



## Warranty Policy Bulletin

No.: POL14-01

Date: 03/27/14

Page: 1 of 4

Distribute to:

- Service Manager
- Warranty Administrator

**REVISED**  
**05/22/14**

**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZLB):  
WARRANTY EXTENSION FOR EXCESS HEADLAMP  
MOISTURE ON CERTAIN 2004-2009 MODEL YEAR RX  
VEHICLES**

### Background

Lexus has received reports indicating that excess moisture can form on the interior of the headlamp housing. This cosmetic condition is corrected by replacing the affected headlamp housing.

### Applicability

The headlamp housing and/or ECU is covered under the Lexus New Vehicle Limited Warranty for 4 years or 50,000 miles (whichever occurs first). However, Lexus is announcing a Warranty Enhancement Program to address the condition described above, which will include replacement of the headlamp housing and may include replacement of the light control computer (ECU), under the terms of this warranty enhancement.

**Primary Coverage** offers the warranty enhancement until **October 31, 2015, regardless of mileage.**

After the Primary Coverage expires, the **Secondary Coverage is applicable for 9 years from the date of first use, regardless of mileage.**

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

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

***Please note that water intrusion damage incurred from abuse, an accident and/or crash, vandalism or other similar events is not covered by the New Vehicle Limited Warranty or this warranty enhancement. All other terms and conditions of the New Vehicle Limited Warranty apply.***

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



**Applicable VIN Ranges**

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	HK31U	2051144	2859500
			HA31U	0001007	0074277				HW31U	0001014	0001025
		2005	GA31U	0044429	0059262			2006	GW31U	0001007	0004971
			HA31U	0074282	0098527				GW31U	2000101	2000974
2006		GA31U	0059263	0065897	2007			HW31U	0001035	0049416	
		HA31U	0098335	0106215				HW31U	2000103	2007397	
RX350	2T2	2007	GK31U	C001006	C026808	RX400h	JTJ	2007	GW31U	2000975	2005870
			HK31U	C001008	C047097				HW31U	2007400	2039945
		2008	GK31U	C026736	C056935			2008	GW31U	2005871	2851829
			HK31U	C045940	C096527				HW31U	2027573	2867597
		2009	GK31U	C056369	C082087						
			HK31U	C095540	C135374						

**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.

**Claim Submission**

Claim Type	Opcode	Description	Labor Time	Applicable TSB
Repair Program	3730KF	Replace headlamp housing (one side)	1.3	L-SB-0019-14
	3730KG	Replace headlamp housing & ECU (one side)	1.3	
	3730KH	Replace headlamp housing (both sides)	2.4	
	3730KJ	Replace headlamp housing (both sides) & ECU (one side)	2.4	
	3730KQ	Replace headlamp housing (both sides) & ECU (both sides)	2.4	

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

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**Replacement Parts**

It is important to order the appropriate kit part number for the vehicle serviced. **All claims submitted under this warranty enhancement must use a 04002-##### replacement part number.** Dealers are reminded to use care when handling bulbs. The bulbs are to be removed from the old housing and installed in the new housing. Replacement bulbs are not covered as part of the warranty enhancement (ZLB). *If the bulb(s) were inoperable prior to the installation of the replacement parts under this warranty enhancement, as documented during the vehicle inspection, please contact your Lexus District Service and Parts Manager for case-by-case goodwill consideration.*

Part Number	EPC Part # for Reference <b>(Do Not Order)</b>	Description
04002-84148	81110-0E010 81130-48200	Right Hand Headlamp Housing
04002-84348	81110-0E020 81130-0E020 81145-48210	Right Hand Headlamp Housing
04002-84548	81110-0E030 81130-0E030 81145-0E030 81145-48260	Right Hand Headlamp Housing
04002-84648	81110-0E031 81130-0E031 81145-0E031 81145-48261	Right Hand Headlamp Housing
04002-84248	81130-48600	Right Hand Headlamp Housing
04002-84748	81145-48640	Right Hand Headlamp Housing
04002-85148	81150-0E010 81170-48200	Left Hand Headlamp Housing
04002-85348	81150-0E020 81170-0E020 81185-48210	Left Hand Headlamp Housing
04002-85548	81150-0E030 81170-0E030 81185-0E030 81185-48260	Left Hand Headlamp Housing

