



Warranty Policy Bulletin

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Distribute to:

- Service Manager
- Warranty Administrator

REVISED 11/9/17

SUBJECT: VOLUNTARY WARRANTY ENHANCEMENT PROGRAM (ZLD) PHASE 2, 3, & 4 – PARTS REPLACEMENT AVAILABLE FOR ALL MODELS): WARRANTY EXTENSION FOR CRACKED AND/OR STICKY/MELTING DASHBOARDS (INSTRUMENT PANELS) AS A RESULT OF HEAT OR HUMIDITY, FOR THE FOLLOWING VEHICLES:

- **CERTAIN 2007-2008 MY ES 350**
- **CERTAIN 2003-2008 MY GX 470**
- **CERTAIN 2006-2008 MY IS 250/350**
- **CERTAIN 2007 MY LS 460**
- **CERTAIN 2004-2006 MY RX 330**
- **CERTAIN 2007-2009 MY RX 350**
- **CERTAIN 2005-2008 MY RX 400H**

Background

Lexus has received reports where some vehicles may exhibit cracked and/or sticky/melting dashboards as a result of heat or humidity.

NOTE: The same voluntary Warranty Enhancement Program coverage described herein is also applicable to certain 2006-2008 MY IS 250/350 and certain 2007 MY LS 460 vehicles for cracked and/or sticky/melting front and rear interior door panels as a result of heat or humidity.

In Mid-December, 2014 Lexus announced the reimbursement phase of this voluntary Warranty Enhancement Program (the “Program”). Since that announcement, Lexus has been diligently making parts preparations for the parts replacement phase of this Program. Due to the age, volume, and breadth of the covered vehicles subject to the Program and the size and complexity of dashboard manufacturing, Lexus launched the part replacement portion of this Program in several phases.

Although Lexus increased and has continued to increase production levels, it is difficult to predict customer demand and where parts need to be shipped to support customer demand. It is important that dealerships explain to customers that there still may be a period of time the customer will need to wait before part replacement can be performed. Please be sure to take this into consideration when performing customer scheduling.

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Applicability

The dashboard and interior door panels are covered under the Lexus New Vehicle Limited Warranty for 4 years from the date of first use or 50,000 miles (whichever occurs first). However, Lexus has announced a voluntary Warranty Enhancement Program to cover parts replacement to address this condition.

Primary Coverage offers the Warranty Enhancement until **May 31, 2017, regardless of mileage.**

After the Primary Coverage expires, the **Secondary Coverage is applicable for 10 years from the date of first use, regardless of mileage.**

Verify VIN applicability for this voluntary warranty enhancement by checking TIS before completing any repairs.

Direct marketing of this warranty enhancement is strictly prohibited pursuant to the Lexus Warranty Policy 5.22, "Warranty Solicitation." Non-compliance with this policy may result in a claim debit.

This voluntary Warranty Enhancement Program is subject to all of the terms and conditions set forth in the Lexus New Vehicle Limited Warranty. For example, damage from abuse, an accident, theft and/or vandalism, or repairs to vehicles which are currently or were previously titled as "scrap," "salvage," or "dismantled" is not covered by the New Vehicle Limited Warranty or this voluntary Warranty Enhancement pursuant to Warranty Policy 4.15, "What Is Not Covered by the Lexus New Vehicle Limited Warranty".

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Covered Vehicles

Not all vehicles within the specified model years are covered by this voluntary warranty enhancement. Verify VIN applicability for this voluntary warranty enhancement by confirming in TIS prior to completing any repairs.

Program Expiration and Claim Filing

Dealers can complete repairs and file warranty claims under the Program after the Primary or Secondary Coverage expires for a particular vehicle. To do so, dealers must verify the condition and open and close a repair order for dashboard replacement due to a sticky/cracked/melting condition **before** the Program expires for that particular vehicle. Thus, please assure customers that Lexus stands behind its vehicles and this Program, and that Lexus will authorize repairs under this Program after May 31, 2017 or the Secondary Coverage expires for a particular vehicle, provided that the customer contacted the dealership to repair his or her vehicle under this Program prior to the end of the extended coverage.

Please note that many vehicles covered by this Program will become ineligible to make claims for repair at the end of the Primary coverage period on May 31, 2017. Thus, we request that you carefully review your pending repair list and ensure that an RO is created for any vehicle that may not receive repair prior to May 31, 2017.

