

Customer Support Program Details

This Customer Support Program provides coverage as it applies to the air conditioner (A/C) servo motors. The specific condition covered by this program is inconsistent air temperature coming from the A/C vents, air not coming out at the selected temperature and/or air not coming out of the selected A/C vent caused by an electrical malfunction. If the condition is verified and found to be related to the A/C servo motor(s), any authorized dealer will reprogram the servo motor(s) and, if necessary, replace any failed servo motor(s) with a new one(s) under the terms of this Customer Support Program.*

- The **Primary Coverage** will be offered until January 12, 2022, regardless of mileage.
- After the Primary Coverage, the **Secondary Coverage** is applicable for 7 years from the date of first use OR 125,000 miles, whichever occurs 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.

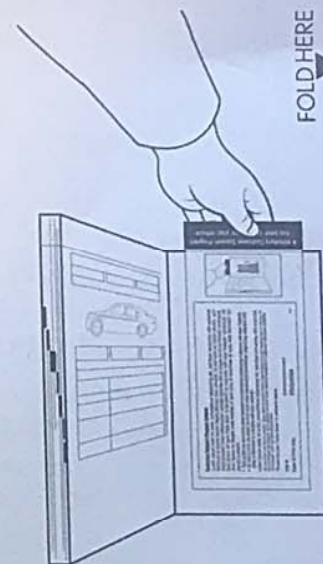
VIN #:

XXXXXXXXXXXX4

Date of First Use:

05/15/2015

20LE01



**A voluntary Customer Support Program
has been initiated for your vehicle**