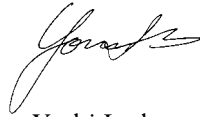


From everyone in the Lexus organization, thank you for purchasing one of our vehicles. Your Lexus is the culmination of more than 50 years of research and development by Toyota Motor Corporation, and is designed to deliver uncompromising luxury and performance.

This booklet has been developed to help you obtain the highest level of satisfaction from your Lexus. Please take some time to review it carefully. In addition to important information about warranty coverages and maintenance requirements, you'll find details on a host of amenities available exclusively to Lexus owners.

Thank you again for choosing Lexus, and please accept our best wishes for years of safe and pleasurable driving. For the latest information about our vehicles and our company, please visit our Web site at **[www.lexus.com](http://www.lexus.com)**. To access your dealership's Web site, log on to **[www.lexusdealer.com](http://www.lexusdealer.com)**. We are committed to providing you with an ownership experience that is second to none, and we look forward to serving you in the years ahead. Welcome to the Lexus family!



Yoshi Inaba  
President and Chief Executive Officer  
Toyota Motor Sales, U.S.A., Inc.

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## MAINTENANCE INFORMATION

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To help ensure that your ownership experience is pleasant, convenient and trouble-free, Lexus provides you with a variety of complimentary services. These services are described on the following pages. Other valuable owner benefits are described in the section entitled “Other Benefits and Assistance” beginning on page 7.

### **First Two Maintenance Services**

The first two scheduled maintenance services for your Lexus are provided at no charge. The first service is at 30 days and includes a body/chassis inspection, a check for fluid leaks and a vehicle road-test. The second service is at 5,000 miles/4 months or 7,500 miles/6 months, depending on which maintenance interval you use. This service includes a change of the engine oil and oil filter, rotation of the tires and a vehicle road-test. See page 99 to determine the proper maintenance interval for your vehicle.

To obtain your complimentary scheduled maintenance services, call an authorized Lexus dealership to make an appointment, or take your vehicle to the dealership. The dealership will verify performance of the services on page 105 of this booklet.

### **Loaner Vehicle**

If your vehicle must be kept overnight at a Lexus dealership for a warranty-covered condition that requires more than eight hours to repair, Lexus will provide you with a complimentary loaner vehicle for up to five days.

### **Travel Protection**

Lexus will reimburse for a rental car for up to five days and for overnight lodging for up to three nights (not to exceed \$200 per night) if all of the following occur:

- Your vehicle becomes inoperable or unsafe to drive when you are more than 100 miles from home.

- Your vehicle's malfunction is caused by a warranty-covered condition.
- Repairs will take longer than eight hours to complete.

To obtain reimbursement for rental car and lodging expenses, contact a Lexus dealership service consultant.

### Roadside Assistance

Lexus roadside assistance coverage is for 48 months from your vehicle's in-service date, regardless of mileage. Coverage is provided 24 hours a day, 365 days a year, for vehicles operated in the United States, U.S. territories and Canada. Assistance is administered through the American Automobile Association.

#### Services Provided

- Roadside services such as battery jump-start, tire change and fuel delivery.
- Towing to the nearest Lexus dealership (or an alternate repair facility, if necessary).
- Assistance in locating alternate transportation and lodging.
- Shipping of repair parts to remote locations.
- A technical assistance hotline to provide repair information to non-Lexus facilities.

#### How to Get Help

To obtain roadside assistance, take the following steps:

- 1) Call (800) 25-LEXUS (800/255-3987).
- 2) Have as much of the following information as possible:
  - Vehicle identification number (located on the driver's side corner of the dashboard, under the window)
  - Owner's name and home address
  - Vehicle license plate number
  - Location of vehicle, including the nearest major intersection

## COMPLIMENTARY SERVICES

- 3) To determine your location, the dispatch operator will ask you for the area code and first three digits of the phone number from which you are calling. If you are calling from your cellular phone:
  - Obtain a phone number from a telephone near your location; or
  - Call directory assistance and obtain the phone number of a nearby business; or
  - Call the local cellular operator and ask for the area code and prefix of the cell you are in.
- 4) Wait at your vehicle or in a nearby secure location for the roadside assistance provider to arrive.

