



May 13, 2015

To: Lexus Area General Managers

From: Don Fordiani, National Field and Dealer Operations Manager

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

As part of our continual efforts to ensure the best in customer satisfaction, Lexus has announced 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.

Lexus is now announcing the part replacement phase of Warranty Enhancement Program ZLE for vehicles exhibiting excessive engine oil consumption. Eligibility for part replacement under this Warranty Enhancement Program is dependent on a Lexus dealer performed engine oil consumption test in accordance with L-SB-0109-14.

Phas	Description	Tentative Schedule
1	Reimbursement Only	Mid-December, 2014
2	Part Replacement for Excessive Engine Oil Consumption	Now Available (Mid-May, 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 updated Phase 2 FAQ covering details of this Warranty Enhancement Program is enclosed for your reference.

Dealer Notification Date

Lexus dealers will be notified of the Phase 2 launch via e-mail on Thursday May 14, 2015.

Owner Notification Mailing Date

The Phase 2 owner notification will commence in mid-May, 2015. The owner notification letter will be mailed over a one month period. We have attached a sample owner letter for your reference.

The Phase 2 owner notification letter will advise customers that Lexus is now performing parts replacement for vehicles that have been confirmed to have an excessive engine oil consumption condition based on the testing procedure in the applicable LSB.

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 review this entire package (dealer letter, FAQs, customer letter, customer FAQs) with your staff to familiarize them with the proper step- by-step procedures required to implement this Warranty Extension.

Thank you for your cooperation.

Attachment

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