



Original Publication Date: September 27, 2018

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

## CUSTOMER SUPPORT PROGRAM ZLZ

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>	<b>Potentially Eligible</b>
<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 certain 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 certain LS 460/600h vehicles.
Lower Instrument Panel	Covered for certain 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

## Customer Handling, Parts Ordering, and Remedy Procedures

### Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Customer Support 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 (1-888-255-3987) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 6:00 pm Eastern Time.

### 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 Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### Parts Ordering Process

The parts may have been placed under the SANet process. MAC code "V" or "D" will flag the SANET process on applicable part numbers indicating that VIN validation is required to complete the order. As the parts inventory changes, the ordering process may change. Please check the Lexus Special Activities MAC report on Dealer Daily for the most up-to-date parts ordering information.

As this is a voluntary Customer Support Program, most customers will only request reimbursement from TMS for past replacements; dealers should not increase their stock of related repair parts. *Dealers are requested to 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 Customer Support Program Bulletin POL18-01 for additional parts ordering information.](#)*

### 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:

- Certified Technician with L623 (with 18 months experience)
- Senior Service Technician
- Senior Diagnostic Specialist
- Master Service Technician
- Master Diagnostic Specialist

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.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 Customer Support Program can be found in the applicable Technical Service Bulletin (TSB), please refer to the table below for additional TSB information.

Model	Applicable TSB
ES 350, GS 200t/350/450h, GS F	L-SB-0011-15
LS 460/600h, IS 250C/350C, IS F	L-SB-0041-15

## Inspection Application

Vehicles must be inspected for the condition and inspection results must be fully submitted in the [Inspection Application](#)\* prior to performing any repairs, filing warranty claims, and ordering any parts for this Customer Support Program. ***Parts should never be intentionally stocked at the dealership for this Customer Support Program.*** Refer to the [Job Aid](#) on TIS for instructions on using the Inspection Application.

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## Warranty Reimbursement Procedures

### Reimbursement Procedure

Refer to the Customer Support Program Bulletin [POL18-01](#) for claim processing instructions.

### Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Customer Support Program. This claim filing information is used by Lexus for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

### Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Thank you for your cooperation.

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



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

### Frequently Asked Questions

Original Publication Date: September 28, 2018

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

A1: 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 the certain interior trim panels are covered by Lexus's 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 a 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.

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

A2: Lexus will send, starting in October 2018, an owner notification by first class mail advising owners of this Customer Support Program.

If the owner experiences the condition described above, he or she should contact their local authorized Lexus dealership for diagnosis. If the condition is verified, the dealer will replace the affected component(s) with a new one **FREE OF CHARGE** to the customer. The timing of any repair under this voluntary Customer Support Program is subject to parts availability.

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

**Q3: Which and how many vehicles are covered by this Customer Support Program?**

A3: 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.

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

**Q4: What components are covered by this Customer Support Program?**

A4: 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.

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**TIS Memo Example**

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**Customer Support Program (CSP)**

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**Status:** Potentially Eligible  
**Memo:** The following components may be covered for this VIN: dashboard, front door trim panels, rear door trim panels

[\[Show Documents\]](#)

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

Component	Vehicles Covered As Identified Above
Dashboard (Instrument Panel)	Covered for all vehicles except certain 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 certain 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.

**Q5: *What are the details of this program?***

A5: 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.
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**Q6: *What should an owner do if experiencing this condition?***

A6: If an owner thinks that he/she has experienced the condition described in this Customer Support Program, a local Lexus dealer should be contacted for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the program, the repair will be performed **FREE OF CHARGE** to the owner.

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

A7: This Customer Support 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 tear off the sheet included in the owner letter and insert it into their vehicle’s owner’s manual for future reference.

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

A8: Depending upon the vehicle model and the component, or combination of components, requiring replacement, the repair time will range between approximately one hour to approximately six and one-half hours.

- Lexus ES and GS vehicles will take approximately 3.5 hours to repair.
- The repair time for Lexus IS F, and IS C, vehicles will range between approximately 1 hour and approximately 3.5 hours.
- The repair time for Lexus LS 460 and LS 600h vehicles will range between approximately 1 hour and approximately 6.5 hours.

Please note that depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period. The dealer may offer the customer a loaner vehicle depending upon the repair time necessary for the vehicle.

**Q9: *What if the customer previously paid for repairs related to this Customer Support Program?***

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

**Q10: *How does Lexus obtain customer 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. Customers must make sure their registration or title information is correct.

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

A11: If customers have additional questions or concerns, they may contact the Lexus Guest Experience Center (1-888-255-3987) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 6:00 pm Eastern Time.



## CUSTOMER SUPPORT PROGRAM ZLZ



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

### Covered Vehicles and Components

Model	Covered Components						Model Year	Production Period	Approximate UIO
	(Dashboard) Instrument Panel	Front and Rear Door Trim Panels	Lower Instrument Panel	Console Box	Glove Box	Console Box Rear Panel			
ES350	✓						2008 - 2012	Early April 2008 - Mid-June 2012	199,700
GS F	✓						2016 - 2018	Mid-July 2015 - Late September 2017	1,800
GS200T	✓						2016 - 2017	Early July 2015 - Early September 2017	1,900
GS350	✓						2013 - 2018	Mid-July 2011 - Late September 2017	104,200
GS450H	✓						2013 - 2017	Early October 2011 - Late August 2017	1,500
IS F	✓	✓					2008 - 2014	Mid-July 2007 - Late July 2014	5,300
IS250C*	✓	✓*					2010 - 2015	Early December 2008 - Early August 2015	22,100
IS350C*	✓	✓*					2010 - 2015	Late November 2008 - Early August 2015	10,600
LS460	✓	✓					2007 - 2012	Early March 2007 - Mid-July 2012	700
	✓	✓	✓		✓		2010	Early March 2010 - Early September 2010	6
	✓	✓	✓	✓	✓		2007 - 2011	Mid-March 2007 - Mid-September 2010	100
	✓	✓	✓	✓	✓	✓	2007 - 2012	Early March 2007 - Late August 2012	82,400
	✓		✓	✓	✓	✓	2012 - 2012	Early October 2011 - Early March 2012	200
			✓	✓	✓	✓	2007	Early May 2006 - Late February 2007	18,400
			✓	✓	✓		2007	Mid-September 2006 - Late February 2007	40
			✓	✓		✓	2013 - 2014	Late May 2012 - Late August 2013	10,800
LS600H			✓	✓			2013	Mid-June 2012 - Early July 2013	5
	✓	✓					2010	Late August 2010	1
	✓	✓	✓	✓	✓	✓	2008	Mid-October 2006 - Late August 2007	6
					✓	2013 - 2014	Mid-November 2012 - Late August 2013	60	

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