

L-TCI-5068

January 29, 2018



Paint chips forward of rear wheel

Service

Category Vehicle Exterior

Section Exterior Panels / Trim

Market Canada

APPLICABILITY:

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2014-2017	IS 250, IS 350, IS 200t, IS 300	-

INTRODUCTION:

Some vehicles may exhibit a condition paint chips on the left and right dog leg areas. Road debris strikes the vehicle below the anti-chip tape and causes the paint to chip off. Follow the Repair Procedure in this bulletin to address this condition.

WARRANTY INFORMATION:

OP CODE	DESCRIPTION	TIME	OFFP	CLAIM TYPE	T1	T2
BO1712	Paint chips repair on the left and right dog leg areas	Included in Sublet Labour*2	58741-53030 58742-53030	VE	69	99

*1 Choose the correct OFFP for the vehicle being repaired by searching for the PNC (76811) in the EPC using the EPC VIN filter. Warranty claims must be submitted with the correct OFFP.

*2 See the following Sublet Information table for details.

- Enter the operation code above in the 'LABOUR' page of the claim and discount the labour 100%.
- Enter the replaced parts as required in the 'PARTS' page of the claim. The system will price the parts at Dealer Net and add the appropriate mark-up on all the parts entered.
- The replaced parts must NOT be charged in the sublet Body Shop invoice. All parts must be charged in the 'PARTS' page of the claim.
- Combine sublet invoice for body labor, paint labor and materials under the sublet type code "ZZ" in the 'SUBLET' page of the claim.



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WARRANTY INFORMATION (CONTINUED):

- A CMS case may be required depending on your Lexus Warranty Authorization Level (LWAL) status. If a CMS case is required, you must include pictures, a list of required parts and the sublet Body Shop estimate in the case. Follow the chart below for the requirement of a CMS case:

Gold Level Dealers	
Total Repair Value	Authorization Type
Up to \$1,500	Self-Authorize
\$1,501 and over	Seek FWC Authorization via CMS

Platinum Level Dealers	
Total Repair Value	Authorization Type
Up to \$3,000	No CMS case required
\$3,001 and over	Self-Authorize

- When any authorization is provided, enter the authorization information in the "AUTH" page of the warranty claim.

APPLICABLE WARRANTY

- This repair is covered under the Lexus Basic Warranty. This warranty is in effect for 48 months from the vehicle's warranty registration date or 80,000 kilometres, whichever occurs first.**
- This repair is not covered if rust is due to physical damage caused by external forces (i.e. dents or scratches).**
- Warranty application is limited to occurrence of the specified condition described in this bulletin.**



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WARRANTY INFORMATION (CONTINUED):

Sublet Information:

ALLOWABLE CHARGES	REPAIRING RUST ON BACK DOOR PANEL + REFINISHING
Zero Point Calibration	0.5 hours MAX
Health check scan (pre/post)	1.0 hours MAX
Labor for Remove/Install of components required for paint job completion	3.6 hours MAX
Labor for Repair/Paint/Refinish	10.5 hours MAX
Paint/Materials	\$160.00
Other Materials (includes hazardous waste disposal and mask for overspray)	\$15.00

BODY SHOP SUBLET INVOICE NOTES

A detailed Body Shop sublet invoice must be obtained and uploaded to the CMS case. The invoice must include the following:

- Labour hours for repair.
- Labour hours for refinish.
- Paint, materials and any non-Lexus parts (i.e. adhesives, miscellaneous materials) not supplied by the dealer to the Body Shop. All Lexus OEM parts must be charged out in the PARTS page as indicated in instruction above.
- Any additional sublets arranged by the Body Shop.

In addition:

- Body Shop invoices must be obtained for all paint and perforation warranty claims including those with dealer-owned Body Shops.
- Based on the times published in this bulletin, no additional time is allowed in the labour or refinish charges of the sublet invoice.
- The complete sublet Body Shop charges must be charged in the "SUBLET" page of the claim.



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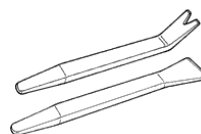
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PARTS INFORMATION:

PART NUMBER		PART NAME	QTY
PREVIOUS	NEW		
	58741-53030	Protector Quarter Panel, RH	1
	58742-53030	Protector Quarter Panel, LH	1
	81584-22040	Rear Taillamp Light Gasket	4
	81594-53141	Gasket, Rear Lamp, LH	1
	81584-53141	Gasket, Rear Lamp, RH	1

REQUIRED TOOLS & EQUIPMENT:

SPECIAL SERVICE TOOLS (SST)		PART NO.	QTY
Plastic Pry Tool Set NOTE: All components from this kit/set are required.		00002-06000-01 (Or equivalent)	1
COMPONENT(S) OF KIT/SET	PLASTIC EMBLEM REMOVAL TOOL (P/N 00002-06002-01) PLASTIC PANEL CLIP REMOVAL TOOL (P/N 00002-06001-01)		



NOTE:

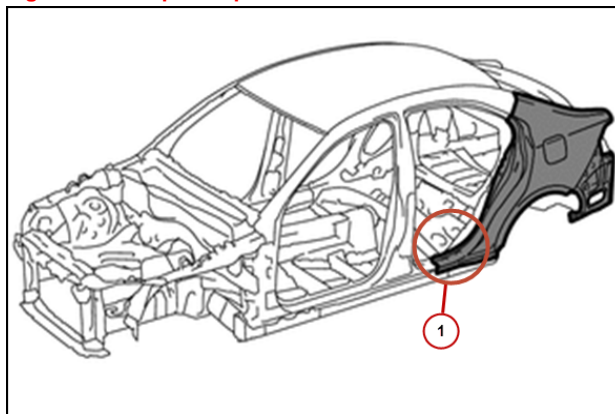
Additional SSTs may be ordered by calling Bosch Automotive Service Solutions at 1-800-933-8335.

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REPAIR PROCEDURE:

1. Confirm the vehicle exhibits a condition of paint chips on the left and/or right dog leg areas.
2. Remove the anti-chip tape from affected dog leg (Rear quarter panel – forward of rear wheel). See Figure 1.
3. Have body/paint shop perform paint chip repair (sublet repair).
4. Clean the panel using a wax and grease remover per local regulations.
5. Carefully remove the backing of the tape protector.

Figure 1. Rear quarter panel



1 Anti-chip tape area

Figure 2: Original Anti-Chip Tape Location



1 Original tape position is seated higher on the dog leg

Figure 3: New Anti-Chip Tape Location



1 New tape position covers previous paint chip. It is seated lower on the dog leg.

6. Apply the tape to the previously affected area. Be sure to cover the lower dog leg portion of the quarter panel (see Figure 3) by placing the bottom edge of the tape in place first. Then slowly apply the remainder of the tape and minimize the number of air bubbles.
7. Remove any remaining air bubbles using a plastic decal applicator.
8. Do not attempt to remove and reapply the tape as it is not reusable.

NOTE:

Issue of this Technical Service Bulletin is to ensure that proper repair information is available. IT DOES NOT CONSTITUTE AN AUTHORIZATION FOR REPAIR. Normal provisions of the formal warranty policy, as applicable, will apply.