

2000 Lexus Owner's Manual Supplement

**LX 470 and RX 300
Warranty, Maintenance,
and General Information**



WARRANTY, MAINTENANCE, AND GENERAL INFORMATION

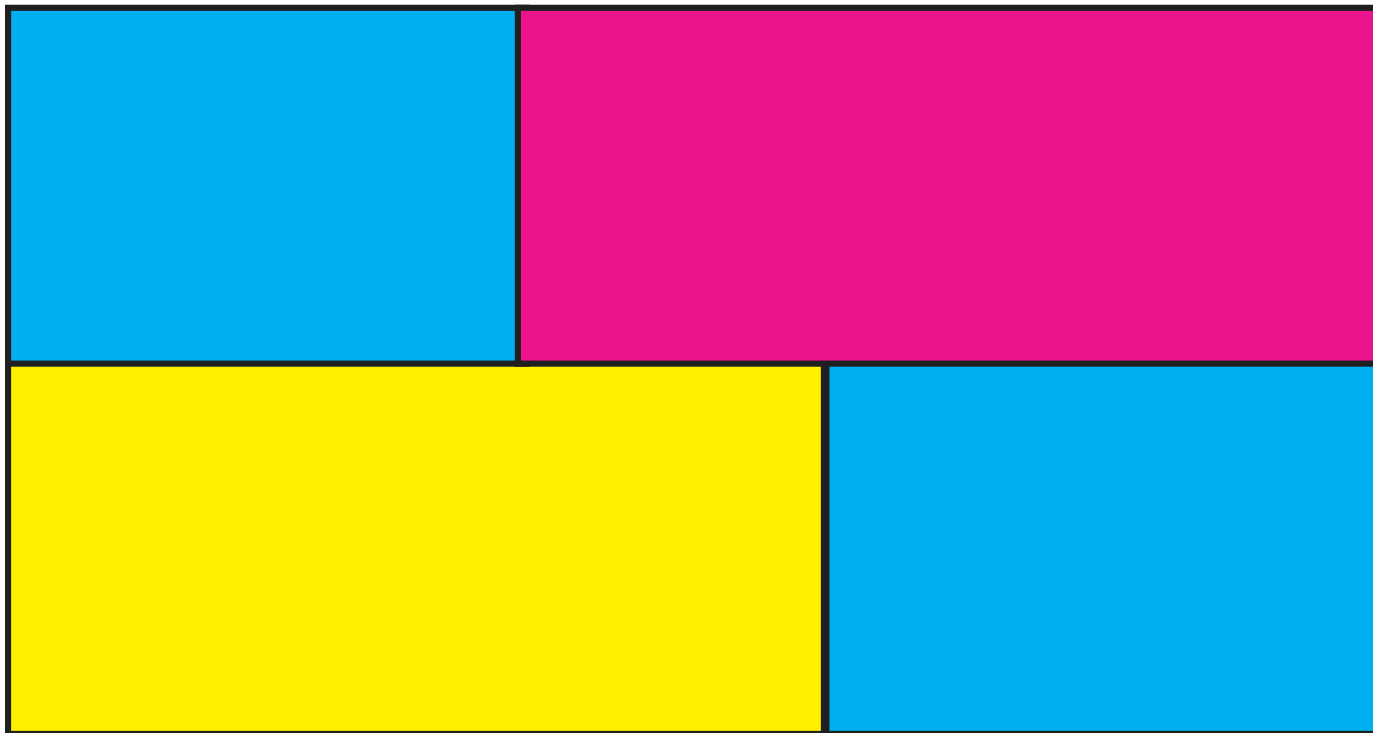


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This Is a Supplement to Your Owner's Manual.

Keep this supplement in your vehicle. In this supplement you will find warranties and facts about Lexus parts and service.

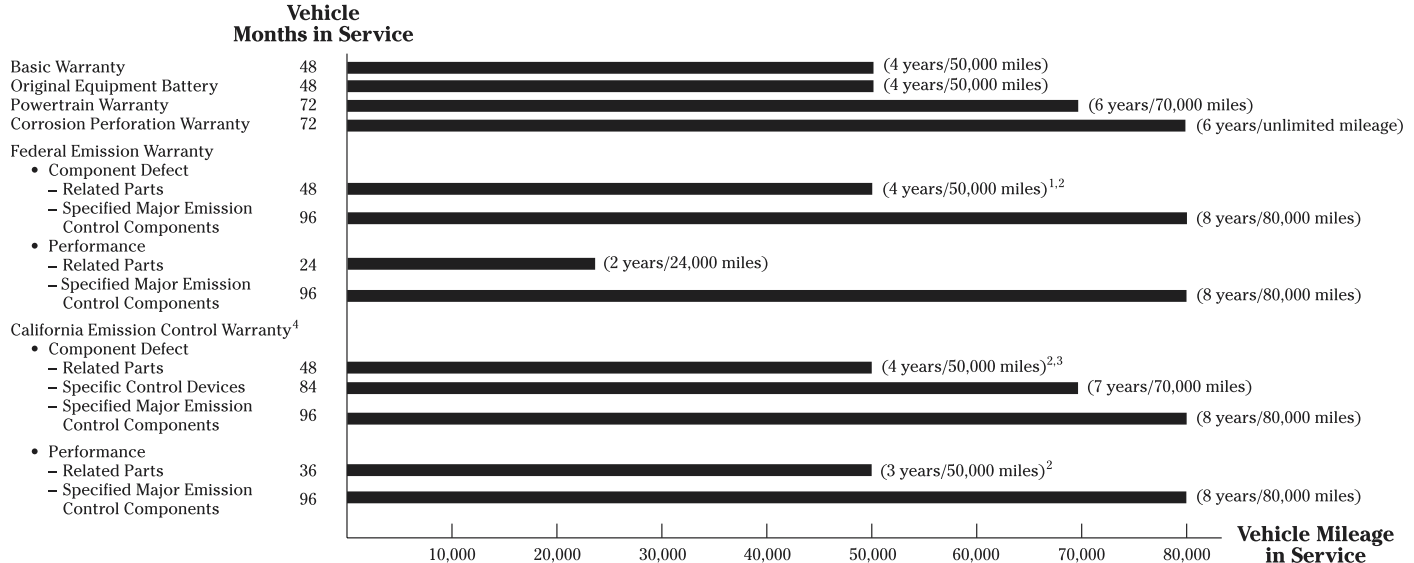
- Warranty information is provided to protect your investment with an outline of procedures for solving almost any problem you may have with your new Lexus. Your *Owner's Manual* also contains important information; be sure to read it carefully.
- All information is based on the latest data available at the time of publication and is subject to change without notice, except the emission warranty.
- Please be aware that any modification to your Lexus could affect its performance, safety or durability, and may even violate government regulations.
- To further demonstrate our commitment to your satisfaction with your Lexus vehicle, there may be times when Lexus will establish a special policy adjustment program for your particular vehicle model which will pay for all or part of the cost of certain repairs beyond normal warranty coverage. Call Lexus Customer Satisfaction or check with your dealer to determine whether any special policy adjustment program is applicable to your vehicle.
- Maintenance information for your Lexus is provided in the "Scheduled Maintenance" section of this *Owner's Manual Supplement* booklet. This section clearly indicates the minimum maintenance requirements for your Lexus based on your driving habits and operating conditions.
- The "Scheduled Maintenance" section of this *Owner's Manual Supplement* booklet also includes a Maintenance Log which clearly identifies the specific maintenance requirements for each mileage interval while providing you with a convenient place to document your Lexus' maintenance history.

