

# LEXUS

◀ IMPORTANT UPDATE ▶

## Lexus Fixed Operations

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
July 2, 2018	<ul style="list-style-type: none"><li>The original coverage parameters were "10 Years from the Date of First Use or 150,000 miles, whichever occurs first". The coverage parameters have been updated to "10 Years from the Date of First Use, regardless of mileage".</li><li>All vehicle owners will be sent an owner letter informing them of the updated coverage parameters.</li></ul>

*The most recent update in the attached Dealer Letter will be highlighted with a **red box**.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



Originally Published: February 15, 2017

To: All Dealer Principals, General Managers, Service Managers, and Parts Managers

Subject: Warranty Enhancement Program ZLH  
Certain 2010 - 2013 Model Year GX 460 Vehicles  
Extension of Warranty Coverage for Air Injection Pumps and Air Switching Valves

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing a Warranty Enhancement Program to extend the warranty coverage for Air Injection Pumps and Air Switching Valves on Certain 2010 - 2013 Model Year GX 460 vehicles.

### Background

Lexus has received reports of customer concerns regarding the illumination of the check engine light (Malfunction Indicator Light) due to moisture/water in the Air Injection Pumps and/or Air Switching Valves.

Although the Air Injection Pumps and Air Switching Valves are covered by Lexus' New Vehicle Limited Basic Warranty\* for 4 years or 50,000 miles (whichever comes first) and by the California Emission Warranty\* for 7 years or 70,000 miles (whichever comes first), we at Lexus care about the customers' ownership experience. Lexus is now extending the warranty coverage for repairs related to illumination of the check engine light (Malfunction Indicator Light) due to moisture/water in the Air Injection Pumps and/or Air Switching Valves.

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 Basic Warranty" as it applies to the Air Injection Pumps and Air Switching Valves. The specific condition covered by this program is illumination of the check engine light (Malfunction Indicator Light) due to moisture/water in the Air Injection Pumps and/or Air Switching Valves. If the condition is verified, the vehicle will be repaired with new Air Injection Pumps and Air Switching Valves under the terms of this Warranty Enhancement Program\*.

- This Warranty Enhancement Program offers coverage for *10 Years from the Date of First Use, regardless of mileage.*

*\*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 Warranty Information 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.*

### Number and Identification of Covered Vehicles

There are approximately 48,000 Vehicles covered by this Warranty Enhancement Program. There are 279 vehicles distributed to Puerto Rico covered by this Warranty Enhancement Program.

Please refer to Warranty Policy Bulletin (Bulletin No. POL17-01) for identification of vehicles covered by this Warranty Enhancement.

Model Name	Model Year	Production Period
GX 460	Certain 2010 - 2013	Late July 2009 through late August 2013

#### Owner Letter Mailing Date

Lexus initially notified owners in March 2017. Lexus will notify all involved vehicle owners to inform them of the updated coverage parameters beginning in July 2018. A sample of the owner notification letter has been included for your reference.

#### 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 Technician
- Master Technician
- Master Diagnostic Specialist

Always check which technicians can perform the recall remedy by logging on to <https://LCTPReports.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.

#### Remedy Procedures

Technical instructions for this warranty enhancement program can be found in L-SB-0028-14.

#### Parts Ordering Process

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Manual Allocation (MAC/DOS) report on the Lexus Customer Services website accessed via Dealer Daily for the most up-to-date parts ordering information.

As this is an extension of the warranty, most customers will only request reimbursement from Lexus for past replacements; dealers should not increase their stock of related repair parts. *Dealers are requested to only order parts for vehicles experiencing this condition only. DO NOT ORDER FOR STOCK.* As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

*Refer to Warranty Policy Bulletin POL17-01 for additional parts ordering information.*

#### Warranty Reimbursement Procedure

Refer to the Warranty Policy Bulletin (Bulletin No. POL17-01) for warranty claim processing instructions. *All parts replaced for this repair are subject to warranty part recovery.*

## Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

## Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media associates.

## Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Warranty Enhancement Program. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Lexus Guest Experience Center at 1-800-255-3987 Monday - Friday, 7:00 am to 7:00 pm, or Saturday 8:00 am to 5:00 pm Central Time.

*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 Enhancement Program.*

Lexus, a Division of Toyota Motor Sales, USA, INC.

