



Lexus Division  
 Toyota Motor Sales, U.S.A., Inc.  
 18001 South Western Avenue  
 P.O. Box 2985  
 Torrance, CA 90509-2985

0042



VIN: JTJBT [REDACTED]

WARRANTY ENHANCEMENT NOTIFICATION - ZLD

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 an enhancement to portions of your Lexus New Vehicle Limited Warranty. This program will extend the warranty coverage for repairs related to any cracked and/or sticky/melting Dashboards (Instrument Panels) as a result of heat or humidity on 2007-2008 model year ES 350, 2003-2008 model year GX 470, 2004-2006 model year RX 330, 2007-2009 model year RX 350, and 2005-2008 model year RX 400h vehicles.

**Please Note:** Dashboards can become cracked and/or sticky/melted over time for a number of different reasons and under a number of different circumstances. If the Dashboard has become cracked and/or sticky/melted as a result of heat or humidity, the repair will be performed at **no charge** as soon as parts become available.

**What should you do?**

At this time Lexus is currently preparing the necessary parts to implement this Warranty Enhancement Program, and anticipates that it will take several months to finish preparing and obtaining the necessary parts. Therefore, we are notifying you of the upcoming warranty enhancement program and providing means for you to seek reimbursement for any out of pocket costs you may have incurred in making previous repairs to cracked and/or sticky/melting Dashboards as a result of heat or humidity.

*We will send you another owner notification letter once sufficient parts have been prepared and obtained for replacement due to this cosmetic condition. If you have not experienced the condition described, there is no action necessary at this time. Please apply the sticker below to your Owner's Manual Supplement/Warranty & Services Guide Information booklet for future reference.*

**Warranty Enhancement Program Details**

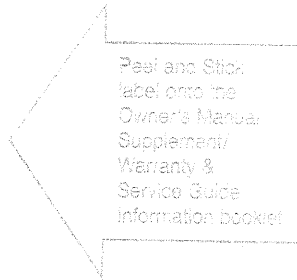
This Warranty Enhancement Program provides a Primary and Secondary warranty extension to your vehicle's "New Vehicle Limited Warranty" as it applies to the Dashboard (Instrument Panel). The specific condition covered by this program is a cracked and/or sticky/melting Dashboard in a covered vehicle as a result of heat or humidity. If the condition is verified, the repair will be performed in accordance with the applicable Technical Service Bulletin under the terms of this Warranty Enhancement Program.\*

- The **Primary Coverage** offers warranty enhancement until May 31, 2017, **regardless of mileage or date of first use of the vehicle.**
- **Secondary Coverage** supplements the Primary Coverage for some owners by offering the warranty enhancement described herein for **10 years from the date of first use of the vehicle, regardless of mileage.** For instance, if you own a 2009 RX 350 that was first used on January 1, 2010, you are entitled to the warranty enhancement through January 1, 2020.

Please note that this coverage is for warranty work performed for the covered Dashboards at an authorized Lexus dealer only. A maximum of one dashboard replacement can be performed, if eligible, under this Warranty Enhancement Program.

Warranty Enhancement Program is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms, conditions, and limitations set forth in the New Vehicle Limited Warranty Section of your Owner's Warranty Information booklet, with the exception of the warranty enhancement coverage for this specific condition. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement. To the extent your New Vehicle Limited Warranty has expired, it is being extended only as to the specific condition and parts identified above, subject to the terms, conditions, and limitations in that Warranty.

\*Please see your Lexus dealer for additional details



VIN #: JTJBT [REDACTED]  
 Date of First Use: 12/23/2003

If you would like to update your vehicle ownership or contact information, please go to [www.lexusdrivers.com](http://www.lexusdrivers.com). You will need your full 17-digit Vehicle Identification Number (VIN) to update your profile.

If you have previously paid for repairs to address any cracked and/or sticky/melting Dashboard as a result of heat or humidity, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Lexus, A Division of Toyota Motor Sales, U.S.A., Inc.  
 Lexus Customer Assistance, L201  
 19001 South Western Avenue  
 Torrance, CA 90509

\*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.

Sincerely,

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

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Frequently Asked Questions on back side



Lexus Division  
Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2991

WARRANTY ENHANCEMENT PROGRAM (OSP)  
FREQUENTLY ASKED QUESTIONS

ZLD

**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. Lexus is advising you of an upcoming Enhancement to the Warranty Coverage to assure you that we stand behind the product.

**Q2: Why will Lexus be offering this Warranty Enhancement Program?**

A2: Lexus has received reports indicating that under certain circumstances, the combination of high humidity and high temperatures, may cause the surface of the Dashboard in certain vehicles to become cracked and/or sticky/melted over time. Lexus has decided to provide this Warranty Enhancement Program in the interest of customer satisfaction.

**Q2a: Why is Lexus notifying me if there are not sufficient parts to support vehicle repairs at this time?**

A2a: At this time Lexus is providing the means for you to seek reimbursement consideration in the event that you paid for previous repairs related to this condition. Lexus is also explaining that if this condition currently exists for your covered vehicle, you may seek replacement at no cost once sufficient parts have been prepared and obtained.

**Q2b: When does Lexus anticipate the second owner notification letter will be sent?**

A2b: Due to current production capacity, Lexus anticipates that a second letter notifying owners that repairs are ready to be performed will begin to be sent in Spring, 2015. We ask that you wait until this second owner notification letter is received before seeking replacement for this cosmetic condition at no cost to you.

**Q2c: Can I be reimbursed for what I previously paid to repair a cracked and/or sticky/melting Dashboard?**

A2c: Yes, at this time Lexus is providing the means for you to seek reimbursement consideration in the event that you paid for previous repairs related to this condition.

**Q3: What should I do if my vehicle's dashboard is cracked and/or sticky/melting?**

A3: Due to limited parts availability at this time, it is not possible for Lexus to immediately replace affected Dashboards for vehicles covered under this Warranty Enhancement. We will send you a second owner notification letter as soon as sufficient parts have been prepared and obtained to repair this cosmetic condition for affected vehicles. Dashboard replacement under this Warranty Enhancement can be completed after receiving the second owner notification letter.

**Q4: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?**

A4: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

**Q5: What if I have additional questions or concerns?**

A5: Owners with additional questions or concerns are asked to please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 a.m. to 6:00 p.m., or Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.