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WARRANTY AT A GLANCE

Warranty Coverage



¹ Federal Environmental Protection Agency (EPA) regulations require a coverage of 2 years/24,000 miles for emission control components. However, Lexus will provide a coverage of 4 years/50,000 miles under terms of the Basic Warranty.

² Specific components may have longer coverage under terms of the Powertrain Warranty.

³ California Air Resources Board (CARB) regulations require a coverage of 3 years/50,000 miles for emission control components. However, Lexus will provide a coverage of 4 years/50,000 miles under terms of the Basic Warranty.

⁴ Also applies to Massachusetts vehicles equipped with a California Certified Emission Control System.

WELCOME TO THE LEXUS FAMILY

The entire Lexus organization would like to take this opportunity to thank you for purchasing your new Lexus.

This highly sophisticated vehicle is a statement in itself of your desire to own an automobile that offers uncompromising automotive engineering, design, luxury, and quality.

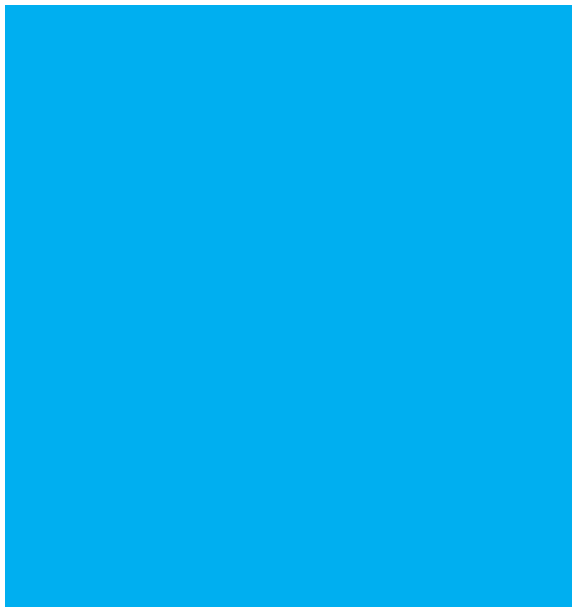
Your Lexus is the culmination of over fifty years of automotive research and development by Toyota Motor Corporation. We want you to achieve optimum satisfaction with your purchase of this high-performance luxury vehicle. To better ensure this level of satisfaction, please invest a small amount of time to:

- Read and carefully consider the recommendations contained in this supplement and the *Owner's Manual*.
- Bring your vehicle into an authorized Lexus dealership for the maintenance recommendations contained in this supplement.

Thank you again for choosing Lexus, and please accept our best wishes for many years of pleasurable and safe driving. We would also like to take this opportunity to extend a personal invitation to either visit our Web site at <http://www.lexus.com>, or to locate your Lexus dealer at <http://www.lexusdealer.com>.



Y. Inaba, President
Toyota Motor Sales, U.S.A., Inc.



THE LEXUS COMMITMENT

Teamwork in Quality

Lexus automobiles undergo three major inspections after they leave the assembly line in Japan. Each Lexus is personally stamped at every inspection location to validate that it left there in excellent condition.

Toyota Motor Corporation, Japan

Lexus vehicles undergo special quality checks before being shipped.



U.S. Vehicle Processing Center

Each vehicle is subjected to an extensive inspection at the U.S. port of entry.



THE LEXUS COMMITMENT (cont'd)

Lexus Dealership

Your dealer performs a two-hour inspection procedure on each Lexus vehicle. In addition, a special Quality Control Diagnostic Center has been established and equipped at each dealership to help ensure your Lexus vehicle is repaired the first time.

Note: Those few additional miles you may notice on your odometer are the result of our quality control endeavors.



HOW TO GET ASSISTANCE

Customer Satisfaction

Your satisfaction with your Lexus automobile and your Lexus dealership is extremely important to every member of Lexus, whether they are located at your dealership, area office, or national headquarters. We are committed to providing the finest automobiles supported by the best in customer service.

However, we do realize that misunderstandings may occur, questions may be left unanswered, or expectations may not be met completely. If such incidents occur, we would like to provide assistance in the following manner:

■ **Lexus Dealership Management**

Normally, any misunderstandings can be resolved by involving the appropriate dealership department manager. If you feel further review is required, the owner and/or general manager of your Lexus dealership should be involved.

■ **Lexus Customer Satisfaction Department**

1-800-25-LEXUS

(1-800-255-3987)

For TDD only: 1-800-443-4999

Customer Satisfaction representatives are available by calling our toll-free number. They can provide product information, answer questions, dispatch roadside assistance, assist in settling misunderstandings that were not resolved with your

Lexus dealership management, or assist you with any questions you may have regarding your vehicle warranty or any special policy adjustments.

If you would prefer to write, our address is:

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

When traveling in Canada, you can contact Lexus directly at 1-800-26-LEXUS (1-800-265-3987). In Mexico, 95-1-310-328-2075.*

Whether calling or writing, please provide the following information:

- Vehicle Identification Number (VIN), a 17-digit number located on the lower front driver's side corner of the dash, visible through the windshield. The VIN can also be found on the sales contract/invoice and on the sticker on the driver's side door post.
- Current vehicle mileage.
- The name of your selling and servicing dealers.
- Your daytime and evening telephone numbers.

*Roadside assistance is not available in Mexico.

HOW TO GET ASSISTANCE (cont'd)

■ Arbitration

Lexus and its associated dealerships have made a commitment to you, our customer, for your satisfaction with your Lexus vehicle. If you should experience a problem with your vehicle, and the matter has not been resolved through Lexus' complaint handling process, Lexus offers additional assistance through the Council of Better Business Bureaus (CBBB) BBB AUTO LINE Arbitration Program. CBBB serves as the administrator of the BBB AUTO LINE program. All arbitrators and technical experts are employed through BBB AUTO LINE.

BBB AUTO LINE will resolve your complaint through arbitration—a process by which two or more parties authorize a third party to resolve the dispute.

BBB AUTO LINE is part of our effort to provide you with access to a prompt and fair resolution of your complaint through a non-affiliated organization.

Please refer to the New Vehicle Limited Warranty for additional information regarding the arbitration process.

Note: For information regarding specific state regulations and notices, see the *Lexus Owner's Manual Supplement Lemon Law Information* in your vehicle glove box portfolio.

SPECIAL SERVICES

In addition to the terms of the Lexus New Vehicle Limited Warranty, Lexus is proud to provide the following services and benefits to our customers as another indication of our commitment to quality service for our vehicle owners.

Free Maintenance Services

Your Lexus dealer has been specially trained and equipped to maintain your vehicle better than anyone else. We are proud to stand behind this claim by offering the **first two scheduled vehicle maintenance services at no charge to you.**

The first service **at 30 days** will include a check for fluid leaks. Please see page 65 for specific information about your automobile. Additionally, the vehicle chassis and body will be inspected and a road test will be performed.

The second service **at 5,000 or 7,500 miles** will depend upon which maintenance schedule you follow. Please refer to page 66 for full details. This service will include a change of the engine oil and oil filter.