## Attachments

Cc: Assistant Area General Managers  
Customer Satisfaction Managers  
Customer Services Field Managers  
Customer Services Operations Managers  
District Service and Parts Managers  
Field Technical Specialists  
Field Product Engineers  
Pre-Owned Managers  
Vehicle Field Sales Managers



Warranty Enhancement Program – ZLH  
Certain 2010 - 2013 Model Year GX 460 Vehicles  
Extension of Warranty Coverage for Air Injection Pumps and Air Switching Valves

Frequently Asked Questions  
Original Publication Date: February 15, 2017

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DATE	TOPIC
July 2, 2018	<ul style="list-style-type: none"><li>The original coverage parameters were “10 Years from the Date of First Use or 150,000 miles, whichever occurs first”. The coverage parameters have been updated to “10 Years from the Date of First Use, regardless of mileage”.</li><li>All vehicle owners will be sent an owner letter informing them of the updated coverage parameters.</li></ul>

**Q1:** *What is the condition?*

A1: Lexus has received reports of customer concerns regarding the illumination of the check engine light (Malfunction Indicator Light) due to moisture/water in the Air Injection Pumps and/or Air Switching Valves.

Although the Air Injection Pumps and Air Switching Valves are covered by Lexus’ New Vehicle Limited Basic Warranty\* for 4 years or 50,000 miles (whichever comes first) and by the California Emission Warranty\* for 7 years or 70,000 miles (whichever comes first), we at Lexus care about the customers’ ownership experience. Lexus is now extending the warranty coverage for repairs related to illumination of the check engine light (Malfunction Indicator Light) due to moisture/water in the Air Injection Pumps and/or Air Switching Valves.

**Q1a:** *What are the Air Injection Pumps and Air Switching Valves and what do they do?*

A1a: The Air Injection Pumps and Switching Valves are parts of the vehicle emissions system. The Air Injection system is designed to pump fresh air into the exhaust stream during a cold engine start; the fresh air helps speed the catalytic converter warm up time to reduce cold start emissions.

**Q2:** *What is Lexus going to do?*

A2: Lexus initially notified owners in March 2017. Lexus will notify all involved vehicle owners to inform them of the updated coverage parameters beginning in May 2018.

If the owner experiences the condition described above, they should contact their local authorized Lexus dealership for diagnosis. If the condition is verified, the dealer will replace the Air Injection Pump and Air Switching Valves at **NO CHARGE** to the customer.

**Q3:** *Which and how many vehicles are covered by this Warranty Enhancement Program?*

A3: There are approximately 48,000 Vehicles covered by this Warranty Enhancement Program.

Model Name	Model Year	Production Period
GX 460	Certain 2010 - 2013	Late July 2009 through late August 2013

**Q3a:** *Are there any other Lexus/Toyota/Scion vehicles covered by this Warranty Enhancement Program in the U.S.?*

A3a: No, only Lexus GX 460 is involved in this Warranty Enhancement Program

**Q4:** *What are the details of this coverage?*

A4: This Warranty Enhancement Program provides enhanced coverage to the vehicle's "New Vehicle Limited Basic Warranty" as it applies to the Air Injection Pumps and Air Switching Valves. The specific condition covered by this program is illumination of the check engine light (Malfunction Indicator Light) due to moisture/water in the Air Injection Pumps and/or Air Switching Valves. If the condition is verified, the vehicle will be repaired with new Air Injection Pumps and Air Switching Valves under the terms of this Warranty Enhancement Program\*.

- This Warranty Enhancement Program offers coverage for ***10 Years from the Date of First use, regardless of mileage.***

*\*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 Warranty Information 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.*

**Q5:** *Which part(s) are covered by this Warranty Enhancement Program?*

A5: The specific components covered by this warranty extensions are as follows:

- Air Injection Pumps
- Air Switching Valves
- Air Pump Inlet/Cover

**Q6:** *What should an owner do if they experience this condition?*

A6: If owners think that they have experienced the condition described in this Warranty Enhancement Program, they should contact their local Lexus dealer for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the warranty extension, the repair will be performed at ***NO CHARGE.***

**Q7:** *What if an owner HAS NOT experienced this condition but would like to have the repair completed?*

A7: This Warranty Enhancement Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced the condition, he/she is asked to apply the warranty enhancement notification sticker to the Owners Warranty Information Booklet for future reference.

**Q8:** *How long will the repair take?*

A8: The repair takes approximately 2.5 hours; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q9:** *What if I previously paid for repairs related to this Warranty Enhancement Program?*

A9: Reimbursement consideration instructions will be provided in the owner letter.