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**Replacement Parts (Continued)**

Part Number	EPC Part # for Reference <b>(Do Not Order)</b>	Description
04002-85648	81150-0E031 81170-0E031 81185-0E031 81185-48261	Left Hand Headlamp Housing
04002-85248	81170-48600	Left Hand Headlamp Housing
04002-85748	81185-48640	Left Hand Headlamp Housing
04002-85948	81107-48180 81107-48190 81107-48210 85967-51020 85967-0E020	Light Control Computer (ECU)

**Customer-Paid Repairs or Replacement of Components**

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](http://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

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 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
- 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](http://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](http://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](http://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.



<b>Warranty Enhancement Program (CSP) Frequently Asked Questions</b>	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.



May 21, 2014

To: Lexus Area General Managers  
From: Don Fordiani, National Field and Dealer Operations Manager  
Subject: Warranty Enhancement Program - ZLB  
(Phase 2 - Replacement for Excessive Moisture)  
2004 - 2009 RX Vehicles: Warranty Enhancement for Excess Headlamp Moisture

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, your dealers, and our 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 dealers. 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.

**Dealer Notification and Owner Notification Letter Mailing Date**

Lexus will notify its dealers with regard to Phase 2 of this warranty enhancement program via e-mail late on May 22, 2014.

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. 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	
RX330	2T2	2004	GA31U	C001001	C019006	
			HA31U	C001002	C039897	
		2005	GA31U	C018659	C042888	
			HA31U	C039056	C087493	
		2006	GA31U	C042219	C053399	
			HA31U	C086510	C109798	
	JTJ	2004	GA31U	0001002	0044873	
			HA31U	0001007	0074277	
		2005	GA31U	0044429	0059262	
			HA31U	0074282	0098527	
		2006	GA31U	0059263	0065897	
			HA31U	0098335	0106215	
RX350	2T2	2007	GK31U	C001006	C026808	
			HK31U	C001008	C047097	
		2008	GK31U	C026736	C056935	
			HK31U	C045940	C096527	
		2009	GK31U	C056369	C082087	
			HK31U	C095540	C135374	
	RX350	JTJ	2007	GK31U	0001007	0010317
				HK31U	2000449	2027626
			2008	GK31U	0005795	0015562
				GK31U	9850000	9852147
			2009	HK31U	2019599	2854875
				GK31U	0015563	0016702
RX400h		JTJ	2005	GK31U	9852148	9853261
				HK31U	2051144	2859500
			2006	HW31U	0001014	0001025
				GW31U	0001007	0004971
				GW31U	2000101	2000974
				HW31U	0001035	0049416
2007	HW31U	2000103	2007397			
	GW31U	2000975	2005870			
2008	HW31U	2007400	2039945			
	GW31U	2005871	2851829			
			HW31U	2027573	2867597	

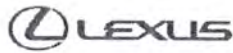
Please note that **not all vehicles in the VIN range are covered** by this warranty enhancement. If your dealership is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through TIS**.

### 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 each 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 each 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](http://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:

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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.

### Attachments

Cc: Assistant Area General Managers  
Customer Satisfaction Managers  
Customer Services Field Managers  
Customer Services Operations Managers  
District Service and Parts Managers  
Field Technical Specialists  
Field Product Engineers  
Pre-Owned Managers  
Vehicle Field Sales Managers





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. 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	GK31U	9852148	9853261	
			HA31U	0001007	0074277				HK31U	2051144	2859500	
		2005	GA31U	0044429	0059262			2006	HW31U	0001014	0001025	
			HA31U	0074282	0098527				GW31U	0001007	0004971	
		2006	GA31U	0059263	0065897				GW31U	2000101	2000974	
			HA31U	0098335	0106215				HW31U	0001035	0049416	
RX350	2T2	2007	GK31U	C001006	C026808	RX400h	JTJ		2007	GW31U	2000103	2007397
			HK31U	C001008	C047097					GW31U	2000975	2005870
		2008	GK31U	C026736	C056935			2008	HW31U	2007400	2039945	
			HK31U	C045940	C096527				GW31U	2005871	2851829	
		2009	GK31U	C056369	C082087			2008	HW31U	2027573	2867597	
			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](http://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.