



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



CUSTOMER SUPPORT PROGRAM NOTIFICATION - ZLZ

VIN: [REDACTED]

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 indicating that a combination of high humidity, high temperatures, and light intensity may cause the surface of the Dashboard (Instrument Panel) in some of the covered vehicles to become cracked and/or sticky over time.

This Customer Support Program applies to the Dashboard (Instrument Panel). The specific condition covered by this Customer Support Program is a cracked and/or sticky Dashboard (Instrument Panel) as a result of heat, humidity, and light intensity over time, regardless of whether the vehicle is out of warranty. It does not cover Dashboards that have suffered damage from abuse, accident, theft, vandalism, misuse, alteration, lack of proper maintenance, fire, or water contamination or any vehicles that are currently or previously titled as "scrap," "salvage," or "dismantled." If the condition occurs and is verified, the Dashboard (Instrument Panel) will be replaced with a new one under the terms of this Customer Support Program. This Customer Support Program does not extend or revive the vehicle's original "New Vehicle Limited Warranty" or any other warranty. The timing of any repair under this voluntary Customer Support Program is subject to parts availability.

Primary Coverage Period	Secondary Coverage Period (After Primary Coverage Period ends)
Applicable until March 31, 2021 regardless of mileage.	Applicable for 10 years from the vehicle's date of first use, regardless of mileage.

What should you do?

Please tear off the sheet at the bottom of the page and insert it 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 one-half hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

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.
- If you require further assistance, you may contact the Lexus Guest Experience Center at 1-800-255-3987 Monday through Friday, 8:00 a.m. to 8:00 p.m., Saturday 9:00 a.m. to 6:00 p.m. Eastern Time.

If you would like to update your vehicle ownership or contact information, please visit <https://drivers.lexus.com/lexusdrivers/>. 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 repairs related to this condition, please mail a copy of your repair order, proof-of-payment, and ownership information to the following address for reimbursement consideration:

Lexus, A Division of Toyota Motor North America, Inc.
 P O Box 259001 - SSC/CSP, Mail Drop E3-2D
 Plano, Texas 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, and 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.

ZLZ #1

Spanish translation on back side
 Traducción en español en el lado inverso

Remove at perforation and place in the back of your Owner's Manual

FOLD HERE

Customer Support Program Details

This voluntary Customer Support Program applies to the Dashboard (Instrument Panel). The specific condition covered by this Customer Support Program is a cracked and/or sticky Dashboard (Instrument Panel) as a result of heat, humidity, and light intensity over time, regardless of whether the vehicle is out of warranty. It does not cover Dashboards that have suffered damage from abuse, accident, theft, vandalism, misuse, alteration, lack of proper maintenance, fire, or water contamination or any vehicles that are currently or previously titled as "scrap," "salvage," or "dismantled." If the condition occurs and is verified, the Dashboard (Instrument Panel) will be replaced with a new one under the terms of this Customer Support Program. This Customer Support Program does not extend or revive the vehicle's original "New Vehicle Limited Warranty" or any other warranty. The timing of any repair under this voluntary Customer Support Program is subject to parts availability.

- This Customer Support Program will be offered regardless of mileage until March 31, 2021.
- In addition, this Customer Support Program will be available for 10 years from the vehicle's date of first use regardless of mileage.

Please note that this Program covers work performed at an authorized Lexus dealer only.

*Please see your Lexus dealer for additional details.

VIN #:

Date of First Use:

03/17/2010

ZLZ#1



A voluntary Customer Support Program has been initiated for your vehicle



CUSTOMER REIMBURSEMENT CHECKLIST

Documentation Showing the Repairs are Related to the Covered Condition

- Examples of documentation would be a repair order or invoice showing the following information:
 - Mileage on the date the repair order was created.
 - Description showing the repair addressed the covered condition, including (1) the reason the vehicle was brought to the repair facility, (2) the repair facility's diagnosis, and (3) the repair that was performed.
 - Itemized breakdown of labor charges for each repair performed, if more than one repair is on the same repair order or invoice.

Proof-Of-Payment for the Repair

- Examples include one of the following items as valid proof-of-payment:
 - Copy of a cancelled check.
 - Copy of a signed credit card receipt.
 - Copy of a credit card statement.
 - (If paid by cash) receipt for cash. If receipt was not provided or is not available, a letter from the repair facility, on company letterhead, signed by the manager, verifying the amount paid by cash.

Vehicle Identification (Including Make, Model, Model Year, and Vehicle Identification Number)

- Examples of valid vehicle identification:
 - Campaign notification letter with name and vehicle identification number.
 - Receipt, such as a repair order, with vehicle identification number, make, model, and year.
 - State registration.
 - Copy of the bill of sale.
 - Copy of the title.

Documentation Showing the Name and Address of the Owner or Purchaser of the Vehicle at the Time the Repair was Made and Who is Submitting the Claim for Reimbursement.

- See examples above.
- Providing a phone number and/or email would also be helpful if we need to contact you about any of the information submitted.
- Please print your name and address on all documents.

Documentation Showing the Name and Address of the Owner of the Vehicle at the Time of the Repair (If Different from the Person Making the Claim for Reimbursement)

- See examples above.

**CUSTOMER SUPPORT PROGRAM
FREQUENTLY ASKED QUESTIONS**

ZLZ

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.