**Additional Coverage**

After your roadside assistance coverage expires, you may join a motor club created exclusively for Lexus owners. Benefits include roadside assistance coverage, a trip-planning service and discounts on travel and dining. For further information, call (800) 25-LEXUS.

### Quality Control

You may have noticed a few miles on the odometer when you took delivery of your Lexus. This mileage is a result of the comprehensive process used to ensure the quality of your vehicle.

Every Lexus undergoes three major inspections after leaving the assembly line. The first is conducted by Toyota Motor Corporation before the vehicle is shipped from Japan. The second is conducted at the vehicle's port of entry in the United States. The final inspection takes place at the selling dealership and includes a road-test conducted by a trained Lexus technician.

If you'd like to know more about Lexus quality-control procedures, ask a Lexus dealership service consultant.

### Vehicle Service History

When you have your vehicle serviced at a Lexus dealership, your service information is recorded in the Lexus National Service History database. This is the first database of its kind in the automotive industry. It can be accessed by any Lexus dealership in the United States — a great convenience if you relocate or need to have your vehicle serviced while traveling.

### Vehicle Service Agreements

If you plan to keep your vehicle for several years or if you accumulate mileage quickly, you may want to purchase a Lexus vehicle service agreement. These agreements cover the cost of specific repairs beyond the factory warranty period. They also cover services such as towing, substitute transportation and lodging to minimize your inconvenience should your vehicle require repair. Lexus vehicle service agreements are available with a variety of coverage options. A Lexus dealership sales consultant can help you select the plan that's best for you.

### **Additional Keys**

Your vehicle comes with two master keys, a valet key and a key card designed to be kept in a purse or billfold. If you require additional keys, call or visit an authorized Lexus dealership. You will need to provide the dealership with your vehicle's key code (found on the key number plate provided with your original set of keys). In most cases, new keys can be ready within five business days.

### **Body Repairs**

If you're involved in a collision, you want your vehicle to be returned to its pre-accident condition when repaired. That's why it is important to make sure repairs are made only with Genuine Lexus Parts. Some repair shops and insurance companies may suggest using imitation or salvaged parts to save money. However, these parts do not meet Lexus' high standards for quality, fit and corrosion resistance. In addition, imitation and salvaged parts (and any damage or failures they may cause) are not covered by any Lexus warranty.

The best way to ensure that your vehicle is repaired with Genuine Lexus Parts is to take it to a Lexus dealership. Each dealership works with selected collision repair centers that meet Lexus' strict requirements for training, equipment, quality and customer satisfaction. These repair centers use Genuine Lexus Parts exclusively in the repair of Lexus vehicles.

### **If You Need Assistance**

Both Lexus and your Lexus dealer are dedicated to serving your automotive needs. Your complete satisfaction is our first priority. Should you have a problem or concern, please take the following steps to ensure the quickest possible response:

#### **Step 1**

Discuss the situation with a dealership manager, such as the service manager or customer satisfaction manager. If necessary, ask the dealership owner or general manager for assistance. In most cases, a satisfactory solution can be reached at this step.



**Step 2**

If the dealership does not address your concern to your satisfaction, call the Lexus Customer Satisfaction Department at (800) 25-LEXUS (800/255-3987). In Canada, call (800) 26-LEXUS (800/265-3987). In Mexico, call 95-1-310-328-2075. If you are hearing- or speech-impaired, call (800) 443-4999 (TDD).

You may also write to us at:

Lexus Customer Satisfaction Department  
P.O. Box 2991  
Torrance, CA 90509-2991

Whether calling or writing, please provide the following information:

- Vehicle identification number (located on the driver's side corner of the dashboard, under the window)
- Current vehicle mileage
- Name of your selling and servicing Lexus dealerships
- Your day and evening telephone numbers

**Step 3**

If your concern has still not been resolved to your satisfaction, Lexus offers additional assistance through BBB AUTO LINE, a dispute resolution program administered by the Council of Better Business Bureaus. The purpose of BBB AUTO LINE is to resolve disputes through arbitration — a process by which two parties authorize an independent third party to hear and resolve a dispute. The program is informal and free of charge. To request that your case be reviewed through the program, contact:

BBB AUTO LINE  
4200 Wilson Blvd., Suite 800  
Arlington, VA 22203  
(800) 955-5100

BBB AUTO LINE typically renders a decision within 40 days of receiving your request for arbitration. This decision is binding on Lexus but not on you.

