From:	Kathy Wachs (TMS)
Subject:	Customer Support Program ZLL - Phase 1 - Customer Notification Phase Repair Not Yet Available Certain 2008 - 2009 MY GX 470 Vehicles Painted with Blizzard Pearl (070) Paint Color Coverage for Peeling of Factory-Applied Paint (Internal)
Date:	Thursday, August 8, 2019 3:21:47 PM
Attachments:	ZLL - AL - GX - 8-8-19 Final.pdf ZLL_Dealer_Letter_8.9.2019 Final.pdf

Phase 1 - Customer Notification Phase Repair Not Yet Available

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing a Customer Support Program to provide coverage for peeling of certain colors of factory-applied paint.

Background

Lexus has received reports of paint peeling on certain vehicles with the original factory-applied Blizzard Pearl color. These reports indicate that vehicles with this specific paint color, applied during the vehicle manufacturing process, may experience paint peeling on exterior metal body panels.

Although the original factory paint is covered by Lexus' New Vehicle Limited Warranty for 4 years or 50,000 miles (whichever comes first), we at Lexus care about the customers' ownership experience. Lexus is providing coverage for repairs related to the condition described above.

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

BEGINNING NOW: In Phase 1, the currently active phase, Lexus is preparing the repair for this condition and thus, the repair under this program is NOT AVAILABLE. During this phase, dealers should not do any repairs for this condition under this program. Beginning in August 2019, Lexus will send an owner notification letter to all owners informing them that their vehicle is covered under this Customer Support Program. During this phase, owners who have paid for repairs for this condition can seek reimbursement consideration for expenses incurred prior to September 26, 2019. A sample of this owner notification letter has been included for your reference.

NOT AVAILABLE YET: Phase 2 will begin after Lexus finalizes the repair for this condition. At that time, Lexus will update this Dealer Letter, launch the repair, and also begin issuing a second owner letter notifying owners that repairs under this program are available. Letters will be sent over several months. At that time, if the owner experiences the condition, they should contact their local authorized Lexus dealership for diagnosis. If the condition is verified, the dealer will arrange to have the repair performed *FREE OF CHARGE* in accordance with the terms of this Customer Support Program.

Covered Vehicles

There are approximately 5,770 vehicles covered by this Customer Support Program. There are approximately 10 vehicles covered by this Customer Support Program that were distributed to Puerto Rico.

Model / Years	Production Period	Approximate Total Vehicles
2008 – 2009 GX 470	Early January 2008 – Early August 2009	5,770

Customer Support Program Details

This Customer Support Program provides coverage for involved vehicles with the original factory Blizzard Pearl paint. The covered condition may occur when sunlight over time degrades the adhesion between the factory-applied paint primer coat layer and the base metal electrodeposition layer causing the paint to peel from the metal

body panel. If the condition is verified, the vehicle will receive a repair* under the terms of this Customer Support Program.

*The repair is not available yet and the details of the repair under this program have not been finalized yet. Please refer to the Dealer Letter on TIS for additional information.

Please reference the attachments for additional details.

Dealers will be notified on August 9, 2019 at approximately 10:30 A.M. Central Time.

Thank you for your support.

Kathy Wachs
Parts & Service Program Consultant
Lexus Customer Service
kathy.wachs@lexus.com
O: 469-292-4587
6565 Headquarters Drive
Plano, TX 75024
E3-2A

From: Kathy Wachs (TMS)
Sent: Thursday, August 8, 2019 1:01 PM
Subject: UPDATE: Special Service Campaign JLG - Certain 2010 Model Year Lexus GX 460 Certain 2011 - 2013 Model Year Lexus GX 460 - Air Injection Pumps and Air Switching Valves (Internal)

- *The Area and Dealer Letters have been updated to include additional model years under Phase 2 of Special Service Campaign JLG.*

Condition
There is a possibility that moisture in the air may cause a filter in the vehicle emissions system to degrade. This degradation could cause damage to other parts of the vehicle emission system and illuminate the check engine light (Malfunction Indicator Light).

Remedy
Any authorized Lexus dealer will replace the filter in the air injection pump with one of an improved design and replace the air switching valves in the vehicle emissions system *FREE OF CHARGE*. The dealer will also inspect the air injection pump for damage and may replace the air injection pump, as needed, *FREE OF CHARGE*.

Covered Vehicles
There are approximately 39,200 vehicles covered by this Special Service Campaign. There are approximately 200 vehicles involved in this Special Service Campaign were distributed to Puerto Rico.

Phase	Model/Years	Production Period	Approximate Total Vehicles
1	2010 GX 460	Late July 2009 – Early August 2010	10,900

2	2011 – 2013 GX 460	Early August 2010 – Late August 2013	28,300

Please reference the attachments for additional details.

Dealers will be notified on August 8, 2019 at approximately 1:30PM Central time.

Thank you for your support.

Kathy Wachs
Parts & Service Program Consultant
Lexus Customer Service
kathy.wachs@lexus.com
O: 469-292-4587
6565 Headquarters Drive
Plano, TX 75024
E3-2A