
From:
Sent: Tuesday, April 19, 2016 8:35 PM
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
Attachments: ZLG-DC-RX Multi-FINAL 4-19-16.pdf

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 GS 430, 2007 – 2011 GS 450h, 2008 – 2011 GS 460, 2007 – 2012 LS 460, and 2006 – 2008 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.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

Warranty Enhancement Program Details

This Warranty Enhancement Program provides enhanced coverage to the vehicle's "New Vehicle Limited Warranty" as it applies to the Brake Actuator Assembly. The specific condition covered by this program are repairs related to an internal malfunction of the Brake Actuator Assembly. If the condition is verified, the vehicle will be repaired with a new Brake Actuator Assembly at **no charge** under the terms of this Warranty Enhancement Program.

- The **Primary Coverage** offers warranty enhancement until December 31, 2017, regardless of mileage.
- After the Primary Coverage end, 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 Manual Supplement/Warranty and Services Guide 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.

Owner Letter Mailing Date

Lexus will begin to notify owners in late April, 2016 and notifications will be mailed over several months. A sample of the owner notification letter has been included for your reference.

Number and Identification of covered Vehicles

There are approximately 196,000 Vehicles covered by this Warranty Enhancement Program.

Please refer to Warranty Policy Bulletin (Bulletin No. POL16-01) for identification of vehicles covered by this Warranty Extension.

Remedy Procedures

Technical instructions for this warranty extension program can be found in L-SB-0016-16.

Warranty Reimbursement Procedure

Refer to the Warranty Policy Bulletin (Bulletin No. [POL16-01]) for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty part recovery.*

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 Extension Program.

As part of our dedication to continuous improvement, changes have been incorporated in the production process to ensure the highest quality products are provided to our customers.

Thank you for your cooperation.

Lexus
19001 S. Western Ave., L203
Torrance, CA 90501

We can, we will. - [The Lexus Covenant](#)

