



Retention and Satisfaction – Fixed Operations
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To: All Lexus Dealers
From: Lexus Fixed Operations

****UPDATED Dealer Letter Available on TIS****

Customer Support Program ZLI
Certain 2011 – 2013 Model Year CT 200h and 2010 – 2012 HS 250h Vehicles
Extension of Warranty Coverage for Halogen Low Beam Headlamp Bulbs

Currently there is limited inventory of repair kit part number 04007-52147, Lexus is working to increase supply of the kit. As Lexus works to increase supply, dealers are asked to follow the instructions below.

OPTION A:

If a vehicle **CURRENTLY** has an inoperable low beam headlamp bulb, **AND** a repair kit is available, dealers should perform the CSP repair and file opcode GHG41A.

OPTION B:

If a vehicle **CURRENTLY** has an inoperable headlamp bulb, and a repair kit **IS NOT** available, dealers should replace the low beam headlamp bulb or bulbs that are currently inoperable. Refer to the parts catalog for appropriate part number for bulb replacement.

- o If one low beam headlamp bulb is being replaced, dealers should file interim repair opcode ZHBHL1.
- o If both low beam headlamp bulbs are being replaced, dealers should file interim repair opcode ZHBHL2.

Dealers should also follow the MAC process to order the repair kit. Dealers are expected to maintain a list of vehicles/customers they have ordered repair kits for following the MAC procedure. As parts become available, Lexus will release parts in the order in which the MAC requests are received applicable to the inspected vehicles. The customer should also be informed by the Dealer that the repair performed on the vehicle is an **INTERIM** repair, and that they should return when final remedy part kits are available. As orders are received, dealers should use their vehicle/customer lists to contact customers and coordinate replacements for those vehicles who have received the interim repair.

OPTION C:

If a vehicle does **NOT CURRENTLY** have an inoperable headlamp bulb, the customer should be advised to return at a later date when the repair kit supply has improved. The customer should be advised to contact their service advisor in 90 days for a status update on kit availability and potential appointment scheduling. Please ensure these customers understand the coverage parameters for the Customer Support Program and the expiration date of **October 31, 2019**, so they can return in time. These customers can also submit for Customer Reimbursement at any time as long as they have appropriate documentation. Please refer customers to the owner letter for details on Customer Reimbursement.

Once repair kit supply has improved, dealers should file opcode ZHBREM for remedy of vehicles that do **NOT CURRENTLY** have an inoperable headlamp bulb and has not claimed ZHBHL1 or ZHBHL2. Documentation (RO, sales receipt, image of aftermarket bulb) of prior bulb out condition are required when submitting this opcode.

Refer to the Updated Dealer Letter and Warranty Policy Bulletin on TIS for additional information.

Thank you for your cooperation.

LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.