

Subject: RE: Customer Support Program ZLL, 2008 - 2009 GX 460, Vehicles Painted with Blizzard Pearl (070) Paint Color, Coverage for Peeling of Factory-Applied Paint (Internal)

From: (TMS)

Sent: Friday, December 6, 2019 3:01 PM

To: Lexus Recall <lexus_recall@internal.toyota.com>

Subject: Customer Support Program ZLL, 2008 - 2009 GX 460, Vehicles Painted with Blizzard Pearl (070) Paint Color, Coverage for Peeling of Factory-Applied Paint (Internal)

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 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.

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 460	Early January 2008 - Early August 2019	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 specific panel affected will be repainted.

- The **Primary Coverage** will be offered until March 2, 2022, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 10 years from the date of first use, regardless of mileage.

Note:
Damage to the vehicle exterior (such as collision damage, deep scratches, dents, etc..) may prevent a repair facility from performing the paint repair covered by this Customer Support Program.

This Customer Support Program does not cover repair of such damage.

If any damage must be repaired prior to performing the paint repair covered by this Customer Support Program, the dealer may offer to repair the damage at the customer's expense.

Examples of damage that might prevent paint repair are:

- Collision damage.
- Dents.
- Deep scratches.

- Deep rock chips.

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.

Owner Letter Mailing Date

In the interest of customer satisfaction, Lexus first notified owners via first class mail between late August 2019 and mid-September 2019 about this program, provided a process for reimbursing out of pocket expenses associated with this condition incurred prior to September 26, 2019, and informed owners that Lexus is working on the repair for their vehicle. Lexus will now re-notify owners by first class mail regarding the availability of the repair phase starting in mid-December 2019.

Technical Service Bulletin (TSB)

The Technical Service Bulletin L-SB-0046-19 is posted in TIS for reference.

Dealers will be notified on December 6, 2019 at approximately 3:30 P.M. CST.

Please reference the attachments for additional details.

Thank you for your support.