



Original Publication Date: September 11, 2019

To: All Lexus Dealer Principals, General Managers, Service Managers, Parts Managers, and Warranty Administrators

## CUSTOMER SUPPORT PROGRAM ZLM

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

Model / Years	Production Period	Approximate Total Vehicles
2013 - 2015 Model Year ES 300h	Early February 2012 - Early July 2015	47,300

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.

#### 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.*

#### 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.

#### Owner Letter Mailing Date

Lexus will begin to notify owners in Late September 2019 and will be mailed over several months. A sample of the owner notification letter has been included for your reference.

## Customer Handling, Parts Ordering, and Remedy Procedures

### Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Customer Support Program. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Lexus Guest Experience Center (1-800-255-3987) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 6:00 pm Eastern Time.

### Customer Marketing

Direct marketing of this Customer Support Program is strictly prohibited pursuant to Lexus Warranty Policy 5.22, "Warranty Solicitation." Non-compliance of this policy may result in a claim debit.

### Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

### Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

As this is a Customer Support Program, the condition **MUST** be verified by inspecting the vehicle. Therefore, dealers **SHOULD NOT** increase their stock of related repair parts. *Dealers are requested to only order parts for vehicles experiencing this condition only. **DO NOT ORDER FOR STOCK.*** As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Vehicle	Model Year	Part Number	Part Description
ES 300h	2013 - 2015	04009-05433	Brake Booster Kit
		04008-54833	Brake Booster Pump Kit

**NOTE:** Each repair will require a brake booster kit **AND** a brake booster pump kit.

### Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials" and course HL511A. To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Senior Service Technician
- Master Service Technician
- Diagnostic Specialist

Always check which technicians can perform the repair by logging on to <https://LCTPReports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

**NOTE:** *Claims for repairs that were performed by non-qualified technicians are subject to debit.*

### Remedy Procedures

Technical instructions for this Customer Support Program can be found in [L-SB-0036-19](#).

**Parts Recovery Procedures**

All parts replaced as part of this Customer Support Program must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Lexus recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Lexus.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

## Warranty Reimbursement Procedures

**Reimbursement Procedure**

**NOTE:** If the vehicle is still under the New Vehicle Limited Warranty, submit the repair as a **Regular** warranty claim.

Op Code	Description	Flat Rate Hours
ZLM001	Replace the brake booster assembly and brake pump assembly on 2013–2015 Model Year ES 300h vehicles	3.5

- 2.0 liters of brake fluid can be claimed at a maximum amount \$44.00 per vehicle

**Claim Filing Accuracy and Correction Requests**

It is the dealer's responsibility to file claims correctly for this Customer Support Program. This claim filing information is used by Lexus for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

**Customer Reimbursement**

Reimbursement consideration instructions will be included in the owner letter.

Thank you for your cooperation.

LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.

## CUSTOMER SUPPORT PROGRAM ZLM

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

### Frequently Asked Questions






Original Publication Date: September 11, 2019

**Q1:** *What is the condition?*

**A1:** Lexus has received reports regarding the Brake Booster and Brake Booster Pump Assemblies on certain 2013 - 2015 model year ES 300h vehicles. In these reports, customers have noted various brake system related warning lamps are illuminated.

**Q1a:** *Which brake system warning indicator(s) may be related to these conditions?*

**A1a:** If the following warning lamps are illuminated, the vehicle may be experiencing a concern with the Brake Booster or Brake Booster Pump Assemblies that are covered by this Customer Support Program.

				
Master Warning Light (Yellow)	Brake System Warning Light and Warning Buzzer (Red)	Brake System Warning Light (Red)	ABS Warning Light (Yellow)	SLIP Indicator (Yellow)

**NOTE:** It is possible for the lights above to be illuminated and the condition not be related to this Customer Support Program.

**Q2: What is Lexus going to do?**

A2: Although the Brake Booster and Brake Booster Pump Assemblies are covered by Lexus' New Vehicle Limited Warranty for normal warranty coverage period, 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 certain internal malfunctions of the Brake Booster Assembly.

