
From: Kathy Wachs (TMS)
Sent: Thursday, January 25, 2018 5:31 PM
Subject: UPDATE - Customer Support Program ZLI, Certain 2011- 2013 Model Year CT 200h and 2010 - 2012 HS 250h Vehicles, Coverage for Halogen Low Beam Headlamp Bulbs - Dealer
Attachments: ZLI-DC-Multi Update 01-25-18.pdf; ZLI Dealer Daily Message1-25-18.pdf

-The claim filing details have been updated to clarify remedy OP Codes and Interim Op Codes for vehicles that are currently exhibiting the condition vs. vehicles that have exhibited the condition in the past.

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing a Customer Support Program to provide coverage for Halogen Low Beam Headlamp Bulbs on certain 2011 – 2013 CT 200h and 2010 – 2012 HS 250h vehicles.

Background

Lexus has received a number of reports regarding the halogen head lamps on certain 2011 – 2013 CT 200h and 2010 – 2012 HS 250h vehicles. In these reports, customers have indicated that their vehicle’s halogen low beam headlamp bulb lifetime is shorter than expected.

Although the Halogen Low Beam Headlamp Bulbs are covered by Lexus’ New Vehicle Limited Warranty for 4 years or 50,000 miles (whichever occurs first), we at Lexus care about the customers’ ownership experience. Lexus is providing coverage related to the halogen head lamp bulbs due to these circumstances.

Covered Vehicles

There are approximately 71,000 vehicles covered by this Customer Support Program. Approximately 160 vehicles involved in this Customer Support Program were distributed to Puerto Rico.

Model Name	Model Year	Production Period
CT 200h	2011 - 2013	End-August, 2010 – Mid-December, 2013
HS 250h	2010 – 2012	End-January, 2009 - Early-January, 2012

Customer Support Program Details

This Customer Support Program provides coverage as it applies to the halogen headlamp bulbs. The specific condition covered by this program is that the halogen low beam headlamp

bulb lifetime is shorter than expected. If the condition is verified, the dealer will install voltage adjustment wire harnesses and replace both halogen low beam headlamp bulbs under the terms of this Customer Support Program.

NOTE:

- Right and left side bulbs and harnesses will be installed even if only one side is exhibiting or has exhibited the condition.
- Even if the vehicle does not currently exhibit the condition, but has exhibited the condition in the past and has had a headlamp bulb replaced, the vehicle may be eligible for repair if the customer can provide documentation indicating that the bulb(s) has been replaced previously. Refer to the customer reimbursement checklist for documentation details.
- ***This coverage will be offered until October 31, 2019, regardless of mileage.***

This coverage is for 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.

Please reference the attachments for additional details.

Thank you for your support,

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