Loaner Car Program

If your vehicle is required to stay overnight at the dealership service department because of a warrantable condition requiring longer than eight (8) hours to repair, Lexus will provide you with a loan vehicle for a maximum of five (5) days.

Travel Protection

If necessitated by an emergency warrantable condition, Lexus will provide overnight lodging up to a maximum of three (3) nights (up to \$200 per night) and a rental car up to a maximum of five (5) days under the following circumstances:

- Your vehicle down time exceeds eight (8) hours, and
- Your home is more than 100 miles from the Lexus dealer performing the repair.

Reimbursement for lodging and rental car expenses can be arranged by contacting your Lexus dealership's service consultant for assistance.

SPECIAL SERVICES (cont'd)

Roadside Assistance Protection

A 24-hour Roadside Assistance Protection program is available to every Lexus owner. Roadside Assistance Protection will be provided for the first four years (unlimited mileage) after the in-service date.

As a further service to Lexus owners, at the end of your four-year Roadside Assistance Protection, you are invited to join a motor club exclusively created for Lexus owners. Roadside assistance coverage, trip planning, and hotel and car rental or dining discounts are just a sampling of the special benefits that are available. For further details, please contact Lexus at 1-800-25-LEXUS.

Towing

Towing charges to the nearest authorized Lexus dealer will be reimbursed if necessitated by a warrantable vehicle condition.

Roadside assistance or towing services are readily available by calling:

1-800-25-LEXUS

(1-800-255-3987)

See page 50 of this supplement for details about this service.



NEW VEHICLE LIMITED WARRANTY

Arbitration

The Lexus Division will make every effort to reach a satisfactory conclusion to each and every customer contact. However, we realize that mutual agreement on some issues may not be possible. To help ensure you have had every opportunity to have your issue fully reviewed, Lexus provides a third party arbitration program offered by:

Council of Better Business Bureaus (CBBB)
BBB AUTO LINE Arbitration Program
4200 Wilson Blvd., Suite 800
Arlington, VA 22203
(800) 955-5100

Arbitration is offered to you free of charge. BBB AUTO LINE is designed to render a decision within 40 days from BBB AUTO LINE's receipt of your request for arbitration. BBB AUTO LINE's decision is binding on Lexus but not on you.

Important: You must use BBB AUTO LINE prior to seeking remedies available to you through a court action pursuant to the Magnuson-Moss Warranty Act (the "Act"). In addition, you must use BBB AUTO LINE if you are required to do so prior to seeking remedies available under the "Lemon Law" of your state. See the appropriate page in the *Owner's Manual Supplement Lemon Law Information* in your vehicle glove box portfolio for specific requirements applicable in your state.

However, if your state law permits and if you choose to seek remedies which are not created by the Act, you are not required to use BBB AUTO LINE, although that option is still available to you.

Please refer to pages 47–49 for additional information regarding the arbitration process.

Warrantor

The warrantor for these limited warranties is Lexus, A Division of Toyota Motor Sales, U.S.A., Inc., a California corporation.

Warranty Application

This warranty is applicable to any vehicle registered and normally operated within the United States, U.S. territories and Canada only.

Warranty Charges

Warranty repairs and adjustments are made at no cost to you for parts and labor. Repairs will be made using new or remanufactured parts.

Fully Transferable

Warranty coverage is fully transferable at no cost to subsequent vehicle owners.

NEW VEHICLE LIMITED WARRANTY (cont'd)

Warranty Begins

The warranty period begins on the date the vehicle is sold to the first retail purchaser or the date it is first used as a demonstrator, lease, or company car, whichever occurs first ("in-service date").

Any implied warranty of merchantability or fitness for a particular purpose applicable to this vehicle is limited to the duration of the written warranty.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Basic Warranty Period

The basic warranty period is 48 months or 50,000 miles from your vehicle's in-service date, whichever occurs first, with the exception of wheel alignment and wheel balancing, which are covered for 12 months or 20,000 miles, whichever occurs first. This warranty is fully transferable at no charge to subsequent owners.

Basic Warranty Coverage

This warranty covers any repair, replacement or adjustment of parts that becomes necessary due to a defect in materials or workmanship under normal use except those items listed under "What Is Not Covered" on pages 13 and 14 of this supplement.

NEW VEHICLE LIMITED WARRANTY (cont'd)

Powertrain Warranty

Engine, transmission, front and rear wheel drive components, and restraint systems are warranted against defects in materials or workmanship under normal use for a period of 72 months or 70,000 miles from your vehicle's in-service date, whichever occurs first.

Specific components covered by this warranty are listed below.

■ **Engine**

- Cylinder block, head and all internal parts, intake manifold, exhaust manifold, timing gears and gaskets, timing gear chain or belt and cover, flywheel, valve covers, oil pan, oil pump, water pump, fuel pump, engine mounts, seals and gaskets, and engine control computer*

■ **Transmission and Transaxle**

- Case and all internal parts, torque converter, clutch cover, transmission mounts, transfer case and all internal parts, seals and gaskets, and engine control computer*

■ **Front Wheel Drive**

- Final drive housing and all internal parts, axle shafts, drive shafts, constant velocity joints, front hub and bearings, seals and gaskets

■ **Rear Wheel Drive**

- Axle housing and all internal parts, propeller shafts, axle shafts, drive shafts, bearings, supports, seals and gaskets.

■ **Restraint System**

- Front and rear seat belts and air bags

For vehicles sold and registered in the state of Kansas, the warranty for seat belts and related components is 10 years, regardless of mileage.

Corrosion Perforation Warranty

This warranty covers any repair or replacement to body sheet metal which develops corrosion perforation (hole through panel) due to defects in material or workmanship for a period of six years, regardless of mileage, from your vehicle's in-service date.

What Is Not Covered by the Lexus New Vehicle Limited Warranty

■ **Factors Beyond the Manufacturer's Control**

- Repairs and adjustments required as a result of misuse (for example, racing, overloading), negligence, modification, alteration, tampering, disconnection, improper adjustments (unless performed by a dealership during warranty repair work) or repairs, accidents, and use of add-on parts/materials
- Cosmetic conditions or surface corrosion from stone chips or scratches
- Damage or surface corrosion resulting from the environment such as acid rain, airborne fallout, salt, hail, windstorms, lightning, floods, and other Acts of Nature

* Engine control computer on automatic transmission vehicles affects both engine and transmission.

NEW VEHICLE LIMITED WARRANTY (cont'd)

■ Scrapped or Salvaged Vehicles

- A vehicle which has been damaged to such an extent that the owner or the institution financing, leasing, or insuring the vehicle considered it uneconomical to repair it and, as a result, the vehicle was not repaired by or for the person who owned the vehicle at the time of the event resulting in the damage is not covered by the Lexus New Vehicle Limited Warranty, with the exception of any applicable Emission Warranty. This includes but is not limited to those vehicles which are currently or were previously titled as “scrap,” “salvage,” or “dismantled.”

■ Lack of Maintenance or Use of Wrong Fuel, Oil, Lubricants, or Fluids

- Repairs and adjustments caused by improper maintenance, lack of required maintenance, or the use of fluids other than the fluids specified in the *Owner's Manual*.