Lexus will send an owner notification by first class mail starting in Late September 2019, advising owners of this Customer Support Program.

If the owner experiences the condition described above, they should contact their local authorized Lexus dealership for diagnosis. If the condition is verified, the dealer will replace the Brake Booster and Brake Booster Pump Assemblies with new ones **FREE OF CHARGE**.

**Q3: Which and how many vehicles are covered by this Customer Support Program?**

A3: There are approximately 47,300 vehicles covered by this Customer Support Program.

Model Name	Model Year	Production Period
ES 300h	2013- 2015	Early February 2012 - Early July 2015

**Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Customer Support Program in the U.S.?**

A3a: No. However, certain 2010-2015 MY Prius and Prius PHV vehicles are covered for this condition under Customer Support Program ZJB. Certain 2008-2010 MY Highlander Hybrid vehicles are covered for this condition under Customer Support Program ZKC. Certain 2012-2014 MY Camry Hybrid and certain 2013-2015 MY Avalon Hybrid vehicles are covered for this condition under Customer Support Program ZKK. Please refer to the ZJB, ZKC and ZKK Dealer Letters and FAQs for additional information.

**Q4: What are the details of this program?**

A4: This Customer Support Program provides coverage as it applies to the Brake Booster and Brake Booster Pump Assemblies. If the condition is verified, the vehicle will be repaired with new Brake Booster and Brake Booster Pump Assemblies under the terms of this Customer Support Program.

- The **Primary Coverage** offers coverage 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 vehicle's date of first use, whichever occurs 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.*

**Q5: Which part(s) are covered by this Customer Support Program?**

A5: The specific components covered by this program are as follows

- Brake Booster Assembly
- Brake Booster Pump Assembly

**Q6: What should an owner do if experiencing this condition?**

A6: If an owner thinks that he/she has experienced the condition described in this Customer Support Program, a local Lexus dealer should be contacted for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the program, the repair will be performed **FREE OF CHARGE** to the owner.

**Q6a: What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?**

A6a: Please be aware that, if the condition is not covered by this Customer Support Program, the customer may be responsible for the initial diagnostic fees and any other repairs he/she may decide to have performed. Any authorized Lexus Dealership can determine if a condition is covered by this Customer Support Program.

**Q7:** *What if an owner HAS NOT experienced this condition but would like to have the repair completed?*

A7: This Customer Support Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced the condition, he/she is asked to tear off the sheet included in the owner letter and insert it into the Owner's Warranty Information Booklet for future reference.

**Q8:** *How long will the repair take?*

A8: The repair takes approximately three and a half hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q9:** *What if I previously paid for repairs related to this Customer Support Program?*

A9: Reimbursement consideration instructions will be provided in the owner letter.

**Q10:** *How does Lexus obtain my mailing information?*

A10: Lexus uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q11:** *What if I have additional questions or concerns?*

A11: If you have additional questions or concerns, please contact Lexus Guest Experience Center (1-800-255-3987) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 6:00 pm Eastern Time.



Lexus, A Division of Toyota Motor Sales, USA, Inc.  
 6565 Headquarters Drive  
 Plano, TX 75024  
 (469) 292-4000

**CUSTOMER SUPPORT PROGRAM NOTIFICATION**

[VIN]






Dear Lexus Owner:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Lexus would like to advise you of a voluntary Customer Support Program that has been initiated for your vehicle.

Lexus has received reports regarding certain internal malfunctions of the Brake Booster Assembly in certain 2013 - 2015 model year ES 300h vehicles. In these reports, customers have noted various brake system related warning lamps illuminated.

This Customer Support Program provides coverage as it applies to the Brake Booster and Brake Booster Pump Assemblies. The specific condition covered by this program is related to an internal malfunction of the Brake Booster Assembly. If the condition is verified, the vehicle will be repaired with new Brake Booster and Brake Booster Pump Assemblies under the terms of this Customer Support Program\*.

If the following warning lamps are illuminated, the vehicle may be experiencing a concern with the Brake Booster and Brake Booster Pump Assemblies that are covered by this Customer Support Program\*.

