



INTEROFFICE MEMORANDUM

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To: All Lexus Area General Managers and Assistant General Manager
From: Chuck Yaeger
Senior Manager, Fixed Operations

CUSTOMER SUPPORT PROGRAM ZLL

**Phase 1 - Customer Notification Phase
Repair Not Yet Available**

**Certain 2008 - 2009 MY Lexus GX 470 Vehicles Painted with *Blizzard Pearl (070)* Paint Color
Coverage for Peeling of Factory-Applied Paint**

Specific information for Area support is provided below.

Background

Lexus has received reports of paint peeling on certain vehicles with the original factory-applied Blizzard Pearl paint 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.

Dealer Notification

The attached dealer letter will be sent to all Lexus dealers on August 9, 2019.

Please reference the attached Dealer Letter for additional details.

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

Thank you for your cooperation.