■ Maintenance (Other Than the First Two Scheduled Vehicle Maintenances) Is at the Owner's Expense

- Engine tune-up, lubrication, cleaning and polishing, replacement of filters, coolant, spark plugs, fuses, worn wiper blades, and worn brake pads and linings, or clutch linings are some of the normal maintenance services all vehicles require. Required maintenance is explained in this supplement.

■ Normal Noise, Vibration, and Deterioration

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

■ Altered Mileage

- Vehicles on which the odometer has been altered or changed so that the actual vehicle mileage cannot be readily determined

■ Tires

- Tire warranty is provided by the tire manufacturers. Refer to pages 24–46 for manufacturer information and warranty details.

■ Extra Expenses and Damages

- **Lexus does not authorize any person to create for it any other obligation or liability in connection with this vehicle. The performance of repairs and needed adjustments is the exclusive remedy under this warranty or any implied warranty.**
- **Lexus shall not be liable for incidental or consequential damages (for other than injury to the person) resulting from breach of this written warranty or any implied warranty.**
- **Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.**
- **This warranty gives you specific legal rights and you may also have other rights which vary from state to state.**

NEW VEHICLE LIMITED WARRANTY (cont'd)

Owner's Responsibilities

■ **Care**

- You are responsible for properly operating and caring for your Lexus vehicle in accordance with the instructions contained in the *Owner's Manual*.
- If your vehicle is subject to use under severe driving conditions, you should follow the maintenance requirements specified accordingly in this supplement.

■ **Obtaining Warranty Service**

- **Warranty service is available only through an authorized Lexus dealer.**
- **Your Lexus dealership will make the necessary warranty repairs and adjustments using new or remanufactured parts. Any authorized Lexus dealer in the United States, U.S. territories and Canada will perform warranty service.**
- **Your dealer may recommend more frequent intervals than those outlined in this supplement or may include items which are in addition to those in this supplement. These additional services are not required to maintain your warranty coverage. Please see your dealer for an explanation of any maintenance recommendations which are not part of your vehicle's maintenance schedule.**

■ **Touring/Relocating Outside the United States, U.S. Territories and Canada**

- If you are touring or relocating outside the United States, U.S. territories and Canada, and a problem arises, please consult a local Lexus dealer. Please note, however, that warranty service may not be provided by the local dealer because the local Lexus distributor may have no obligation to provide warranty service to your vehicle and/or your Lexus may not comply with the regulatory and/or environmental requirements of such country.

FEDERAL EMISSION WARRANTY

Emission Defect Warranty

Lexus warrants to the retail purchaser and each subsequent purchaser that the Lexus vehicle:

- Was designed, built, and equipped so as to conform at the time of sale with regulations of the U.S. Environmental Protection Agency (EPA) as may be applicable.
- Is free from defects in materials and workmanship which may cause the vehicle to fail to conform with the above-mentioned applicable regulations.

EPA regulations require that the warranty is in effect for 2 years from the date the vehicle is first put into service or 24,000 miles, whichever occurs first. However, Lexus will provide you a coverage of 4 years or 50,000 miles, whichever occurs first, under the terms of the Basic Warranty. In addition, specific components may be entitled to additional coverage under terms of the Powertrain Warranty.

EPA regulations also require that the warranty for specified major emission control components designated by (*) is in effect for 8 years or 80,000 miles, whichever occurs first.

The emission control parts covered by this warranty are listed on page 17 of this supplement.

Emission Performance Warranty

Some states and local jurisdictions have established periodic vehicle inspection and maintenance (I/M) programs to encourage proper maintenance of your vehicle. If an EPA-approved I/M program is in force in your area, you are eligible for emission performance warranty coverage.

EPA regulations require that Lexus make all necessary adjustments, repairs, or replacements at no cost to you if:

- Your vehicle fails to conform to applicable emission standards as determined in an EPA-approved emission test, and
- Such failure results or will result in you having to bear any penalty or other sanctions under local, state, or federal law.

EPA regulations require that the warranty is in effect for 2 years from the date the vehicle is first put into service or 24,000 miles, whichever occurs first.

In addition, EPA regulations require that the warranty for specified major emission control components designated by (*) is in effect for 8 years or 80,000 miles, whichever occurs first.

The emission control parts covered by this warranty are listed on page 17 of this supplement.

NOTE: Vehicles equipped with a California Certified Emission Control System and registered and normally operated in the state of California or any other state* that adopts California emission warranty provisions are also entitled to the California Emission Warranty. (See page 20 of this supplement.)

*Currently Massachusetts.

FEDERAL EMISSION WARRANTY (cont'd)

What Is Not Covered

- Noncompliance caused by defective replacement parts not certified in accordance with aftermarket parts certification regulations
- Noncompliance caused by the use of replacement parts not equivalent to original equipment parts

Other provisions specified under the “What Is Not Covered” section in the New Vehicle Limited Warranty are also applicable to this warranty.

Emission Warranty Parts

Air/Fuel Metering System

- EFI Components
 - Airflow Sensor
 - Throttle Body
 - Engine Control Module*
 - Other components
- Cold Start Enrichment System
- Deceleration Control
- Air/Fuel Ratio Feedback Control System

Air Induction System

- Intake Manifold and Intake Air Surge Tank

Ignition System

- Distributor and Internal Devices
- Spark Plugs**
- Ignition Coil and Ignitor
- Ignition Wires

Positive Crankcase Ventilation System (PCV)

- PCV Valve or PCV Orifice
- Oil Filler Cap

Evaporative Control System

- Charcoal Canister
- Vapor Liquid Separator
- Fuel Tank
- Fuel Filler Cap

EGR System

- EGR Valve
- EGR Gas Temperature Sensor
- Associated Parts

Air Injection System

- Air Injection Pump
- Airflow Control Valves
- Air Injection Manifold

Catalyst System

- Catalytic Converter* and Protector*
- Constricted Fuel Filler Neck
- Exhaust Manifold
- Exhaust Pipe (Manifold to catalyst and/or catalyst to catalyst)

** Spark plugs are warranted until the first maintenance under terms of the California Emission Control Warranty.

FEDERAL EMISSION WARRANTY (cont'd)

Miscellaneous Items Used In Above Systems

- Malfunction indicator light and bulb*
- Data Link Connector*
- Sensors, switches, and valves
- Hoses, clamps, fittings, tubing, sealing gaskets or devices, and mounting hardware
- Pulleys, belts, and idlers

Facts About the Emission Warranty

■ Replacement Parts

The emission control systems of your vehicle were designed, built, and tested using genuine Lexus parts, and the vehicle is certified as being in conformity with applicable federal emission control regulations. Therefore, it is recommended that genuine Lexus parts be used as replacement parts.

Use of parts certified in accordance with aftermarket parts certification regulations for repairs and/or maintenance that are paid for by you will not affect the emission warranty coverage. However, use of replacement parts that are not of equivalent quality may impair the effectiveness of the emission control systems. Non-compliance caused by defective replacement parts not certified in accordance with aftermarket parts certification regulations or caused by the use of replacement parts not equivalent to original equipment parts is not covered.

■ Repairs and Maintenance

The use of any automotive repair establishment or of individuals who regularly engage in the business of servicing automobiles for the performance of the maintenance, replacement, or repair of emission control devices and systems that are paid for by you does not affect the emission warranty.