				
Master Warning Light (Yellow)	Brake System Warning Light and Warning Buzzer (Red)	Brake System Warning Light (Red)	ABS Warning Light (Yellow)	SLIP Indicator (Yellow)

**NOTE:** It is possible for the lights above to be illuminated and the condition not be related to this Customer Support Program.

<b>Primary Coverage</b>	<b>Secondary Coverage</b> <i>(After Primary Coverage ends)</i>
Applicable until March 31, 2021 with no year/mileage limitation.	Applicable for 10 years from the vehicle's date of first use or 150,000 miles, whichever occurs first.

**What should you do?**

Please tear off and insert the sheet at the bottom of the page into the back of your Owner's Manual for future reference. If you have not experienced the condition described in the Customer Support Program Details below, there is no action necessary at this time.

If you have experienced this condition, please contact any authorized Lexus dealer and make arrangements for diagnosis and, if applicable, repair. The repair will take approximately three and a half hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

### What if you have other questions?

- *Refer to the Frequently Asked Questions sheet included with this letter.*
- *Your local Lexus dealer will also be more than happy to answer any of your questions.*
- Customers with additional questions or concerns are asked to please contact the Lexus Guest Experience Center (1-800-255-3987) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 6:00 pm Eastern Time.

If you would like to update your vehicle ownership or contact information, please visit [www.lexus.com/drivers](http://www.lexus.com/drivers). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

### What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair order, proof-of-payment, and ownership information to Lexus' online, self-service portal. Log-in to your Lexus Driver's account at <https://www.lexus.com/drivers>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail this information for reimbursement consideration, please use the address shown below:

Lexus  
A Division of Toyota Motor North America, Inc.  
PO Box 259001 - SSC/CSP  
Mail Drop E3-2D  
Plano, TX 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.



▼ Remove at perforation and place in the back of your owner's manual ▼

### Customer Support Program Details

This Customer Support Program provides coverage as it applies to the Brake Booster and Brake Booster Pump Assemblies. The specific condition covered by this program is related to an internal malfunction of the Brake Booster Assembly. If the condition is verified, the vehicle will be repaired with new Brake Booster and Brake Booster Pump Assemblies under the terms of this Customer Support Program\*.

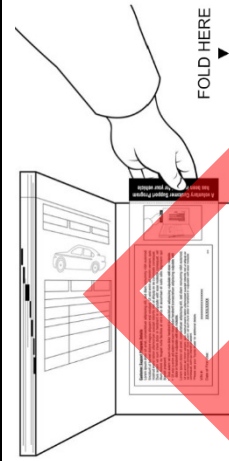
- The **Primary Coverage** will be offered until March 31, 2021, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years or 150,000 miles from the date of first use, whichever comes first.

Please note that this coverage is for work performed at an authorized Lexus dealer only.

*This coverage 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 see your Lexus dealer for additional details

VIN# \_\_\_\_\_  
Date of First Use \_\_\_\_\_



A voluntary Customer Support Program has been initiated for your vehicle

SAMPLE



## CUSTOMER SUPPORT PROGRAM FREQUENTLY ASKED QUESTIONS

**Q1:** *Is this a recall?*

A1: No. This is not a recall. At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Lexus is advising you of this Customer Support Program.

**Q2:** *If my vehicle does not have this condition, do I need to make an appointment with my dealership?*

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter. If you have not experienced this condition, please tear off and insert the sheet from the bottom of the owner letter into the back of your owner's manual for future reference.

**Q3:** *Is the Customer Support Program coverage transferable if I sell my vehicle?*

A3: Yes, this Customer Support Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q4:** *What should I do if my vehicle has the condition described?*

A4: If you experience this condition, please contact any authorized Lexus dealer and make arrangements for diagnosis and, if applicable, repair.

**Q5:** *Which part(s) are covered by this Customer Support Program?*

A5: Refer to the owner letter to find the specific component(s) covered by this program.

**Q6:** *What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?*

A6: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Lexus Dealership can determine if a condition is covered by this Customer Support Program.