



April 18, 2016

To: All Lexus Area General Managers

From: Chuck Yaeger - National Manager, Fixed Operations

Subject: Warranty Enhancement Program - ZLG
Certain 2006 - 2007 GS 430, 2007 - 2011 GS 450h, 2008 - 2011 GS 460,
2007 - 2012 LS 460, and 2006 - 2008 RX 400h Vehicles
Extension of Warranty Coverage for Brake Actuator Assembly

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing a Warranty Enhancement Program to extend the warranty coverage for the Brake Actuator Assembly on certain 2006 - 2007 MY GS 430, 2007 - 2011 MY GS 450h, 2008 - 2011 MY GS 460, 2007 - 2012 MY LS 460, and 2006 - 2008 MY RX 400h vehicles

Background

In these vehicles, Lexus has received some reports where various brake system related warning lamps illuminate due to internal malfunctions of the Brake Actuator assembly

Although the Brake Actuator Assembly 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 internal malfunctions of the Brake Actuator Assembly

Dealer Notification

The attached dealer letter will be sent to all Lexus dealers in Mid-April, 2016

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

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