Owner's Responsibility

It is your responsibility to ensure that your vehicle is maintained and operated in accordance with the written instructions for proper maintenance and use as specified in the applicable *Owner's Manual* and *Owner's Manual Supplement*.

In an emergency situation or to rectify an unsafe condition where an authorized Lexus dealer is not reasonably available, you may perform the repair or have the repair performed at any service establishment or by a person of your choosing. You will then be required to present the replaced parts and copies of the paid repair invoices to an authorized Lexus dealer for reimbursement of the reasonable emergency repair cost.

Maintenance records and receipts should be transferred to each subsequent owner. Lexus will not refuse warranty service based solely on the lack of maintenance or the lack of records showing that maintenance was performed. However, when the lack of or improper maintenance is the direct cause of failure, the warranty will not apply.

FEDERAL EMISSION WARRANTY (cont'd)

If you use certified replacement parts that have maintenance or replacement intervals different from those specified in this supplement, you must follow the maintenance and replacement schedule for the replacement parts.

■ Filing a Claim with Lexus

A claim may be raised immediately upon failure of an EPA-approved emission test by following these steps.

1. Take the failed vehicle to any authorized Lexus dealer and present a copy of the emission short test report as evidence of failure. Also, take your maintenance records in case they are needed.
2. The Lexus dealership will inspect your vehicle and determine the warranty applicability within a reasonable period of time (not to exceed 30 days) from your initial vehicle delivery date to any authorized Lexus dealership or within the time period required by local or state law.
3. If, for any reason, the claim is denied, a written explanation will be presented to you.
4. If Lexus fails to notify you of its decision within the time specified above for reasons other than those listed below, Lexus shall be responsible for repairing the vehicle free of charge.
 - Delay is requested by you.
 - Delay is caused by factors beyond the control of Lexus or Lexus dealerships.
5. If you wish to obtain further information regarding the emission performance warranty, or if you have failed to receive satisfactory assistance from Lexus by following the problem resolution steps outlined in the "How to Get Assistance" section of this supplement, you may contact:
U.S. Environmental Protection Agency
Vehicle Programs & Compliance Division (6405J)
Attn: Warranty Complaints
401 M Street SW
Washington, D.C. 20460

DEALERSHIP CERTIFICATE

Dealership Certification

We (the Dealer) want you to know that at the time your new _____ is being delivered that:

1. Based upon written notification furnished by Toyota Motor Sales, U.S.A., Inc., we have knowledge that this vehicle is covered by an Environmental Protection Agency (EPA) Certificate of Conformity.
2. We have made a visual inspection limited to those emission control devices or portions thereof which are visible without removal or adjustment of any components or systems of the vehicle, whether emission-related or otherwise. Based upon such visual inspection, there are no apparent deficiencies in the installation of emission control devices by Toyota Motor Corporation. ("Emission control device" is limited to all devices installed on a vehicle for the sole or primary purpose of controlling vehicle emissions which were not in general use prior to 1968.)
3. We have performed all emission control system preparations required by Toyota Motor Sales, U.S.A., Inc. prior to the sale of the vehicle, as set forth in the current predelivery service manual provided by Toyota Motor Sales, U.S.A., Inc.
4. Except as may be provided in Paragraph 5 below, if this vehicle fails an EPA-approved emission test prior to the expiration of three months or 4,000 miles (whichever occurs first) from the date or mileage at the time of

delivery to the ultimate purchaser, and the vehicle has been maintained and used in accordance with the written instructions for proper maintenance and use, then Toyota Motor Sales, U.S.A., Inc. shall remedy the non-conformity free of charge to the vehicle owner under the terms of Toyota Motor Sales, U.S.A., Inc.'s emission performance warranty.

5. Check if the vehicle is a company car or demonstrator and complete the following:

The vehicle with which this statement was delivered was placed in service as a demonstrator or company car prior to delivery. Toyota Motor Sales, U.S.A., Inc.'s emission performance warranty period commenced on the date the vehicle was first placed in service, namely on _____.

Note: The dealer makes no representation or warranty that the emission control system or any part thereof is without defect nor that the system will properly perform. Toyota Motor Sales, U.S.A., Inc.'s emission performance warranty referred to above furnished with this vehicle is solely that of the manufacturer.

This statement is required by section 207 of the Clean Air Act (42 U.S.C. 7541) and the EPA regulations issued thereunder.

(Dealership Name)

CALIFORNIA EMISSION CONTROL WARRANTY

Your Warranty Rights and Obligations

The California Air Resources Board (CARB) and Lexus are pleased to explain the emission control system warranty on your 2000 vehicle. In California, new motor vehicles must be designed, built, and equipped to meet the state's stringent anti-smog standards. CARB regulations require that Lexus must warrant the emission control system on your vehicle for the periods of time listed below provided there has been no abuse, neglect, or improper maintenance of your vehicle.

Your emission control system may include parts such as the fuel-injection system, the ignition system, catalytic converter, and engine computer. Also included may be hoses, belts, connectors, and other emission-related assemblies.

Where a warrantable condition exists, Lexus will repair your vehicle at no cost to you including diagnosis, parts, and labor.

Manufacturer's Warranty Coverage

1. For 3 years or 50,000 miles, whichever occurs first:
 - If your vehicle fails a smog check inspection, all necessary repairs and adjustments will be made by Lexus to ensure that your vehicle passes the inspection. This is your emission control system PERFORMANCE WARRANTY.

- If any emission-related part on your vehicle is defective, the part will be repaired or replaced by Lexus. This is your short-term emission control system DEFECTS WARRANTY.

However, Lexus will provide you a coverage of 4 years or 50,000 miles, whichever occurs first, under the terms of the Basic Warranty. In addition, you may be entitled to additional coverage under terms of the Powertrain Warranty.

2. For 7 years or 70,000 miles, whichever occurs first:

- If an emission-related part listed in this supplement specially noted with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by Lexus. This is your long-term emission control system DEFECTS WARRANTY.

Owner's Warranty Responsibilities

As the vehicle owner, you are responsible for the performance of the required maintenance listed in your *Owner's Manual* and this supplement. Lexus recommends that you retain all receipts covering maintenance on your car, but Lexus cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a Lexus dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

CALIFORNIA EMISSION CONTROL WARRANTY (cont'd)

As the vehicle owner, you should also be aware that Lexus may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance, or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact Lexus' Customer Assistance Center toll-free at 1-800-25-LEXUS (1-800-255-3987), or the Air Resources Board, Mobile Source Control Division, at 9528 Telstar Avenue, P.O. Box 8001, El Monte, CA 91734-8001.

Other Warranty Terms

- The warranty period begins on the date the vehicle is first delivered to the ultimate purchaser or on the date it is first placed in service as a "demonstrator" or "company" car.
- Parts that are scheduled for replacement as required maintenance are warranted up to their first replacement point.
- If you use a replacement part that has maintenance or replacement intervals different from those specified in the "Scheduled Maintenance" section of this supplement, you must follow the maintenance and replacement schedule for the replacement part.
- Maintenance records and receipts should be transferred to each subsequent owner.

- After the 3 years or 50,000 miles emission performance warranty period has passed, a defect in a part which is warranted for 7 years or 70,000 miles long-term emission defect warranty found during a smog check test failure is covered. In addition to the California emission performance warranty, Lexus would like to inform you that your vehicle is also subject to federal emission performance warranty guidelines applicable to specified major emission control components for a period of 8 years or 80,000 miles. See page 16 of this supplement for an explanation of this warranty coverage.
- The defect warranty covers any part on the vehicle which affects any regulated emissions.

