER
PIPE SEEP/LEAK ON CERTAIN 2007-2011 MY RX 350
AND 2010-2011 MY RX 450H VEHICLES**

Background

Lexus has received some reports indicating that vehicles can experience an oil leak or seep from the engine oil cooler pipe.

Applicability

The engine oil cooler pipe is covered under the Lexus New Vehicle Limited Warranty for 4 years from the date of first use or 50,000 miles (whichever occurs first). However, Lexus is announcing a Warranty Enhancement Program to cover the repair for the condition described above.

Primary Coverage offers the warranty enhancement until January 31, 2016, regardless of mileage.

After the Primary Coverage expires, **Secondary Coverage** is applicable for ten (10) years from the date of first use or 150,000 miles, whichever occurs first.

Verify VIN applicability for this warranty enhancement by checking TIS before completing any repairs.

Direct marketing of this CSP is strictly prohibited pursuant to the Lexus Warranty Policy 5.22, "Warranty Solicitation." Non-compliance with this policy may result in a claim debit.

This Warranty Enhancement Program is subject to all of the terms and conditions set forth in the Lexus New Vehicle Limited Warranty. 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 ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

Applicable VIN Ranges

Model	WMI	Model Year	VDS	Start	End
RX 350	2T2	2007	GK31U	C001006	C026808
			HK31U	C001014	C047097
		2008	GK31U	C026736	C056935
			HK31U	C045940	C096527
		2009	GK31U	C056369	C082087
			HK31U	C096528	C135374
		2010	BK1BA	C001056	C080412
			ZK1BA	C010622	C041430
		2011	BK1BA	C078467	C114707
			ZK1BA	C041434	C064721
	JTJ	2007	GK31U	0001007	0010312
			HK31U	2002568	2027626
		2008	GK31U	0005795	0015562
			GK31U	9850000	9852147
		2009	HK31U	2027233	2854875
			GK31U	0015568	0016702
			GK31U	9852149	9853261
		2010	HK31U	2051144	2859500
			BK1BA	2000160	2432473
		2011	ZK1BA	2000119	2410946
BK1BA	2010188		2438096		
ZK1BA	BK1BA	2002816	2411960		
	BC1BA	2000142	2415865		
RX 450H	JTJ	2010	BC1BA	2000142	2415865
2011		BC1BA	2032142	2420149	

Note: Not all vehicles in the VIN range are covered by this warranty enhancement. Verify coverage by confirming in TIS prior to completing any repairs.

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

Claim Submission

Claim Type	Opcode	Description	Labor Time
Repair Program	AHG56C	Inspect + replace the engine oil cooler pipe	1.2 hr./vehicle
	AHG56D	Inspect engine oil cooler pipe. Leak not related to engine oil cooler pipe. Repair not covered and no warranty repair performed.	0.2 hr./vehicle

- The cost for replenishment of engine oil may be claimed, at a maximum of \$27 per vehicle, as Sublet Type "OF" under opcode AHG56C.

Note: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

Replacement Parts

All parts replaced for this repair are subject to warranty parts recovery.

Part Number	Description	Quantity	Applicable TSB
04004-29131	Engine Oil Cooler Pipe	1	L-SB-0154-11

In the unlikely event a vehicle has experienced engine damage due to a failed engine oil cooler pipe, please create a case with the Technical Assistance Hotline to document the extent of damage. You will need to provide pictures of the leaking or ruptured engine oil cooler pipe. Additionally, provide a description of the engine damage that you believe has occurred. (upper/lower engine noise, visible damage, metal particle in the oil, etc.) **DO NOT disassemble the engine for complete diagnosis before contacting TAS.** The TAS agent will validate that the condition was related to the engine oil cooler pipe and approve and document additional diagnostics.

Once TAS has documented the extent of damage, parts that are on Manual Allocation Control (MAC) will be authorized for release. Additionally the TAS line will provide information on how to file warranty claims for these cases.

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for repairs to address the condition described above, please have them mail a copy of the repair order proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

**Lexus Customer Assistance Center
19001 South Western Avenue, L201
Torrance, CA 90509**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 6-8 weeks for processing.

