
Subject: RE: Customer Support Program ZLM - Certain 2013 - 2015 Model Year ES 300h Vehicles - Coverage for Brake Booster and Brake Booster Pump Assemblies (Dealer)

From (TMS)

Sent: Wednesday, September 11, 2019 4:21 PM

Subject: Customer Support Program ZLM - Certain 2013 - 2015 Model Year ES 300h Vehicles - Coverage for Brake Booster and Brake Booster Pump Assemblies (Dealer)

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing a Customer Support Program to provide coverage for Brake Booster and Brake Booster Pump Assemblies on certain 2013-2015 Model ES 300h vehicles.

Background

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.

Covered Vehicles

There are approximately 47,300 vehicles covered by this Customer Support Program. Approximately 280 vehicles involved in this Customer Support Program were distributed to Puerto Rico.

Customer Support Program Details

This Customer Support Program provides coverage as it applies to Brake Booster and Brake Booster Pump Assemblies. The specific condition covered by this program refers to certain internal malfunctions of the Brake Booster Assembly. One or more of the following specific Diagnostic Trouble Codes (DTCs) C1391, C1252, C1256 or C1253 will be stored in the vehicles memory to be used as verification. If the condition is verified, the vehicle will be repaired with a new Brake Booster and Brake Booster Pump Assemblies under the terms of this Customer Support Program.

- The Primary Coverage will be offered until March 31, 2021 regardless of mileage.
- After the Primary Coverage, the Secondary Coverage is applicable for 10 years or 150,000 miles from the date of first use, whichever comes first.

This coverage is for work performed at an authorized Lexus dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.

Please reference the attachments for additional details.

Thank you for your support.

Lexus Customer Service

6565 Headquarters Drive
Plano, TX 75024