**Important:** You must use BBB AUTO LINE before seeking remedies through a court action pursuant to

the Magnuson-Moss Warranty Act. You may also be required to use BBB AUTO LINE before seeking remedies under the “Lemon Laws” of your state. For the requirements applicable to your state, see the appropriate page of the *Owner’s Manual Supplement – Lemon Law Information* booklet located in your glove box.

### **BBB AUTO LINE Arbitration**

#### **What is BBB AUTO LINE?**

BBB AUTO LINE consists of local Better Business Bureau professionals who are trained and experienced in mediation and arbitration. BBB AUTO LINE will arbitrate your case by reviewing the facts; inspecting the vehicle, if necessary; and promptly rendering a fair and equitable decision.

#### **What types of disputes are eligible?**

BBB AUTO LINE resolves disputes involving Lexus product reliability and warranty performance that arise during the greater of 1) four years or 50,000 miles from the vehicle’s in-service date, whichever is earlier; or 2) the applicable provision of the Lexus New Vehicle Limited Warranty. However, BBB AUTO LINE will not arbitrate claims involving a vehicle used primarily for commercial purposes unless the “Lemon Law” of your state covers 1) vehicles used for commercial purposes or 2) claims that an air bag failed to deploy or deployed when it should not have. You must file a request for arbitration with BBB AUTO LINE within six months of the expiration of the eligibility period.

**How long is the arbitration process?**

The entire process — from the time BBB AUTO LINE receives your request for arbitration to the arbitrator's decision — is designed to take no more than 40 days. A decision may be delayed if:

- You fail to provide certain information required by BBB AUTO LINE.
- You fail to make your vehicle available for inspection by BBB AUTO LINE in a timely manner (if an inspection is necessary).
- You fail to contact Lexus about your dispute before requesting arbitration.

**How much will it cost?**

There is no charge to you for submitting your dispute to BBB AUTO LINE. You may obtain copies of your case for a nominal fee.

**How does the arbitration process work?**

When BBB AUTO LINE receives your request, it will be forwarded to the Lexus area office for response.

After analyzing all information pertaining to your case, BBB AUTO LINE will schedule a technical evaluation if applicable. This may include an inspection of the vehicle by a technical expert. The technical expert will forward his or her evaluation to BBB AUTO LINE.

An oral hearing will be held prior to a decision being rendered. At this hearing, all evidence is admissible. You and a Lexus representative will present both sides of the case to the BBB AUTO LINE arbitrator(s). You will each be allotted time to give testimony and provide documents. Then you will each be given an opportunity for rebuttal. After considering all testimony

and documents, the arbitrator(s) will review the applicable legal standards and render a decision within 10 days.

A settlement satisfactory to all parties may be negotiated prior to submission of the case to the arbitrator, or during the hearing.

**What types of decisions are rendered, and how do I know if Lexus will abide by BBB AUTO LINE's decision?**

BBB AUTO LINE's decisions are based on what it believes to be fair and appropriate after applying the appropriate legal standards. Remedies include but are not limited to repairs; reimbursement for repairs and incidental expenses, such as towing costs; and repurchase or replacement of your vehicle.

BBB AUTO LINE's decision is binding on Lexus but not on you. Lexus must comply with the decision shortly after it is rendered, usually within 30 days. BBB AUTO LINE will contact you within 10 days of scheduled compliance to ensure that Lexus has complied in a timely manner.

**Are there limits to the scope of BBB AUTO LINE decisions?**

BBB AUTO LINE decisions do not include:

- Attorney fees
- Punitive damages
- Multiple damages
- Consequential damages, other than incidental damages to which you may be entitled under law

**What other recourse do I have?**

If you are dissatisfied with the arbitrator's decision or Lexus' compliance, you may pursue any other legal remedies available to you, including small claims court. You should be aware that BBB AUTO LINE findings are admissible as evidence in any legal proceedings concerning your vehicle.

**Is BBB AUTO LINE subject to change?**

This information about BBB AUTO LINE is correct as of the date of printing. However, the program may be changed without notice. For the most current information, call BBB AUTO LINE at (800) 955-5100 or the Lexus Customer Satisfaction Department at (800) 255-3987.