



Retention and Satisfaction – Fixed Operations

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Approved By: Chuck Yaeger

Lexus, A Division of Toyota Motor Sales, U.S.A.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

To: All Lexus Dealers
From: Lexus Fixed Operations

*****Post May 2017 Claim Filing Procedure Requirement*****

Voluntary Warranty Enhancement Program (the “Program”) - ZLD
2007 - 2008 Model Year ES 350
2003 - 2008 Model Year GX 470
2006 - 2008 Model Year IS 250/350
2007 Model Year LS 460
2004 - 2006 Model Year RX 330
2007 - 2009 Model Year RX 350
2005 - 2008 Model Year RX 400h

Voluntary Extension of Warranty Coverage for Cracked and/or Sticky/Melting Dashboards (Instrument Panels) as a Result of Heat or Humidity

Lexus has been diligently working to increase production levels to address any part back orders for this Program. Some customers have asked whether their vehicle will be covered under the Program if the repair is not completed before the Primary Coverage expires (on May 31, 2017) or the Secondary Coverage expires (10 years from the date of first use of the vehicle). Please assure customers that Lexus stands behind its vehicles and this Program, and that Lexus will authorize repairs under this Program after May 31, 2017 or the Secondary Coverage expires for a particular vehicle, provided that the customer contacted the dealership to repair his or her vehicle under this Program prior to the end of the extended coverage.

In some cases, dealerships may not be able to perform the covered dashboard or interior door panel replacement before May 31, 2017 or the Secondary Coverage expires. Lexus will allow dealerships to file warranty claims for repairs performed after those dates, so long as certain minimal conditions are met.

For these cases, the dealership must verify the condition and open and close a repair order for dashboard or interior door panel replacement due to a sticky/cracked/melting condition before the Program expires for that particular vehicle.

Please note that many vehicles covered by this Program will become ineligible to make claims for repair at the end of the Primary Coverage period on May 31, 2017. Thus, we request that you carefully review your pending repair list and ensure that an RO is created for any vehicle that may not receive repair prior to May 31, 2017.

Please refer to the updated Warranty Policy Bulletin POL14-02 for additional information.

Thank you for your cooperation.
LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.