
Lexus Warranty

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Lexus Care

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1. Welcome to the Lexus experience!

Congratulations on joining a very select group. You are now the owner of a Lexus. This superb car is the result of a single-minded quest for motoring perfection - a quest that has broken many barriers in the world of cars.

We are confident that you will derive enormous satisfaction from driving in one of the finest automobiles and will view your Lexus as something more than just a means of transportation.

It's said that you can tell a person by the friends he has. Well, we are sure that your Lexus will become a close and valued friend to you - one who is loyal and sincere. One that reflects well on you.

There is one more crucial quality you look for in a friend: dependability. So it is with your Lexus, too. You count on it to be there for you whenever you need it. Not to be a source of anxiety. We say you are entitled to drive your Lexus without a care in the world.

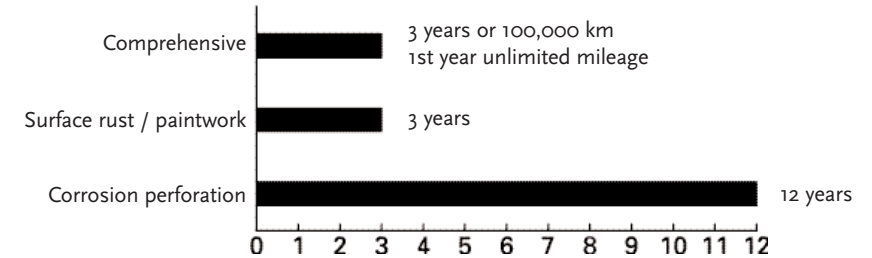
Let the strength of our conviction here be a source of confidence for you. Remember that the Lexus team will stop at nothing to provide you with the ultimate in quality and in service, dedicated to a relentless pursuit of perfection.

We are confident that your Lexus will live up to, and in fact exceed your expectations. We back this assurance up with a solid guarantee, which is described in the following pages. Please do read the details so that you can enjoy driving your Lexus secure in the knowledge that you will receive all the support and service you require in every circumstance.

Happy driving!

All information in this booklet is the latest available at time of publication, and is subject to change without notice.

2. Lexus warranty coverage at a glance



3. Your Lexus warranty in detail

1. Comprehensive

Any defect that is attributable to a manufacturing or assembly defect under normal use is covered by your warranty. This provision applies for a period of 3 years or 100,000 km, whichever comes first, with no mileage limitation for the first year.

In the event of a breakdown immobilising your Lexus, the cost of recovering it to the nearest Lexus Authorised Repairer is also covered if that breakdown is the result of a warrantable defect.

2. Surface rust and paintwork

The warranty offers 3 years of cover for surface rust and paint defects appearing on any of the painted body panels due to a fault in material or workmanship. There is no mileage restriction on this.

3. Corrosion perforation

12 years of coverage is provided against bodywork perforation (i.e. any holes through the bodywork from inside to outside) due to corrosion that is attributable to faults in material or workmanship. Again, there is no mileage restriction.

“Bodywork” is taken to mean any original Lexus sheet metal body panel, including such parts as the engine bonnet, doors, boot lid and floor panel, but excluding parts attached to the body, such as mouldings, bumpers and hinges.

4. General Lexus warranty provisions

Who is the warrantor?

Your Lexus has been manufactured to the highest standards and has been thoroughly inspected before delivery. This is warranted by Lexus. The supplying Lexus Authorised Retailer will indicate this inspection by stamping and signing the Quality Certificate inspection page of this booklet.

Where is my Lexus covered for warranty?

The conditions of the Lexus warranty as explained in this booklet apply in the following countries: Andorra, Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Norway, Poland, Portugal, Romania, Slovak Republic, Spain, Sweden, Switzerland, The Former Yugoslav Republic of Macedonia (F.Y.R.O.M.), The Netherlands and United Kingdom. We recommend that you contact your local Lexus Authorised Retailer or Repairer for more information if you intend to travel to countries other than the ones mentioned above.

When does the warranty begin?

The warranty period begins from the date when the vehicle is registered to the first retail purchaser.

Are there any charges for repairs to my Lexus carried out under warranty?

No. Your Lexus Authorised Repairer will carry out any repairs covered under these warranties at no charge for parts or labour. Lexus may decide whether parts should be repaired or replaced.

What are the conditions of the warranty?

