



Warranty Policy Bulletin

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Distribute to:

- Service Manager
 Warranty Administrator

REVISED 5/19/15

**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZLE)
 PHASE 2: WARRANTY EXTENSION FOR EXCESSIVE
 ENGINE OIL CONSUMPTION ON CERTAIN 2010 –
 2012 MY HS 250H VEHICLES EQUIPPED WITH A 2AZ
 ENGINE**

Background

Lexus has received reports where vehicles may exhibit excessive engine oil consumption.

Lexus is now announcing the part replacement phase of Warranty Enhancement Program ZLE for vehicles exhibiting excessive engine oil consumption.

Applicability

The engine is covered under the Lexus New Vehicle Limited Warranty for 6 years or 70,000 miles (whichever occurs first). However, Lexus is announcing a Warranty Enhancement Program to cover the repairs related to excessive engine oil consumption*.

***NOTE:** Eligibility for parts replacement under this Warranty Enhancement Program is dependent on the results of a dealer performed engine oil consumption test.

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

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

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

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Applicability (Continued)

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 with this policy may result in a claim debit.

This Warranty Enhancement Program is subject to all the terms and conditions set forth in the Lexus New Vehicle Limited Warranty, as detailed in Lexus Warranty Policies [4.1](#) and [4.15](#). For example, improper maintenance, lack of required maintenance, the use of fluids other than those specified in the Warranty and Services Guide, or repairs to vehicles which are currently or were previously titled as "scrap," "salvage," or "dismantled" is not covered by the New Vehicle Limited Warranty or this Warranty Enhancement pursuant to Warranty Policy [4.15](#), "What Is Not Covered by the Lexus New Vehicle Limited Warranty".

Covered Vehicles

Not all vehicles within the specified model years are covered by this warranty enhancement. Verify VIN applicability for this warranty enhancement by confirming in TIS prior to completing any repairs.

Oil Consumption Testing and Documentation

Dealers will need to perform an engine oil consumption test to determine eligibility for part replacement.

Procedures for the oil consumption test can be found in [L-SB-0109-14](#).

IMPORTANT: All warranty claims submitted will require oil consumption test documentation. The completed technician sign off sheet, provided in the LSB, must be attached to the claim.

If the vehicle does not qualify for warranty work based upon the oil consumption test performed, one (1) additional oil consumption test can be performed (free of charge under the Warranty Enhancement Program) after 6 months or 5,000 miles has lapsed if the vehicle is still within the terms and conditions of the Warranty Enhancement Program. A maximum of two (2) engine oil consumption tests will be performed free of charge under this Warranty Enhancement Program.

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Claim Submission

Claim Type	Opcode	Description	Labor Time	OFF
Repair Program	ZLEINS*	Initiate Oil Consumption Test at Customer Request	0.0 hr./vehicle	N/A
	AHGC3B	Performed Oil Consumption Test – PASS – NOT ELIGIBLE	0.6 hr./vehicle	
	AHGC3N	Perform Oil Consumption Test – Result Fail – Perform TSB Repair	16.6 hr./vehicle	13211- #####
	AHGC3Z	Previously Performed Oil Consumption Test Under Phase 1 – Result Fail – Perform TSB Repair	16.0 hr./vehicle	

- Dealers must attach the technician sign off sheet, provided in the LSB, to the warranty claim.
- * Opcode “ZLEINS” is provided for claim submission to close out the R.O. when initiating the Oil Consumption Test. After the customer returns, the cost for completion of the Oil Consumption Test will be submitted with Opcode “**AHGC3#**” depending on the test results.

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

Short Block Claim Filing

Vehicles requiring a short block replacement will utilize the appropriate op code from the table above, AHGC3#.

All warranty claim submissions utilizing a short block will **require** an authorized case documented through the TAS hotline. Dealer must include the TAS case number on the claim when processing, any warranty claims for short block that do not include a TAS case authorizing short block replacement will be **denied**.

Important Note: For vehicles that experienced engine failure and require additional parts beyond the short block and TSB parts the TAS case will need to be updated with further information describing the extent of damage. Please include additional necessary replacement parts and pictures that justify the part replacement. This information will be used by the warranty department for warranty claim review.

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Sublet Submission

The Total cost for Engine Oil, Super Long Life Coolant, FIPG, Three bond 1324, Brake Cleaner and Plastigage should be claimed as sublet type "OF" per the following:

Model	ALL	HS250h	HS250h
Op Code	AHGC3B	AHGC3N	AHGC3Z
Actual Cost of Engine Oil Consumption Testing with 0W-20 Engine Oil (PN: 00279-0WQTE-01) up to 3 Quarts (Dealers must use quart bottles for testing. Bulk oil is not authorized for this operation.)		\$23.00	N/A
Actual Cost of Engine Oil Consumption Testing with 5W-20 Engine Oil (PN: 00279-1QT20-01) up to 3 Quarts (Dealers must use quart bottles for testing. Bulk oil is not authorized for this operation.)		\$14.00	N/A
Qty. of Oil Required for Replenishment After Repair	N/A	4.5 QT	4.5 QT
Actual Cost of Engine Oil Per Vehicle for Refill After Repair 0W-20 (Bulk Oil)	N/A	\$19.25	\$19.25
Actual Cost of Engine Oil Per Vehicle for Refill After Repair 5W-20 (Bulk Oil)	N/A	\$13.25	\$13.25
Actual Cost of Replenishment Super Long Life Coolant (SLLC) After Repair	N/A	\$40.02	\$40.02
FIPG (Seal Packing 103) PN: 00295-00103	N/A	\$11.75	\$11.75
Three Bond 1324 or Equivalent	N/A	\$6.00	\$6.00
Plastigage – Green (As Needed)	N/A	\$3.00	\$3.00
Brake Cleaner	N/A	\$12.50	\$12.50
Total Sublet Cost with 0W-20	\$23.00	\$115.52	\$92.52
Or			
Total Sublet Cost with 5W-20	\$14.00	\$100.52	\$86.52