What Is Not Covered

These warranty obligations will not apply:

- Should tampering, abuse, neglect, or improper maintenance be found as the direct cause of the need for repair, replacement, or adjustment.
- Should noncompliance be caused by the use of replacement parts not equivalent to original Lexus parts.

Other provisions specified under the "What Is Not Covered" section in the New Vehicle Limited Warranty are also applicable to these warranties.

CALIFORNIA EMISSION CONTROL WARRANTY (cont'd)

Long-Term Emission System Defects Warranty Parts List

The parts on this list are covered for a period of 7 years or 70,000 miles, whichever occurs first.

Air/Fuel Metering System

- Engine Control Computer (Engine Control Module)
- Throttle Body
- Fuel Pump on RX 300
- Air Fuel Ratio Sensor on RX 300

Air Induction System

- Intake Manifold and Intake Air Surge Tank

Ignition System

- Knock Sensor

Catalyst System

- Catalytic Converter
- Exhaust Front Pipe (Manifold to Catalyst and/or Catalyst to Catalyst)
- Exhaust Manifold
- Exhaust Manifold Gasket on LX 470
- Right Exhaust Manifold Gasket on RX 300
- Exhaust Center Pipe on RX 300

Evaporative Control System

- Fuel Tank
- Charcoal Canister

Facts About the Emission Warranty

■ Replacement Parts

The emission control systems of your vehicle were designed, built, and tested using genuine Lexus parts and the vehicle is certified as being in conformity with applicable Federal and California emission control regulations. Therefore, it is recommended that replacement parts used be genuine Lexus parts.

Use of parts that are equivalent to genuine Lexus parts for repairs and/or maintenance that are paid for by the vehicle owner will not affect the emission warranty coverage. However, use of replacement parts that are not of equivalent quality may impair the effectiveness of the emission control systems. If other than genuine Lexus parts are used for maintenance, replacement, or repair of components affecting emission control, the owner should ensure that such parts are warranted by their manufacturers to be equivalent to genuine Lexus parts in calibration, performance, and durability.

■ Repairs and Maintenance

The performance of required maintenance by you or by a person of your choosing or the use of any automotive repair establishment or individuals who regularly engage in the business of servicing automobiles for the performance of the maintenance, replacement, or repair of emission control devices and systems that are paid for by you do not affect the emission warranty.

CALIFORNIA EMISSION CONTROL WARRANTY (cont'd)

■ Emergency Repairs

In an emergency situation or to rectify an unsafe condition where an authorized Lexus dealer is not reasonably available, or a part is not available within 30 days or a repair is not completed within 30 days, you may perform the repair or you may have the repair performed at any service establishment or by a person of your choosing. Any replacement part may be used in an emergency situation; however, Lexus will not assume liability for subsequent failure caused by the use of non-equivalent parts unless you have taken steps to put the vehicle back in a conforming condition in a timely manner. You will then be required to present the replaced parts and copies of paid repair invoices to an authorized Lexus dealer for reimbursement of expenses, including diagnostic charges, not to exceed the manufacturer's suggested retail price for all warranted parts replaced and labor charges based on the manufacturer's recommended time allowances for the warranty repair and the geographically appropriate hourly labor rate.

■ Filing a Claim with Lexus

To file a claim for a defect, bring your vehicle to any authorized Lexus dealer. If your vehicle fails a California smog check test, a claim may be raised by following these steps:

1. Take the failed vehicle to any authorized Lexus dealer and present a copy of the emission test report as evidence of failure. Also, take your maintenance records in case they are needed.

2. If the repair is covered under warranty, the Lexus dealership will perform the repair within a reasonable period of time (not to exceed 30 days) from your initial vehicle delivery date to any authorized Lexus dealership or within the time period required by local or state law.
3. If, for any reason, the claim is denied, a written explanation will be presented to you.
4. If Lexus fails to notify you of its decision within the time specified above for reasons other than those listed below, Lexus shall be responsible for repairing the vehicle free of charge:
 - Delay is requested by the vehicle owner.
 - Delay is caused by factors beyond the control of Lexus or Lexus dealerships.
5. If you have failed to receive satisfactory assistance from Lexus by following the problem resolution steps outlined in the "How to Get Assistance" section of this supplement, you may contact:

Air Resources Board
Mobile Source Control Division
9528 Telstar Avenue
P.O. Box 8001
El Monte, CA 91734-8001
1-800-242-4450

U.S. Environmental Protection Agency
Vehicle Programs & Compliance Division (6405J)
Attn: Warranty Complaints
401 M Street SW
Washington, D.C. 20460

TIRE WARRANTY

What Is Covered

Each tire supplied as original equipment on a new 2000 Lexus vehicle is warranted separately by the tire manufacturer. Please refer to the separate tire manufacturer's warranty statement on the following pages for exact coverage.

Obtaining Warranty Service

You are responsible for delivering the vehicle with the unserviceable tire to any authorized dealer of the tire manufacturer in order to obtain warranty service. For the location of authorized tire dealers, please refer to your local telephone directory. Your Lexus dealer may also assist you in obtaining tire warranty coverage from the tire manufacturer.

The Tire Warrantor

Detailed tire warranty information, dealer location for warranty service, and regional customer service phone numbers (where applicable) can be obtained by contacting the Tire Warrantor listed below.

Michelin North America
P.O. Box 19001
Greenville, SC 29602
1-800-847-3435

Bridgestone/Firestone, Inc.
Attn: Technical Services
One Bridgestone Park
Nashville, TN 37214
1-800-847-3272

Dunlop Tire Corporation
Consumer Affairs Department
P.O. Box 1109
Buffalo, NY 14240-1109
1-800-548-4714

Goodyear Tire and Rubber Company
1144 East Market Street
Akron, OH 44316
1-800-321-2136

BRIDGESTONE/FIRESTONE LIMITED WARRANTY TIRE MAINTENANCE

■ Eligibility

You are covered under the terms of this warranty for any new Bridgestone/Firestone brand passenger, temporary spare, or light truck tire bearing the Bridgestone or Firestone name and Department of Transportation (DOT) assigned identification number, produced after July 3, 1994 (274), if your tire has been used only on the vehicle on which it was originally installed in non-commercial service.

■ What this Warranty Covers and for How Long

If, (i) before wearing down to 2/32nds of an inch of tread depth remaining (i.e., worn down to the top of the built-in indicators in the tread grooves), (ii) before 6 years from the date of purchase (proof of purchase required), or if this is not known, then 6 years from the date of manufacture, any Bridgestone/Firestone tire covered by this warranty becomes unusable for any reason within the manufacturer's control, such tire will be replaced with an equivalent Bridgestone/Firestone tire as described on the next pages.

■ What the Warranty Does Not Cover

1. Tire damage or irregular wear due to:
 - A. Road Hazards. Including, without limitation, puncture, cut, impact break, stone drill, bruise, bulge, wheel spinning, snag, etc.
 - B. Continued use while run flat or under acute under-inflation.