- You are responsible for ensuring that the vehicle is maintained in accordance with the manufacturer's specifications and instructions, as set out in the Owner's Manual. Failure to do so may invalidate the warranty for maintenance-related items.
- You should keep all records necessary to prove that such maintenance has been performed.
- You are obliged to present your vehicle to a Lexus Authorised Repairer as soon as possible in the event of defects requiring warranty work. This is to prevent defects from escalating and requiring more extensive repair than would originally have been needed.

Are the tyres covered?

A separate warranty provided by the tyre manufacturer covers the tyres. Please consult your Lexus Authorised Repairer for details.

What happens if I sell my Lexus?

The Lexus warranty is automatically transferred at no cost to subsequent owners.

Are my legal rights affected by the warranty?

No. Your legal rights under applicable national legislation governing the sale of consumer goods are not affected by the warranty.

5. Items not covered by the Lexus warranty

The Lexus team wishes to do everything within its powers to ensure you an ownership experience that is utterly smooth and supremely rewarding. Our extensive Lexus warranty package reflects our commitment to this goal. It is designed to cover any defect attributable to a manufacturing or assembly fault. The following items are therefore not covered by the warranty:

Normal wear and tear

Normal noise, vibration, wear and tear, and deterioration such as discoloration, fading, deformation, or blur.

Maintenance expense

Normal maintenance services such as engine tune-ups, replacement of fluids and filters, lubrication, cleaning and polishing, replacement of spark plugs, bulbs and fuses, and replacement of worn wiper blades, brake pads / lining and clutch linings. On the other hand, if these services are required as part of a warranty repair, they are covered by the warranty.

Lexus with altered odometer

Faults in Lexus on which the odometer has been altered so that actual vehicle mileage cannot be readily determined.

Salvage or total loss vehicles

Any Lexus that has ever been issued with a "salvage" or similar title, or has ever been declared a "total loss" or equivalent by a financial institution or insurer (for example when payment is made for a claim rather than repairs being made because the cost of repairs exceeded the cash value of the vehicle).

Incidental damage

Incidental or consequential damage associated with a vehicle failure. This includes, but is not limited to, inconvenience, the cost of transportation, telephone calls and lodging, the loss of personal or commercial property and the loss of pay or revenue.

Damage or failures resulting directly or indirectly from any of the following external elements:

- Fire, accidents or theft.
- Abuse or negligence.
- Misuse, for example racing or overloading.
- Repairs not performed by a Lexus Authorised Repairer.
- Installation of non-genuine Lexus parts.
- Alteration or tampering, including installation of non-genuine Lexus accessories.
- Lack of proper maintenance, including use of fluids other than those specified in the Owner's Manual.
- Airborne chemicals, tree sap, road debris (including stone chips), rail dust, salt, hail, floods, wind storms, bird droppings, lightning and other environmental conditions, wars.
- Water contamination.

Quality Certificate

Lexus is renowned for the stringent quality control measures it applies at every stage of manufacturing. The accessory installation record and this quality certificate are to ensure that preparations are completed so that your vehicle is delivered to you in the best condition, inclusive of the Lexus accessories you requested.

Lexus Authorised Retailer Stamp

The undersigned hereby certifies that this vehicle has been prepared in accordance with LEXUS recommended criteria.

Signature

Name:

Title:

Date:

1. Looking after your Lexus

It's OK to care!

Nowadays, it has stopped being unfashionable to express concern for the well being of our fellow humans. To talk about looking after our family, our friends, our colleagues.

Responsible stewardship over our assets. An attitude of caring. It is all very relevant to your Lexus, because it needs care too. You rightly expect it to give you the very best motoring performance. In return, it needs a little looking after now and then.

We see caring for your Lexus as the equivalent of caring for you, our customer. Every single member of the Lexus team, from the designers to the salespeople, from the engineers to the service technicians, has contributed his or her skills and dedication to ensure that you enjoy the very highest levels of care. It is more than just a goal – it is a passion for every one of us.

In short, we are here for you. We are here to ensure that you have nothing to worry about, but can devote your time and energy to the important things in life. And the best way we can do this is to make the whole process of maintaining your Lexus as effective and convenient as possible. The result is Lexus Care, our total care programme for your Lexus.

2. What is Lexus Care?

Lexus Care is more than just a maintenance programme. It is an opportunity for you to entrust the well-being of your Lexus to dedicated professionals. An opportunity for us to provide unparalleled levels of care. We have taken that opportunity and given it a structure. And that is what we call Lexus Care.