Dealers are required to enter the previously opened/closed RO open date in the "Open RO date" field of the "Repair" tab. **The RO open date and attached RO must correspond with the previously opened/closed RO created prior to coverage expiration and not the RO open date of the actual repair.**

The screenshot shows a software interface for a repair order. At the top, there is a 'Claim Type' dropdown menu and a 'Pgm Type-No.' dropdown menu. Below these are several buttons: 'CCR', 'Sublet', 'Authorization Info', 'Original RO', and 'Paint'. The 'Repair' tab is selected, and the 'Additional Information' sub-tab is active. The 'Open RO Date' field is highlighted with a red rectangle. Other fields include 'VIN', 'DOFU /DOFU Miles', 'Ext Ref', 'No. RO No.', 'Repair Date', 'Repair Miles', 'Months In Use', and 'Miles in Use'. The 'Odometer Units' section has radio buttons for 'Mi' and 'Km'.

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Program Expiration and Claim Filing (Continued)

To facilitate faster review, dealers should ensure that documents are legible, properly oriented (right side up) and indicate (circle or highlight) any pertinent information (i.e. RO open date, VIN, parts order date, etc.) related to the claim.

Claim Submission

Models	R&R instrument panel	R&R Front Door Trim: Right OR Left Side (one side)	R&R Front Door Trim BOTH sides	R&R Rear Door Trim: Right OR Left Side (one side)	R&R Rear Door Trim BOTH sides	Opcodes	Flat Rate hours
ES350	•					AHGD0E	2.7
RX 330/350/400h	•					AHGD0D	2.4
GX 470	•					AHGD0F	2.3
LS 460	•					AHGD0G	3.2
	•			•		AHGD0H	3.6
	•				•	AHGD0J	3.9
	•	•				AHGD0K	3.6
	•	•		•		AHGD0L	4.0
	•	•			•	AHGD0M	4.3
	•			•		AHGD0N	3.8
	•			•	•	AHGD0P	4.2
	•			•	•	AHGD0Q	4.5
IS250/350	•					AHGD0R	2.0
	•			•		AHGD0S	2.3
	•				•	AHGD0T	2.4
	•	•				AHGD0U	2.3
	•	•		•		AHGD0V	2.6
	•	•			•	AHGD0W	2.7
	•			•		AHGD0X	2.5
	•			•	•	AHGD0Y	2.8
	•			•	•	AHGD0Z	2.9

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Claim Submission (Continued)

Models	R&R instrument panel	R&R Front Door Trim: Right OR Left Side (one side)	R&R Front Door Trim BOTH sides	R&R Rear Door Trim: Right OR Left Side (one side)	R&R Rear Door Trim BOTH sides	Opcodes	Flat Rate hours
LS 460				•		AHGD2A	0.4
					•	AHGD2B	0.7
		•				AHGD2C	0.4
		•		•		AHGD2D	0.8
		•			•	AHGD2E	1.1
				•		AHGD2F	0.6
				•	•	AHGD2G	1.0
				•	•	AHGD2H	1.3
IS250/350				•		AHGD2J	0.3
					•	AHGD2K	0.4
		•				AHGD2L	0.3
		•		•		AHGD2M	0.6
		•			•	AHGD2N	0.7
				•		AHGD2P	0.5
				•	•	AHGD2Q	0.8
				•	•	AHGD2R	0.9

A rental car can be claimed for a maximum of 1 day at \$45.00 per day utilizing sublet type "RT" for Op Codes AHGD0L, AHGD0M, AHGD0P, and AHGD0Q.

Photo Requirements and Parts Retention

Lexus requires photo documentation of removed dashboard assemblies and door trim panels to be recorded as part of the R.O. documentation for this repair. Photos must provide perspective image(s) that illustrate the damage. A photo must also be taken with the odometer in focus and the dashboard in the background. Photos must be made available for TMS Warranty Department review upon request.

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Photo Requirements and Parts Retention (Continued)

Removed dashboard assemblies and door trim panels must be retained for 1 calendar day after the repair has been completed. Retain a photo of the dash with the repair order. Dashboard assemblies and door trim panels not requested for return in PRS or inspection by District Service and Parts Managers (DSPMs) or Field Technical Specialists (FTS) may be scrapped after 3 calendar days.

Replacement Parts

For some models the replacement part will be a kit 04005-XXXXX part number, please identify the correct service part in the EPC and then use the chart below to reference the appropriate kit part number for this program. **If there is a kit part number listed, the service part number will not be accepted for this program.** Dealer should order parts in **red** only.