**Q10:** *How does Lexus obtain my mailing information?*

A10: Lexus uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q11:** *What if I have additional questions or concerns?*

A11: If you have additional questions or concerns, please contact the Lexus Guest Experience Center at 1-800-255-3987 Monday - Friday, 8:00 am to 8:00 pm, or Saturday 9:00 am to 6:00 pm Eastern Time.

WARRANTY ENHANCEMENT NOTIFICATION - ZLH

[VIN]

Dear Lexus Owner:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Lexus would like to advise you of an enhancement to portions of your Lexus New Vehicle Limited Powertrain Warranty.

Lexus has received reports of customer concerns regarding the illumination of the check engine light (Malfunction Indicator Light) due to moisture/water in the Air Injection Pumps and/or Air Switching Valves. As a result, we are offering the following New Vehicle Warranty Extension:

**Warranty Enhancement Program Details**

This Warranty Enhancement Program provides enhanced coverage to the vehicle's "New Vehicle Limited Powertrain Warranty" as it applies to Air Injection Pumps and Air Switching Valves. The specific condition covered by this program is illumination of the check engine light (Malfunction Indicator Light) due to moisture/water in the Air Injection Pumps and Air Switching Valves. If the condition is verified, the vehicle will be repaired with new Air Injection Pumps and Switching Valves under the terms of this Warranty Enhancement Program\*.

- This Warrant Enhancement Program offers coverage for *10 Years from the Date of First use, regardless of mileage.*

Please note that this coverage is for warranty work performed at an authorized Lexus dealer only.

*This Warranty Enhancement Program is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your Owner's Warranty Information 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.*

\*Please see your Lexus dealer for additional details      VIN# \_\_\_\_\_  
Date of First Use \_\_\_\_\_

Peel and Stick Label onto the Owner's Warranty Information Booklet

What should you do?

Please apply the sticker above to your Owner's Warranty Information Booklet for future reference. If you have not experienced the condition described above, there is no action necessary at this time.

If you have experienced this condition, please contact any authorized Lexus dealer and make arrangements for diagnosis and,



*if applicable, repair.*

If you would like to update your vehicle ownership or contact information, please go to [www.Lexus.com/drivers](http://www.Lexus.com/drivers). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

Customers with additional questions or concerns are asked to please contact the Lexus Guest Experience Center at 1-800-255-3987 Monday through Friday, 7:00 am to 7:00 pm, or Saturday 8:00 am to 5:00 pm Central Time.

If you have previously paid for repairs related to this condition, please mail a copy of your repair order, proof-of-payment, and ownership information to the following address for reimbursement consideration:

Lexus  
A Division of Toyota Motor North America, Inc.  
P O Box 259001 - SSC/CSP  
Mail Drop E3-2D  
Plano, TX 75025-9001

Include your name, address, and telephone number(s) in your request. Please allow us 6-8 weeks to process your request.

Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

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

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<b>WARRANTY ENHANCEMENT PROGRAM FREQUENTLY ASKED QUESTIONS</b>
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<b>ZLH</b>
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**Q1:** *Is this a recall?*

A1: No. This is not a recall. At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Lexus is advising you of this Enhancement to the Warranty Coverage.

**Q2:** *If my vehicle does not have this condition, do I need to make an appointment with my dealership?*

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the conditions described in this letter. **If you have not experienced this condition, please apply the sticker to your *Owner's Warranty Information booklet* for future reference.**

**Q3:** *Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?*

A3: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q4:** *What should I do if my vehicle has the condition described?*

A4: If you experience this condition, please contact any authorized Lexus dealer and make arrangements for diagnosis and, if applicable, repair.

**Q5:** *How long will the repair take?*

A5: If the condition is present on your vehicle, the repair will take approximately 2.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6:** *What if I have additional questions or concerns?*

A6: If you have additional questions or concerns, please contact the Lexus Guest Experience Center at 1-800-255-3987 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 6:00 pm Eastern Time

**Q7:** *Will my vehicle illuminate a Malfunction Indicator Lamp (MIL) if this condition occurs?*

A7: Yes, if this condition occurs, it will illuminate a malfunction indicator lamp or set a diagnostic trouble code.

Please note the malfunction indicator lamp can also illuminate for reasons unrelated to this condition. These additional conditions may require diagnosis or repairs not specifically covered by this Warranty Enhancement. Please be aware that if the condition is not covered by this warranty enhancement, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Toyota Dealership can determine if a condition is covered by this Warranty Enhancement.