It consists of two features:

1. Full Lexus Care service every 30,000 km or two years, whichever comes first.
2. Intermediate Lexus Care service at the halfway point between each full service (ie. at 15,000 km or one year, 45,000 km or three years and so on, whichever comes first).

Please see section 7 for specific details of the schedule.

3. Lexus Care and Lexus warranty coverage

Your Lexus should be maintained according to the recommendations in this documentation in order to ensure that your warranty coverage remains in force for maintenance-related items. So we suggest that you keep detailed records of your Lexus Care Programme, including dates of servicing and parts installations. These records should be given to the new owner if you sell your vehicle.

Excluded from the warranty's cover is any damage or failure caused by lack of proper servicing in accordance with the manufacturer's specifications and instructions, or by the use of fluids other than those prescribed in the Owner's Manual.

4. Lexus Care and your Lexus Authorised Repairer

We recommend that you go to a Lexus Authorised Repairer to have your Lexus serviced. Another duly qualified and equipped professional can also service your vehicle. Due to their specialisation of working with Lexus vehicles, Lexus Authorised Repairers can ensure that your vehicle gets the right kind of care.

Our master-technicians, besides being specially trained to look after Lexus cars, always have years of experience before they are entrusted with the privilege and the responsibility of caring for your Lexus. They are continuously kept up to date on Lexus service engineering and technology through our technical bulletins, service publications and training courses. All are graduates of the highly regarded Lexus Certified Technician Programme, with its series of rigorous exams.

Integrity is at the heart of what we do and we support a policy of complete transparency regarding our Lexus Care Programme. You are entitled to know how your Lexus is being looked after. So do ask to see the credentials of the technicians who will be working on your Lexus should you wish to.

5. Genuine Lexus Parts

The use of Genuine Lexus Parts for servicing and repairing your Lexus is recommended. Other parts of matching quality can also be used. Genuine Lexus Parts are built to the highest standards of quality and performance, and are designed to fit your Lexus' exact specifications. The same is true for oil and other fluids. You need to know that the correct chemical products are being used, in accordance with Lexus specifications.

The benefit of this obsession with quality is obvious when you drive your Lexus the first time and every other time after.

You have the assurance that you are getting the best for your Lexus when you go to a Lexus Authorised Repairer. They maintain an adequate inventory of parts to meet your servicing needs. Quick access to all parts is ensured by electronic links to the Lexus parts distribution centres.

6. Collision repair

Should your Lexus be involved in a collision, you want it to be properly cared for. For your own safety and convenience, to maintain your Lexus' value, performance and appearance, and to preserve the integrity of your 12-year anti-corrosion warranty, you want it to be returned to its pre-accident condition.

We recommend that you refer to your local Lexus Authorised Repairer who will arrange repair at an approved body shop. Another duly qualified and equipped professional can also advise you.

Your concern about your Lexus is also our concern. Our master technicians and repair experts will ensure that your Lexus will be reconstructed to its original safety and quality standards.

7. Lexus Care service schedule

Full Lexus Care service: every 30,000 km or 2 years*.

Intermediate Lexus Care service: every 15,000 km or 1 year*.
This service includes an oil and filter change and additional inspections on steering, braking, lights and tyres.

The tables below show exactly what is performed at each of these services. We have divided the various maintenance tasks into those relating to the overall performance of your Lexus, and those which have a direct bearing on safety.

* whichever comes first

For normal driving conditions

Replacement - Inspection - Tightening		
	Intermediate	Full
HEALTH		
Engine oil and oil filter	R	R
Engine coolant		I
Air filter	I	I
Transfer oil of RX300		R
Rear differential oil		R
Drive shaft boots		I
Drive shaft bolts (except RX300)		T
Exhaust pipes and mountings		I
Cooling and heater system hoses and connections		I
Air conditioning filter	R*1	R*2
Fuel tank cap, fuel lines, connections and vapour control valve		I
Body inspection (corrosion perforation)		I
*1 : except LS200/300 and LS430		
*2 : except LS430		

Replacement - Inspection - Tightening		
SAFETY	Intermediate	Full
Brake pedal and parking brake		I
Brake pads and discs	I	I
Brake linings of parking brake		I
Clutch fluid of LS200		I
Brake fluid		R
Brake pipes and hoses		I
Power steering fluid		I
Front and rear suspension		I
Steering wheel and linkages		I
Tyres, lights, wiper blades, washer fluid	I	I
Power steering, ball joints, dust covers	I*3	I
*3 : except RX300		

