



June 15, 2016

To: General Managers
From: Chuck Yaeger, National Manager, Field Operations
Subject: Warranty Enhancement Program – ZLF
Certain 2011 - 2012 CT 200h Vehicles
Extension of Warranty Coverage for Sticking Exhaust Gas Recirculation (EGR) Valve

As part of our continual efforts to ensure the best in customer satisfaction, Lexus is announcing a Warranty Enhancement Program to extend warranty coverage for a sticking EGR Valve on certain 2011 and 2012 CT 200h vehicles.

In these vehicles, Lexus has received some reports of a rough idle and/or rattle noise from the transaxle at cold start due to a sticking Exhaust Gas Recirculation (EGR) Valve. If this occurs, the vehicle may illuminate the check engine light and set diagnostic trouble code (DTC) P0401.

Although the EGR Valve is covered by Lexus' New Vehicle Limited Warranty for 4 years or 50,000 miles (whichever comes first), we at Lexus care about the customers' ownership experience. Lexus is now extending the warranty coverage for repairs related to the EGR Valve to address the condition described above.

***Note:** For California-certified vehicles sold, registered, and normally operated in Arizona (12MY only), California, Connecticut, Maine, Maryland, Massachusetts, New Jersey, New Mexico (11MY only), Oregon, Pennsylvania, Rhode Island, Vermont, and Washington the Lexus New Vehicle Limited Warranty coverage is 7 years from the date of first use, or 70,000 miles (whichever occurs first).*

Dealer and Owner Notification Mailing Date

Dealers will be notified via e-mail the evening of June 16, 2016.

The owner notification will commence in late June, 2016. The owner notification letter will be mailed over a one month period. We have attached a sample owner letter for your reference.

Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for a rough idle and/or rattle noise from the transaxle at cold start due to a sticking Exhaust Gas Recirculation (EGR) Valve. If the condition is verified, the vehicle will be repaired in accordance with the applicable Technical Service Bulletin under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until March 31, 2017 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 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 28,600 vehicles covered by this Warranty Enhancement Program.

Please refer to Warranty Policy Bulletin (Bulletin No. POL16-02) for identification of vehicles covered by this Warranty Extension.

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Please reference the attached Dealer Letter for additional details.

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 Enhancement.

Thank you for your 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