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

WARRANTY ENHANCEMENT NOTIFICATION - ZLC

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. Lexus has received some reports where vehicles can experience an oil leak or seep from the Engine Oil Cooler Pipe.

Please Note: Vehicles can exhibit oil leaks due to a variety of reasons which may not be related to the Engine Oil Cooler Pipe. If your vehicle has an oil leak, Lexus will perform diagnosis to determine if it is related to the Engine Oil Cooler Pipe at no charge to you. If the cause of the oil leak is not related to the Engine Oil Cooler Pipe, additional diagnosis to determine the source of the leak and repairs would be your responsibility (refer to your vehicle's "New Vehicle Limited Warranty" for additional details).

While the majority of vehicles will not experience an oil leak or seep from the Engine Oil Cooler Pipe, to assure you that we stand behind our product, we are offering the following New Vehicle Warranty Extension:

What should you do?

Please apply the sticker below to your Owner's Warranty Information Booklet for future reference. If you have not experienced the condition described above there is no action necessary at this time.

Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "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 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.

Please note that this coverage is for warranty work performed at an authorized Lexus dealer only.

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 and conditions set forth in the New Vehicle Limited Warranty Section of your 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.

* Please see your Lexus dealer for additional details

VIN #: _____

Date of First Use: _____



If you experience this condition, please contact any authorized Lexus dealer and make arrangements for diagnosis and, if applicable, repair.

If you would like to update your vehicle ownership or contact information, please go to 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 a repair to address this condition, please go to the following website to seek reimbursement consideration:

www.ReimbursementLexus.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.

*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.

Warranty Enhancement Program
Frequently Asked Questions

ZLC

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. As part of our continual efforts to ensure customer satisfaction, Lexus is advising you of this 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 condition described in this letter. If you have not experienced this condition, please apply the sticker to your *Owner's Warranty Information booklet* for future reference.

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: *What should I do if my vehicle has the condition described?*

A4: If you experience this condition, please contact any authorized Lexus dealer and make arrangements for diagnosis and, if applicable, repair.

Q5: *Will Lexus provide an inspection to determine if the Engine Oil Cooler Pipes are leaking or seeping?*

A5: Lexus will not be providing a proactive inspection for this warranty enhancement program. Lexus recommends that you perform regularly scheduled maintenance on your vehicle; part of this maintenance includes inspecting for oil leaks. If you have your vehicles serviced at an authorized Lexus dealership, they will typically bring to your attention any concerns they may find, such as an oil leak. If you notice signs of oil leaks from your vehicle, please contact your local authorized Lexus dealer for appropriate diagnosis and repair. If the cause of the oil leak or seep is related to the Engine Oil Cooler Pipe(s), the repair will be performed under the terms of this warranty enhancement program.

*Please Note: Vehicles can exhibit oil leaks due to a variety of reasons which may not be related to the Engine Oil Cooler Pipes. If your vehicle has an oil leak, Lexus will perform diagnosis to determine if it is related to the Engine Oil Cooler Pipe at **no charge** to you. If the cause of the oil leak is not related to the Engine Oil Cooler Pipes additional diagnosis to determine the source of the leak and repairs would be your responsibility (refer to your vehicle's "New Vehicle Limited Warranty" for additional details).*

Q6: *How long will the repair take?*

A6: If the condition is present on your vehicle, the repair will take approximately 1.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: *What if I have additional questions or concerns?*

A7: If you have additional questions or concerns, 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
Reimbursement Checklist

- Repair Order or Invoice
 - Must include the following information
 - Mileage on the date that the repair order was created
 - Itemized breakdown of labor charges for each repair performed
 - Detailed diagnosis statement

- Proof-of-Payment
 - Only the Following Items are Valid Proof-of Payment
 - Copy of a cancelled check
 - Copy of a Signed Credit Card Receipt
 - Copy of a Credit Card Statement
 - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash

- Proof-of-Ownership
 - Only the following items are Valid Proof-of-Ownership
 - Copy of the Bill of Sale
 - Copy of the Title

- Name, Address and Phone Number printed on all documents

Detailed diagnosis statement must answer the following three questions:

1. Why was the vehicle brought into the repair facility?
2. What was the repair facility's diagnosis?
3. What did the repair facility do to correct the concern?



