WARRANTY ENHANCEMENT NOTIFICATION - ZLE

Re: <VIN>

Dear Lexus Owner:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. You previously received a notice regarding an extension to portions of your Lexus New Vehicle Limited Warranty to address concerns of excessive engine oil consumption. Lexus has completed parts preparations for vehicles that qualify for parts replacement based upon the results of a confirmed engine oil consumption test.

Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for replacement of parts related to Excessive Engine Oil Consumption. If the condition is verified, warranty work 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 October 31, 2016, regardless of mileage.
- After the Primary Coverage period ends, the ***Secondary Coverage*** is applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.

*Please see your local Lexus dealer for additional details

Please note that this coverage is for warranty work performed at an authorized Lexus dealer only.

What should you do?

If your authorized Lexus dealership has determined your vehicle is eligible for parts replacement based upon the results of the engine oil consumption test, you can now contact your local authorized Lexus dealership to schedule an appointment to have parts replacement performed. If you have not had an engine oil consumption test performed but believe your vehicle has an excessive engine oil consumption concern please contact your local authorized Lexus dealership to have the oil consumption test performed.

If you have not experienced the condition described, there is no action necessary at this time.

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

If you have previously paid for repair to address an excessive oil consumption condition, 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, USA, Inc.
Lexus Customer Assistance Center L201
19001 South Western Avenue
Torrance, CA 90509

Please read the Customer Frequently Asked Questions included with this letter to help answer any additional question you may have.

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.

Warranty Enhancement Program Frequently Asked Questions	ZLE

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 ensure customer satisfaction, Lexus is advising you of this Enhancement to the Warranty Coverage to assure you that we stand behind the product.

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.

Q3: Is the Warranty Enhancement Program coverage transferable if I sell my vehicle?

A3: Yes, this Warranty Enhancement coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q4: What should I do if I believe my vehicle has excessive engine oil consumption?

A4: If you believe your vehicle has excessive engine oil consumption, please contact any authorized Lexus dealer to have an Engine Oil Consumption test performed. If the vehicle is found to consume excessive oil, it will be eligible for parts replacement under the terms of this Warranty Enhancement Program.

Q4a: What is involved in the oil consumption test?

A4a: Any authorized Lexus dealership will check the oil level in your vehicle and fill the engine to the maximum level. The dealership will then seal the system and request that you return to the same dealership in 1,100-1,300 miles. Upon return, the dealer will confirm how much oil the vehicle has consumed. If the quantity consumed is in excess of the amount specified in the technical service bulletin, your vehicle will be eligible for parts replacement.

Notes

- If there is evidence of tampering with the sealed system the test will be void.
- If your vehicle has oil leaks when the test is requested, they will need to be addressed before the oil consumption test can be initiated. The cost to cover these repairs would be your responsibility.

Q4b: What if a dealer performs the engine oil consumption test and my vehicle does not qualify for warranty work?

A4b: Any authorized Lexus dealership will perform an engine oil consumption test at no charge to you to determine if the vehicle is eligible for parts replacement under this warranty enhancement program. The test will be performed free of charge regardless of the results.

Q4c: If my vehicle passes the oil consumption test how often can I have my vehicle re-checked?

A4c: If the vehicle does not qualify for warranty work based upon the oil consumption test performed following notification of this Warranty Enhancement Program, on additional oil consumption test can be requested (free of charge under the Program) after 6 months or 5,000 miles has lapsed if the vehicle is still within the terms and conditions of the warranty enhancement program.

Q4d: Will Lexus pay for my oil change?

A4d: No. If your vehicle requires an oil change based upon mileage or time when you request to have the oil consumption test performed, the cost of the oil change will be your responsibility. If the vehicle is within the terms of this warranty enhancement program and requires the addition of oil to perform the oil consumption test procedure, it will be provided free of charge.

Q5: Will my vehicle illuminate a Malfunction Indicator Lamp (MIL) if this condition occurs?

A5: If this condition occurs the vehicle will not illuminate a check engine light or set a diagnostic trouble code due to consumption of oil. As noted in the owner's manual, the oil level should be checked and maintained on a regular basis using the engine oil dipstick to measure oil levels.

Q6: Is oil consumption normal?

A6: As noted in the Owner's Manual, it is normal for the engine to consume some oil during operation. Oil is used to continually lubricate and cool internal engine components during operation. Trace amounts of oil are present in the combustion chamber during the combustion process; therefore a small amount of oil is consumed during normal operation. By performing an oil consumption test, an authorized Lexus Dealership will be able to determine whether a vehicle is eligible for parts replacement under this warranty enhancement program for an excessive Engine Oil Consumption issue.

Q7: How long will the warranty work take?

A7: If the condition is present on your vehicle, the warranty work will take approximately 2 days. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. A rental vehicle will be provided for the time period necessary to complete the warranty work.

Q8: What if I have additional questions or concerns?

A8: If you have additional questions or concerns, please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.