C. Improper Use or Operation. Including, without limitation, improper inflation pressure, overloading, use of an improper rim, vehicle misalignment, tire/wheel assembly imbalance or other vehicle conditions, defects or characteristics, worn suspension components, improper mounting or demounting, misuse, misapplication, negligence, tire spinning, tire chain damage, chemical contamination, fire or other externally generated heat, water or other material trapped inside the tire during mounting, tire alteration, racing or competition purposes, improper insertion of sealant, balance, or filler materials.

D. Improper Repair.

2. Ride disturbance claims submitted after 1/32nd inch of treadwear.
3. The cost of applicable federal, state, and local taxes.
4. Tires purchased and normally used outside the United States and Canada where you should see your local Bridgestone/Firestone distributor or retailer for applicable warranty.
5. Claims for weather/ozone cracking after 4 years from the date of purchase (proof of purchase required) or if not known, 4 years from the date of manufacture.
6. Failure to observe any of the safety and maintenance precautions contained in this manual.

This warranty is in addition to and/or may be limited by any other applicable written warranty concerning special tires or situations you may have received.

BRIDGESTONE/FIRESTONE LIMITED WARRANTY TIRE MAINTENANCE (cont'd)

“Limited Warranty”—Bridgestone and Firestone Brand Passenger Tires

■ Replacement Price

Radial passenger and light-truck tires adjusted under this warranty will be replaced free of charge during the first 25% of treadwear or within the first 12 months after purchase (proof of purchase and purchase date are required), whichever occurs first.

During the free replacement period, mounting and balancing are included free of charge.

After the free replacement period, to determine the replacement price, the percent of used treadwear is multiplied by the owner-user's regular buying price. Taxes, mounting, balancing, and other service charges will be added to the adjustment replacement price.

In CANADA, the tire will be adjusted at dealerships (subject always to dealer discretion) at a predetermined “Adjustment Price.”

For warranty conditions outside the United States and Canada, see your local Bridgestone/Firestone distributor or retailer.

Replacement Warranty

If you receive a tire under this warranty, it will be covered by the warranty then given on that tire.

Where to Go

See your Bridgestone/Firestone retailer listed in the Yellow Pages under Tire Dealers-Retail.

Consumer Rights

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state and in Canada from province to province.

■ Conditions and Exclusions

To the extent permitted by law, Bridgestone/Firestone, Inc., disclaims liability for any consequential damages, loss of time, loss of vehicle use, or inconvenience.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty applies only to consumers actually using the tire in the United States and Canada. For warranty conditions outside the United States and Canada, see your local Bridgestone/Firestone distributor.

BRIDGESTONE/FIRESTONE LIMITED WARRANTY TIRE MAINTENANCE (cont'd)

Obligations under this policy may not be enlarged or altered by anyone.

IMPORTANT: In accordance with Federal Law, this warranty has been designated as a “Limited Warranty.” Nothing in this warranty is intended to be a representation that tire failures cannot occur. This warranty is given by Bridgestone/Firestone, Inc., One Bridgestone Park, Nashville, TN 37214 and in Canada by Bridgestone/Firestone Canada, Inc., 5770 Hurontario St., Suite 400, Mississauga, Ontario, Canada L5R 3G5.

■ Owner-User's Obligation

It is the owner-user's obligation to operate tires within tire load and specification limits and at cold air pressures specified by your vehicle manufacturer for load and speed according to individual tire size, type, and load capacity. It is also the owner-user's obligation to maintain proper alignment of wheels, and to maintain proper tire/wheel assembly balance.

In case of adjustment claim, owner-user must present the tire to a Bridgestone/Firestone retailer, complete and sign the customer section of the Bridgestone/Firestone, Inc., warranty claims form, and pay appropriate replacement price, taxes, and service charges.

We strongly recommend that you have your Bridgestone/Firestone retailer inspect tires any time you notice irregular or uneven treadwear every 5,000 to 7,500 miles. This service is free.



BRIDGESTONE/FIRESTONE LIMITED WARRANTY TIRE MAINTENANCE (cont'd)

Bridgestone/Firestone Important Safety Information

Any tire, no matter how well constructed, may fail in use as a result of punctures, impact damage, improper inflation, overloading, or other conditions resulting from use or misuse. Tire failure may create a risk of property damage, serious personal injury, or death. To reduce the risk of tire failure, we strongly recommend you read and follow all safety information contained in this manual.

SAFETY WARNING: Serious personal injury or death may result from a tire failure. Many tire failures are preceded by vibration, bumps, bulges, or irregular wear. If a vibration occurs while driving your vehicle or you notice a bump, bulge, or irregular wear, have your tires and vehicle evaluated by a qualified service person.

■ Tire Inflation

Always keep the vehicle manufacturer's recommended air pressure in all your tires including the spare. This is an important requirement for tire safety and mileage. **Your vehicle tire placard or owner's manual will tell you the recommended cold air pressure.** On some vehicles, the recommended front and rear tire pressures will be different. Your Bridgestone or Firestone retailer will be happy to point this out to you.



Underinflation



Overinflation



Proper Inflation

SAFETY WARNING: Driving on tires with too little air pressure is dangerous. Your tires will get over-heated. This can cause a sudden tire failure that could lead to serious personal injury or death.

Underinflation may also:

1. Damage the tire, leading to tire failure.
2. Adversely affect vehicle handling.
3. Reduce tire life.
4. Increase fuel consumption.

SAFETY WARNING: Driving on tires with too much air can be dangerous. The tires are more likely to be cut, punctured, or broken by sudden impact. Serious personal injury or death could result. Consult your vehicle's tire placard for the recommended inflation and your owner's manual for other tire information.

SAFETY WARNING: Never inflate a tire unless it is secured to the vehicle or a tire mounting machine. Inflating an unsecured tire is dangerous. If it bursts, it could be hurled into the air with explosive forces resulting in serious personal injury or death.

BRIDGESTONE/FIRESTONE LIMITED WARRANTY TIRE MAINTENANCE (cont'd)

■ Tips for Safe Tire Inflation

- Check your tire air pressure, including your spare tire, at least once a week and before long trips. Be sure to use an accurate pressure gauge.
- Check your air pressure when the tires are “cold.” The tires are “cold” when your vehicle has been driven less than a mile at moderate speed or after being stopped for three or more hours.
- If you must add air when your tires are hot, add four pounds per square inch (psi) (28kPa) above the recommended cold air pressure. Recheck the inflation pressure when the tire is cold.
- Never release air from a hot tire in order to reach the recommended cold tire pressure. Normal driving causes tires to run hotter and air pressure to increase. If you release air while your tires are hot, you may dangerously underinflate your tires.
- If your tires lose more than two pounds per square inch (psi) (14kPa) per month, the tire, the valve, or wheel may be damaged. Consult your Bridgestone/Firestone tire dealer for a free inspection.
- Check your spare tire. Consult your vehicle *Owner's Manual* for the correct inflation and use of a “temporary use” spare tire.
- Use valve caps to keep valve cores clean, clear of debris, and to help guard against air leakage.

SAFETY WARNING: Driving your vehicle in an overloaded condition is dangerous. Overloading causes excessive heat to build up in your tires. This can lead to sudden tire failure and serious personal injury or death while the tire is overloaded or at some later date.

■ Tips for Safe Loading

Consult your vehicle tire placard and *Owner's Manual* for the vehicle load limits, proper tire inflation, and special trailer towing instructions that apply to your vehicle and tires.