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

BACKGROUND

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 a leaking or seeping Engine Oil Cooler Pipe.

Q1: What are the conditions?

A1: In these vehicles, Lexus has received some reports where vehicles can experience an oil leak or seep from the Engine Oil Cooler Pipes.

Although the Engine Oil Cooler Pipes are covered by Lexus' New Vehicle Limited Warranty for 4 years or 50,000 miles (whichever occurs first), we at Lexus care about the customers' ownership experience. Lexus is now extending the warranty coverage for repairs related a leaking or seeping Engine Oil Cooler Pipe.

Q2: What is Lexus going to do?

A2: Owners of vehicles covered by this Warranty Enhancement Program will receive an Owner Letter via first class mail starting in mid-August, 2014.

If the owner experiences a leak or seep from the Engine Oil Cooler Pipes, they should contact their local authorized Lexus dealership for diagnosis and repair. If the condition is covered by the terms of this warranty enhancement program, the repair will be performed at **no charge** to you.

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

A3: There are approximately 383,500 vehicles covered by this Warranty Extension.

Model	Model Year	Appx. UIO	Production Period
RX350	2007-2011	363,300	Mid-January, 2006 through Late August, 2011
RX450h	2010-2011	20,200	Early December, 2008 through Mid-April, 2011

Q3a: Are there any other Toyota, Lexus or Scion vehicles covered by this Warranty Enhancement Program?

A3a: Yes, the following Toyota vehicles are also covered by this Warranty Enhancement Program.

Model	Model Year	Appx. UIO	Production Period
Highlander	2008-2011	227,000	Early March, 2007 through Late July, 2011
Highlander Hybrid	2011	2,600	Late March, 2010 through Mid-March, 2011
Sienna	2007-2011	268,700	Early December, 2006 through Late September, 2011
Venza	2009-2011	39,600	Late May, 2008 through Late May, 2011

Q4: What are the details of this coverage?

A4: This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "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 new Engine Oil Cooler Pipes 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 your 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.

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

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

- Engine Oil Cooler Pipes

Q6: What should an owner do if they experience a Leak or Seep from the Engine Oil Cooler Pipes?

A6: If the owner experiences an oil leak or seep from the Engine Oil Cooler Pipe(s), he/she should contact their local authorized Lexus dealership for diagnosis and repair. If the condition is covered by the terms of this warranty enhancement program, the repair will be performed at **no charge** to you.

Q7: Will Lexus provide an inspection to determine if the Engine Oil Cooler Pipes are leaking or seeping?

A7: Lexus will not be providing a proactive inspection for this warranty enhancement program. Lexus recommends that you perform regularly scheduled maintenance on your vehicle; part of this maintenance includes inspecting for oil leaks. If you have your vehicle serviced at an authorized Lexus dealership, they will typically bring to your attention any concerns they may find, such as an oil leak. If you notice signs of oil leaks from your vehicle, please contact your local authorized Lexus dealer for appropriate diagnosis and repair. If the cause of the oil leak or seep is related to the Engine Oil Cooler Pipe, the repair will be performed under the terms of this warranty enhancement program.

*Please Note: Vehicles can exhibit oil leaks due to a variety of reasons which may not be related to the Engine Oil Cooler Pipe. If your vehicle has an oil leak, Lexus will perform diagnosis to determine if it is related to the Engine Oil Cooler Pipe at **no charge** to you. If the cause of the oil leak is not related to the Engine Oil Cooler Pipe, additional diagnosis to determine the source of the leak and repairs would be your responsibility (refer to your vehicle's "New Vehicle Limited Warranty" for additional details).*

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: How long will the repair take?

A9: If the condition is present on the vehicle, the repair will take approximately 1.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q10: What if a customer has previously paid for repairs on their vehicle?

A10: Owners that have previously paid for repairs for this specific condition should refer to the owner letter for reimbursement consideration instructions.

Q11: What if an owner has additional questions or concerns?

A11: Owners with 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 to 4:00 pm Pacific Time