Model	Service Part #	Kit Part Number	Description	Qty
ES350	55401-33211-C0	Not Applicable	PAD SUB- ASSY, INSTRUMENT PANEL SAFETY	1 as needed
	55401-33211-E0			
	55401-33211-J0			
RX 330/350/400h	55401-48050-C0	04005-14148-C0		
	55401-48050-E0	04005-14148-E0		
	55401-48060-C0	04005-14248-C0		
	55401-48060-E0	04005-14248-E0		
	55401-48090-B0	04005-14348-B0		
	55401-48090-C0	04005-14348-C0		
	55401-48100-B0	04005-14448-B0		
GX 470	55401-48100-C0	04005-14448-C0		
	55401-60926-C0	04005-14660-C0		
	55401-60926-C1	04005-14660-C1		
	55401-60926-E0	04005-14660-E0		
	55401-60922-C0	04005-14760-C0		
	55401-60922-C1	04005-14760-C1		
LS 460	55401-60922-E0	04005-14760-E0		
	55401-50909-C1	04005-14550-C0		
	55401-50909-C2	04005-14550-C1		
	55401-50909-E2	04005-14550-E0		
IS250/350	55401-50909-E3	04005-14550-E1		
	55400-53906-C0	04005-14853-C0		
	55400-53906-E0	04006-73153-C0		
		04005-14853-E0		

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Model	Service Part #	Kit Part Number	Description	Qty
LS 460	67610-50691-A2	04005-17150-A0		
	67610-50691-B1	04005-17150-B0		
	67610-50691-C1	04005-17150-C0		
	67610-50701-A0	04005-17250-A0		
	67610-50701-A1	04005-17250-A1		
	67610-50701-B0	04005-17250-B0		
	67610-50701-C0	04005-17250-C0		
	67610-50711-A0	04005-17350-A0		
	67610-50711-A1	04005-17350-A1		
	67610-50711-B0	04005-17350-B0		
	67610-50711-C0	04005-17350-C0		
IS250/350	67610-53451-A0	04005-19253-A0	PANEL ASSY, FR DOOR TRIM, RH	1 as needed
	67610-53451-B0	04005-19253-B0		
	67610-53451-C0	04005-19253-C0		
	67610-53471-A0	04005-19353-A0		
	67610-53471-B0	04005-19353-B0		
	67610-53471-C0	04005-19353-C0		
	67610-53511-A0	04005-19453-A0		
	67610-53511-B0	04005-19453-B0		
	67610-53511-C0	04005-19453-C0		
	67610-53491-A0	04005-19553-A0		
	67610-53491-B0	04005-19553-B0		
	67610-53491-C0	04005-19553-C0		
	67610-53521-A0	04005-19653-A0		
	67610-53521-B0	04005-19653-B0		
	67610-53521-C0	04005-19653-C0		
LS 460	67620-50691-A2	04005-17450-A0	PANEL ASSY, FR DOOR TRIM, LH	1 as needed
	67620-50691-A3	04005-17450-A1		
	67620-50691-B1	04005-17450-B0		
	67620-50691-C1	04005-17450-C0		
	67620-50701-A0	04005-17550-A0		
	67620-50701-A1	04005-17550-A1		
	67620-50701-B0	04005-17550-B0		
	67620-50701-C0	04005-17550-C0		
	67620-50711-A0	04005-17650-A0		
	67620-50711-A1	04005-17650-A1		
	67620-50711-B0	04005-17650-B0		
	67620-50711-C0	04005-17650-C0		

