

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 (Dealer)
Date: Friday, August 9, 2019 10:54:13 AM
Attachments: [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 attachment for additional details.

Thank you for your support.

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