Rental

A customer rental vehicle is available for 3 days while the dealer performs the repair. Claim sublet type "RT" under Op Code AHGC3N and AHGC3Z at a maximum cost of \$45.00 per day.

In the rare case a Rental Car was provided to a customer during Phase 1 (the Reimbursement phase) the dealer can claim the actual used rental days as sublet type "RT" under Op Codes AHGC3N and AHGC3Z. Rental submission for these cases will require District Service Parts Manager (DSPM) Authorization.

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Replacement Parts

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

Model	Part Number	Part Name	Qty.	Applicable TSB
HS250h	04004-11428	REPAIR KIT, PISTON RING	1	L-SB-0006-15
	90915-YZZF1	FILTER, OIL	1	
	13211-28150-A0	Piston	*	
	13211-28150-B0		*	
	13211-28150-C0		*	
	17451-0D150	Gasket, Exhaust Pipe	1	
	90917-06078	Gasket, Exhaust Pipe Center	1	
	90080-10087	Bolt (for Driveshaft Bearing Bracket Setting No. 2)	3	
	16258-28030 (16258-0H010)	Gasket (for Water By Pass Hose No 1)	1	
	16258-28040	Gasket (for Water Cooler Pipe)	1	
	90105-12184	Bolt (for Flywheel)	8	
	90301-52006	Ring, O (For Oil Cooler)	1	
	90105-A0273	Bolt, Flange (For Transaxle Input Damperer)	6	

Additional Parts (As Needed)

Model	Part Number	Part Name	Qty
HS250h	13251-0H030-A0	Pin, Piston	As Needed (4 Max)
	13251-0H030-B0		
	13251-0H030-C0		
	13201-29686-A0	Rod, Sub-Assy, Connecting	As Needed (4 Max)
	13201-29686-B0		
	13201-29686-C0		
	13281-0H031-01	BEARING, CONNECTING ROD	8 (As needed)
	13281-0H031-02		
13281-0H031-03			

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Short Block Parts (Special Authorization Required)

All replacement short block assemblies have been placed on Manual Allocation Control (MAC). If the dealer determines a short block is required, authorization through the TAS hotline will be required. Please refer to the Short Block Release Authorization flow chart for additional procedure information. If determined appropriate one of the following parts should be ordered:

Model	Part Number	Description	Qty
HS250h	11400-28471	BLOCK ASSY, SHORT	1 (As Needed)

Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for repairs to address an excessive oil consumption condition, please have them mail a copy of their repair order, proof-of-payment, and proof-of-ownership* to the following address for reimbursement consideration:

Lexus, A Division of Toyota Motor Sales, U.S.A., Inc.
Lexus Customer Assistance Center L201
19001 South Western Avenue
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 refer to the Reimbursement Checklist attached to the sample owner letter for required documentation details.

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Short Block Release Authorization Flow Chart



TAS Case Documentation Requirements:

Symptom Coding (Customer Complaint)	
*Service Category:	Engine/Hybrid System <input type="button" value="Clear"/>
*Section:	Engine Mechanical <input type="checkbox"/> TE:
*SubComponent:	Unknown <input type="checkbox"/> PPO/DIO:
*Condition:	Inoperative <input type="checkbox"/>
<input type="button" value="Search TA"/> <input type="button" value="Search TC"/> <input type="button" value="Search TQCN"/> <input type="button" value="Search TIS"/>	

- Include a good call back number
- Include this statement in the Condition Log **“Warranty Enhancement Program ZLE – Request for Short Block”**
- Brief explanation of concern/reason for short block replacement (examples below)
 - Loss of Cross Hatch Pattern
 - Vertical Scoring of Cylinder Walls
 - Rod through block, etc
- Attach clear pictures illustrating concern with the block
- Attach a picture of the vehicle VIN plate.
- Engine Serial Number
- Leave the TAS cases status as open

Submit the completed case in TAS; allow 2 hours for TAS to review the case. After 2 hours of time, check the TAS case for status. If a decision has been made to replace the short block the case will be marked closed.

If the request for short block is denied or additional information is required the case will be left open. Please refer to the condition log for further instructions.

Important Note: For vehicles that experienced engine failure and require additional parts beyond the short block and TSB parts the TAS case will need to be updated with further information describing the extent of damage. Please include additional necessary replacement parts and pictures that justify the part replacement. This information will be used by the warranty department for warranty claim authorization.

NOTE: TAS hours of operation are 5:00 A.M to 5:00 P.M. PST Monday through Friday. Contact number: 1-855-716-7676

