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**From:** Kathy Wachs (TMS)  
**Sent:** Thursday, September 27, 2018 7:29 PM  
**Subject:** Warranty Enhancement ZLZ  
**Attachments:** ZLZ-DC-Multiple- 9-28-18.pdf

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Certain 2008 - 2012 Model Year ES 350 Vehicles  
Certain 2016 - 2018 Model Year GS F Vehicles  
Certain 2016 - 2017 Model Year GS 200t Vehicles  
Certain 2013 - 2018 Model Year GS 350 Vehicles  
Certain 2013 - 2017 Model Year GS 450h Vehicles  
Certain 2008 - 2014 Model Year IS F Vehicles  
Certain 2010 - 2015 Model Year IS 250C and IS 350C Vehicles  
Certain 2007 - 2014 Model Year LS 460 Vehicles  
Certain 2008 - 2014 Model Year LS 600h Vehicles

**Repair Coverage for the Dashboard (Instrument Panel) and/or Certain Interior Trim Panels**

Model	Model Year	Production Period	Approx. UIO
ES 350	2008 - 2012	Early April 2008 - Mid-June 2012	199,700
GS F	2016 - 2018	Mid-July 2015 - Late September 2017	1,800
GS 200t	2016 - 2017	Early July 2015 - Early September 2017	1,900
GS 350	2013 - 2018	Mid-July 2011 - Late September 2017	104,200
GS 450h	2013 - 2017	Early October 2011 - Late August 2017	1,500
IS F	2008 - 2014	Mid-July 2007 - Late July 2014	5,300
IS 250C	2010 - 2015	Early December 2008 - Early August 2015	22,100
IS 350C	2010 - 2015	Late November 2008 - Early August 2015	10,600
LS 460	2007 - 2014	Early May 2006 - Late August 2013	112,700
LS 600h	2008 - 2014	Mid-October 2006 - Late August 2013	100

**Background**

Lexus has received reports indicating that a combination of high humidity, high temperatures, and light intensity may cause the surface of the dashboard (instrument panel) and/or certain interior trim panels in some of the subject vehicles to become cracked and/or sticky over time.

The dashboard (instrument panel) and interior trim panels are covered by Lexus' New Vehicle Limited Warranty for 4 years or 50,000 miles (whichever comes first). However, because we at Lexus care about each customer's ownership experience, Lexus is now offering a voluntary Customer Support

Program that applies to cracked and/or sticky dashboard (instrument panel) and/or certain interior trim panels of covered vehicles as a result of heat, humidity, and light intensity, regardless of whether the vehicle is out of warranty.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

## Customer Support Program Details

The specific condition covered by this Customer Support Program is a cracked and/or sticky dashboard (instrument panel) and/or certain interior trim panels as a result of heat, humidity, and light intensity over time, regardless of whether the vehicle is out of warranty. It does not cover Dashboards and/or certain interior trim panels that have suffered damage from abuse, accident, theft, vandalism, misuse, alteration, lack of proper maintenance, fire, or water contamination or any vehicles that are currently or previously titled as "scrap," salvage," or "dismantled." If the condition occurs and is verified, the affected dashboard (instrument panel) and/or certain affected interior trim panel(s) will be replaced with a new one under the terms of this Customer Support Program. This Customer Support Program does not extend or revive the vehicle's original "New Vehicle Limited Warranty" or any other warranty. The timing of any repair under this voluntary Customer Service Program is subject to parts availability.

- This Customer Support Program will be offered for all covered vehicles regardless of mileage until March 31, 2021.
- In addition, this Customer Support Program will be available for 10 years from the vehicle's date of first use regardless of mileage for all covered vehicles.

*This Customer Support Program only covers work performed at an authorized Lexus dealer only.*

## Covered Vehicles

There are approximately 459,600 vehicles covered by this Customer Support Program. Approximately 670 vehicles covered by this Customer Support Program were distributed to Puerto Rico.

## Covered Components

Depending upon the specific VIN covered by this Customer Support Program, one or more of the following components listed below may be covered. The mandatory [Inspection Application\\*](#) Process will determine which component, or combination of components, is/are covered for a specific VIN. Refer to the [Job Aid](#) on TIS for a detailed summary of the covered vehicles and components and for instructions on using the Inspection Application. Additionally, you may refer to the VIN inquiry memo field on TIS to quickly determine which component, or combination of components, are covered for a specific VIN.

\*The inspection application is currently being finalized and is not available at this time. Therefore, the inspection application is not currently mandatory. To determine the covered components for a VIN, input the VIN into TIS and refer to the memo (see image below for an example). Dealers will be notified once the inspection application becomes available and will become mandatory at that time.

TIS Memo Example	
<b>Customer Support Program (CSP)</b>	
A CSP enhances portions of the vehicle's warranty coverage for specific conditions. Please see the CSP information for enhancement details.	
<b>CSP Description:</b>	Customer Support Program ZLZ
<b>Primary Expiration Date :</b>	03/31/2021
<b>Secondary Expiration Date :</b>	01/08/2026 regardless of mileage
<b>Status:</b>	Potentially Eligible
<b>Memo:</b>	The following components may be covered for this VIN: dashboard, front door trim panels, rear door trim panels
<a href="#">[Show Documents]</a>	

Component	Vehicles Covered As Identified Above
Dashboard (Instrument Panel)	Covered for all vehicles except <u>certain</u> LS 460/600h vehicles.
Front and Rear* Door Trim Panels	Covered for all IS 250C/350C vehicles, covered for all IS F vehicles, and covered for <u>certain</u> LS 460/600h vehicles.
Lower Instrument Panel	Covered for <u>certain</u> LS 460/600h vehicles.
Console Box	
Glove Box	
Console Box Rear Panel	

\*The Lexus IS250C/350C vehicles covered by this Customer Support Program are two-door vehicles and; therefore, do not have rear door trim panels.

#### **Owner Letter Mailing Date**

Beginning in October 2018, Lexus will send an owner notification letter to owners of involved vehicles and notifications will be mailed over several months.

The owner notification letter will describe, to the owner, which component, or combination of components, is/are covered for their vehicle

Please reference the attached document for additional details.

Thank you for your support.

## Kathy Wachs

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