ADDITIONAL REPLACEMENTS	
Timing belt	Every 150,000 km
Air filter	Every 4 years / 60,000 km
Air conditioning filter of LS430	According to service indicator
Spark plugs (Iridium type)	Every 90,000 km
Engine coolant	At 150,000 km After, every 90,000 km

ADDITIONAL INSPECTIONS	
Ancillary drive belt (alternator, A/C, PS)	6 th year / 105,000 km After, every year / 15,000 km
Valve clearance (audible inspection)	Every 6 years / 90,000 km
Manual gearbox oil of LS200	Every 4 years / 60,000 km
Automatic transmission fluid	Every 3 years / 45,000 km
Charcoal canister	Every 2 years / 45,000 km Every 90,000 km *4
*4 : for Finland, Norway and Sweden only	

Service Completed
Mileage:
Date:
<p>Intermediate</p> <p>15,000 km/1yr*</p>

Service Completed
Mileage:
Date:
<p>Full</p> <p>30,000 km/2yrs*</p>

Service Completed
Mileage:
Date:
<p>Intermediate</p> <p>45,000 km/3yrs*</p>

Service Completed
Mileage:
Date:
<p>Full</p> <p>60,000 km/4yrs*</p>

Service Completed
Mileage:
Date:
<p>Intermediate</p> <p>75,000 km/5yrs*</p>

Service Completed
Mileage:
Date:
<p>Full</p> <p>90,000 km/6yrs*</p>

* whichever comes first

Service Completed
Mileage:
Date:
<p>Intermediate</p> <p>105,000 km/7yrs*</p>

Service Completed
Mileage:
Date:
<p>Full</p> <p>120,000 km/8yrs*</p>

Service Completed
Mileage:
Date:
<p>Intermediate</p> <p>135,000 km/9yrs*</p>

Service Completed
Mileage:
Date:
<p>Full</p> <p>150,000 km/10yrs*</p>

Service Completed
Mileage:
Date:
<p>Intermediate</p> <p>165,000 km/11yrs*</p>

Service Completed
Mileage:
Date:
<p>Full</p> <p>180,000 km/12yrs*</p>

* whichever comes first

Service Completed	Service Completed
Mileage:	Mileage:
Date:	Date:
Intermediate 195,000 km/13yrs*	Full 210,000 km/14yrs*

Service Completed	Service Completed
Mileage:	Mileage:
Date:	Date:
Intermediate 225,000 km/15yrs*	Full 240,000 km/16yrs*

Service Completed	Service Completed
Mileage:	Mileage:
Date:	Date:
Intermediate 255,000 km/17yrs*	Full 270,000 km/18yrs*

* whichever comes first

8. Lexus and the environment

At Lexus, we share a genuine concern and commitment to conserving our planet. We recognise that we are in a position to make a sincere contribution to the world around us.

Recycling is carefully considered at every stage in the life-cycle of our vehicles: development, manufacturing, use and post-use disposal. To promote recycling during the stage when you are using your Lexus, we have established networks to collect damaged parts for recycling and to recover and reuse air conditioning refrigerants. And of course, recycling is important in the post-use stage. In addition to our research into more efficient vehicle dismantling technology, we are developing ways to use shredder residue previously considered unrecyclable.

You can help yourself and help the environment by using your Lexus in an environmentally caring way. The following tips will enable you to reduce your Lexus' fuel consumption and cut emissions from your vehicle down to a minimum:

- Ensure tyre pressures are correct
- Do not rev your engine when the car is stationary
- Avoid frequent and hard acceleration
- Shift gears in time
- Do not carry unnecessary loads
- Remove ski racks and luggage racks when not in use

Finally, having your vehicle's servicing carried out at a Lexus Authorised Repairer ensures that any replaced parts or chemicals are disposed of or recycled in a manner that shows care for the environment.

9. Accessories installation record

Accessory name
Part number
Installation date
Installation mileage
Installer name/code

Accessory name
Part number
Installation date
Installation mileage
Installer name/code

Accessory name
Part number
Installation date
Installation mileage
Installer name/code

Accessory name
Part number
Installation date
Installation mileage
Installer name/code

Accessory name
Part number
Installation date
Installation mileage
Installer name/code

Accessory name
Part number
Installation date
Installation mileage
Installer name/code

Accessory name
Part number
Installation date
Installation mileage
Installer name/code

Accessory name
Part number
Installation date
Installation mileage
Installer name/code

10. Odometer replacement record

Installation date
Installation mileage
Lexus Authorised Repairer name/code
