



Warranty Policy Bulletin

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Distribute to:

- Service Manager
- Warranty Administrator

**SUBJECT: WARRANTY ENHANCEMENT PROGRAM (ZLG):
WARRANTY EXTENSION FOR BRAKE ACTUATOR
FOR THE FOLLOWING VEHICLES:**

- **CERTAIN 2006-2007 MY GS 430**
- **CERTAIN 2007-2011 MY GS 450h**
- **CERTAIN 2008-2011 MY GS 460**
- **CERTAIN 2006-2008 MY RX 400h**
- **CERTAIN 2007-2012 MY LS 460**

Background

Lexus has received some reports where various brake system related warning lamps illuminate due to internal malfunctions of the Brake Actuator Assembly.

Applicability

The Brake Actuator Assembly is covered by the Lexus New Vehicle Limited Warranty for 4 years from the date of first use or 50,000 miles (whichever occurs first). However, Lexus is announcing a Warranty Enhancement Program to cover repairs related to internal malfunctions of the Brake Actuator Assembly.

Primary Coverage offers the Warranty Enhancement until **December 31, 2017, with no mileage limitation.**

After the Primary Coverage period ends, the **Secondary Coverage** is applicable for **ten (10) years from the date-of-first use, or 150,000 miles, whichever occurs first.**

Verify VIN applicability for this Warranty Enhancement by checking TIS before completing any repairs. Please be sure to take this into consideration when performing customer scheduling.

Direct marketing of this warranty enhancement is strictly prohibited pursuant to the Lexus Warranty Policy 5.22, "Warranty Solicitation." Non-compliance with this policy may result in a claim debit.

Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.

Applicability (Continued)

This Warranty Enhancement Program is subject to all of the terms and conditions set forth in the Lexus New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism, or repairs to vehicles which are currently or were previously titled as “scrap,” “salvage,” or “dismantled” are not covered by the New Vehicle Limited Warranty or this Warranty Enhancement pursuant to Warranty Policy 4.15, “What Is Not Covered by the Lexus New Vehicle Limited Warranty”.

Covered Vehicles

Not all vehicles within the specified model years are covered by this warranty enhancement. Verify VIN applicability for this warranty enhancement by confirming in TIS prior to completing any repairs.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials”. To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Senior Service Technician
- Master Service Technician

Always check which technicians can perform the repair by logging on to <https://www.lcptests.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Claims for repairs that were performed by non-qualified technicians are subject to debit.

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Claim Submission

Claim Type	Model	Opcode	Description	Labor Time
Repair Program	LS 460 and LS 460L	BHG15D	Replace the brake actuator assembly	2.1 hr./vehicle
	GS 460	BHG15E		1.5 hr./vehicle
	GS 430 and GS 450h	BHG15F		1.9 hr./vehicle
	RX400h	BHG15G		1.2 hr./vehicle

- The cost of Brake Fluid may be claimed, at a maximum of \$40.00 per vehicle, as Sublet Type “OF” under all opcodes listed above.

Note: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

Replacement Parts

All parts replaced for this repair are subject to warranty parts recovery.

Model	Part Number	Description	Quantity
LS 460 and LS 460L	04003-45450	ACTUATOR ASSY, BRAKE W/FLUID	1
GS 460 GS 430 GS 450h	04003-44930		
RX400h	04003-45148		

- The cost of Brake Fluid may be claimed, at a maximum of \$40.00 per vehicle, as Sublet Type “OF” under all opcodes listed above.

Note: If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

Technical Instructions (Repair Procedures)

Technical instructions can be found in L-SB-0016-16, please refer to TIS for additional information.

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Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for repairs to address the condition described above, please have them mail a copy of their repair order, proof-of-payment, and proof-of-ownership* to the following address for reimbursement consideration:

Lexus, A Division of Lexus Motor Sales, U.S.A., Inc.
Lexus Customer Assistance Center L201
19001 South Western Avenue
Torrance, CA 90509

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 6-8 weeks for processing.

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