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Model	Service Part #	Kit Part Number	Description	Qty
IS250/350	67620-53461-C0	04005-19753-C0	PANEL ASSY, FR DOOR TRIM, LH (CONT.)	1 as needed
	67620-53481-A0	04005-19853-A0		
	67620-53481-B0	04005-19853-B0		
	67620-53481-C0	04005-19853-C0		
	67620-53521-A0	04005-19953-A0		
	67620-53521-B0	04005-19953-B0		
	67620-53521-C0	04005-19953-C0		
	67620-53501-A0	04005-20153-A0		
	67620-53501-B0	04005-20153-B0		
	67620-53501-C0	04005-20153-C0		
	67620-53531-A0	04005-20253-A0		
	67620-53531-B0	04005-20253-B0		
	67620-53531-C0	04005-20253-C0		
LS 460	67630-50B81-A1	04005-17750-A0	PANEL ASSY, RR DOOR TRIM, RH	1 as needed
	67630-50B81-B0	04005-17750-B0		
	67630-50B81-C0	04005-17750-C0		
	67630-50D31-A0	04005-17850-A0		
	67630-50D31-A1	04005-17850-A1		
	67630-50D31-B0	04005-17850-B0		
	67630-50D31-C0	04005-17850-C0		
	67630-50D41-A0	04005-17950-A0		
	67630-50D51-A0	04005-18150-A0		
	67630-50D51-C0	04005-18150-C0		
	67630-50D61-A0	04005-18250-A0		
	67630-50D61-A1	04005-18250-A1		
	67630-50D61-B0	04005-18250-B0		
	67630-50D61-C0	04005-18250-C0		
	67630-50D91-A2	04005-18350-A0		
	67630-50D91-B1	04005-18350-B0		
	67630-50D91-C1	04005-18350-C0		
	67630-50E01-A2	04005-18450-A0		
67630-50E01-B1	04005-18450-B0			
67630-50E01-C1	04005-18450-C0			

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Model	Service Part #	Kit Part Number	Description	Qty
IS250/350	67630-53241-A0	04005-20353-A0	PANEL ASSY, RR DOOR TRIM, RH (CONT.)	1 as needed
	67630-53261-A0	04005-20453-A0		
	67630-53261-B0	04005-20453-B0		
	67630-53261-C0	04005-20453-C0		
	67630-53281-A0	04005-20553-A0		
	67630-53281-B0	04005-20553-B0		
	67630-53281-C0	04005-20553-C0		
LS 460	67640-50D31-A0	04005-18550-A0	PANEL ASSY, RR DOOR TRIM, LH	1 as needed
	67640-50D31-A1	04005-18550-A1		
	67640-50D31-B0	04005-18550-B0		
	67640-50D31-C0	04005-18550-C0		
	67640-50D41-A0	04005-18650-A0		
	67640-50D41-B0	04005-18650-B0		
	67640-50D51-A0	04005-18750-A0		
	67640-50D51-C0	04005-18750-C0		
	67640-50D61-A0	04005-18850-A0		
	67640-50D61-A1	04005-18850-A1		
	67640-50D61-B0	04005-18850-B0		
	67640-50D61-C0	04005-18850-C0		
	67640-50D91-A2	04005-18950-A0		
	67640-50D91-B1	04005-18950-B0		
	67640-50D91-C1	04005-18950-C0		
	67640-50E01-B1	04005-19150-B0		
67640-50E01-C1	04005-19150-C0			
IS250/350	67640-53241-B0	04005-20653-B0		1 as needed
	67640-53261-A0	04005-20753-A0		
	67640-53261-B0	04005-20753-B0		
	67640-53261-C0	04005-20753-C0		
	67640-53281-A0	04005-20853-A0		
	67640-53281-B0	04005-20853-B0		
	67640-53281-C0	04005-20853-C0		

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Ancillary Parts

CSP ZLD also provides coverage for the replacement of certain ancillary parts related to the covered components, such as necessary clips, vents, etc., that are damaged as a result of the CSP repair. Ancillary parts will be covered if they are needed to complete the CSP and were un-damaged prior to repair. Dealers should take care as much as possible to remove these parts without damage.

In the event that additional replacement parts are necessary, they must be claimed on the ZLD claim. Photo documentation of damaged ancillary parts is required and must be recorded as part of the R.O. documentation for this repair. Photos must provide perspective image(s) that illustrate the damage. Photos must be made available for TMS Warranty Department review upon request.

In the event of an extended back order on ancillary parts, please contact your DSPM or region representative for claim filing instructions.

Technical Instructions (Repair Procedures)

Technical instructions can be found in the applicable Technical Service Information Bulletin (TSIB), please refer to the table below for additional TSIB information.

Model	TSIB Number
ES 350	L-SB-0011-15
RX 330/350/400h	
GX 470	
IS250/350	L-SB-0041-15
LS 460	

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Customer-Paid Repairs or Replacement of Components

If a customer has previously paid for repairs to address a cracked and/or sticky/melting dashboard as a result of heat or humidity, please have them mail a copy of their repair order, proof-of-payment, and proof-of-ownership* to the following address for reimbursement consideration:

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

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 6-8 weeks for processing.

*Please refer to the Reimbursement Checklist attached to the sample owner letter for required documentation details.

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