



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 ZLM

**Certain 2013 - 2015 Model Year ES 300h Vehicles
Coverage for Brake Booster and Brake Booster Pump Assemblies**

Specific information for Area support is provided below.

Condition

Lexus has received reports regarding the Brake Booster and Brake Booster Pump Assemblies on certain 2013 - 2015 model year ES 300h vehicles. These reports have indicated certain internal malfunctions of the Brake Booster Assembly.

Although the Brake Booster and Brake Booster Pump Assemblies are 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 certain internal malfunctions of the Brake Booster and Brake Booster Pump Assemblies in some of the subject vehicles.

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 September 11, 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.