Never exceed the maximum load rating stamped on the sidewall of your tire or the maximum vehicle load rating, whichever is less. The maximum vehicle load rating (GVWR) is found on the certification label on the driver's door.

■ Tire Damage

SAFETY WARNING: Driving on damaged tires is dangerous. A damaged tire can suddenly fail, causing serious personal injury or death. Have your tires regularly inspected by your Bridgestone/Firestone retailer for damage.

BRIDGESTONE/FIRESTONE LIMITED WARRANTY TIRE MAINTENANCE (cont'd)

■ Tips for Spotting Damaged Tires

- After striking anything unusual in the roadway, ask your Bridgestone/Firestone retailer to demount the tire and inspect it for damage. A tire may not have visible signs of damage on the tire surface. Yet, the tire may suddenly fail without warning, a day, a week, or even months later.
- Inspect your tires for cuts, cracks, splits, or bruises in the tread and sidewall areas. Bumps or bulges may indicate a separation within the tire body. Have your tire inspected by a qualified tire service person. It may be necessary to have it removed from the wheel for a complete inspection.
- Inspect your tires for adequate tread depth. When the tire is worn to the built-in indicators (2/32 inch, 1.6 millimeters) or less tread groove depth, or the tire cord or fabric is exposed, the tire is dangerously worn and must be replaced immediately.
- Inspect your tires for uneven wear. Wear on one side of the tread or flat spots in the tread may indicate a problem with the tire or vehicle. Consult your Bridgestone/Firestone retailer.
- Inspect your tire rims also. If you have a bent or cracked rim, it must be replaced.



■ Tire Repairs

SAFETY WARNING: Driving on an improperly repaired tire is dangerous. Any improper repair can cause further damage to the tire. It may suddenly fail, causing serious personal injury or death. To be safe, go to your Bridgestone/Firestone retailer for proper tire repairs.

SAFETY WARNING: Before having a tire repaired, tell the Bridgestone/Firestone retailer if you have used an aerosol fixer to inflate/seal the tire. Aerosol fixers could contain a highly volatile gas. Always remove the valve core outdoors, away from sources of excess heat, flame, or sparks, and completely deflate the tire before removing it from the rim for repair.

- Never repair a tire with less than 2/32 inch (1.6 millimeters) tread remaining. At this tread depth, the tire is worn out and must be replaced.
- Never repair a tire with a puncture larger than 1/4 inch (6.4 millimeters) in diameter. Such tires cannot be properly repaired and must be replaced.
- Repairs of all tires (radial and non-radial) must be of the plug and inside patch type unless the hole is too small to insert a plug. Using plugs alone on any type of tire is not a safe repair.



BRIDGESTONE/FIRESTONE LIMITED WARRANTY TIRE MAINTENANCE (cont'd)

- Never repair a tire with a puncture or other damage outside the tread area. Such tires cannot be properly repaired and must be replaced.
- Any tire repair done without removing the tire from the rim is improper.
- Tubes, like tires, should be repaired only by a qualified tire service person.
- Never use a tube as a substitute for a proper repair.

SAFETY WARNING: A tire's speed rating is void if the tire is repaired, retreaded, damaged or abused, or otherwise altered from its original condition. Thereafter, it should be treated as a non-speed-rated tire.

■ Removing and Replacing Tires on Rims (Tire Mounting)

SAFETY WARNING: Always stand well clear of any tire mounting operation. This is especially important when the service operator inflates the tire. If the tire has been improperly mounted, it may burst with explosive force causing serious personal injury or death. A new valve must be installed in the rim each time a worn out passenger tire is replaced.

SAFETY WARNING: Removing and replacing tires on rims can be dangerous. Attempting to mount tires with improper tools or procedures may result in a tire explosion causing serious personal injury or death. This is a job for your Bridgestone/Firestone retailer or qualified tire service location only.

Serious personal injury or death can result from:

- Failure to select the proper tire and rim. The tire must match the width and diameter requirements of the rim. For example, when mounting 16-inch diameter tires, use only 16-inch diameter rims.
- Failure to inspect both the tire and rim. The rim must be free of cracks, dents, chips, and rust. The tire must be free of bead damage, cuts, and punctures.
- Failure to follow proper procedures. For proper mounting procedures, consult the *Care and Service of Automobile and Light Truck Tires* published by the Rubber Manufacturer's Association.



BRIDGESTONE/FIRESTONE LIMITED WARRANTY TIRE MAINTENANCE (cont'd)

- Exceeding the maximum bead seating pressure. The service person must never inflate a tire beyond 40 pounds per square inch (psi) (276kPa) to seat the beads. Be absolutely certain beads are fully seated before adjusting inflation pressure to the level recommended for vehicle operation.

SAFETY WARNING: Never pour or spray any flammable substance into or onto a tire or wheel for any purpose whatsoever.

■ Tire Mixing

SAFETY WARNING: Driving your vehicle with an improper mix of tires is dangerous. Your car's handling characteristics can be seriously affected. You could have an accident resulting in serious personal injury or death. Consult your vehicle owner's manual or Bridgestone/Firestone retailer for the proper tire replacement.



Radial



Diagonal (Bias)



Belted Bias

■ Winter Tires

SAFETY WARNING: Winter driving presents special challenges for vehicle mobility. Use of winter tires, studs, and chains, while improving traction performance in snow and ice, requires special care with regard to braking, cornering, and speed. It is important to drive with care not only on snow and ice, but on dry and wet roads as well.

Braking and Cornering

For front wheel drive vehicles, vehicle control problems can be minimized by putting winter tires on all four wheel positions. This applies as well if customer has selected studded winter tires.

Tire Speed Rating

When lower speed rated winter tires replace higher speed rated touring and high performance all-season radial tires, speed should be reduced accordingly. Follow recommendations in vehicle *Owner's Manual* for winter tires, studs, and chains. Consult tire dealer for recommendations on stud usage and seasonal restrictions.

■ Temporary-Use Spare Tires

Your car may be equipped with a "temporary-use" spare tire. This spare may differ in size and construction from the other tires on your vehicle.

BRIDGESTONE/FIRESTONE LIMITED WARRANTY TIRE MAINTENANCE (cont'd)

SAFETY WARNING: Check inflation pressure before use. See “Tire Inflation” section in this supplement.

SAFETY WARNING: Placing (mounting) your temporary-use tire on a wheel which is not specifically designed for use with the temporary-use tire or placing another type tire on your temporary-use wheel can be dangerous. Your vehicle's handling characteristics can be seriously affected. You could have an accident resulting in serious personal injury or death. Consult your vehicle owner's manual for proper use of your “temporary-use” spare tires.

■ High Speed

SAFETY WARNING: Driving at high speeds is dangerous and can cause a vehicle accident, including serious personal injury or death.

1. Regardless of the speed and handling capabilities of your car and its tires, a **loss of vehicle control** can result from exceeding the maximum speed (a) allowed by law or (b) warranted by traffic, weather, vehicle, or road conditions. High-speed driving should be left to trained professionals operating under controlled conditions.

2. No tire, **regardless** of its design or speed rating, has unlimited capacity for speed, and a **sudden tire failure** can occur if its limits are exceeded.
 - (a) **Non**-speed-rated tires are built for ordinary passenger service and should **never** be used for high-speed driving.
 - (b) Even “speed-rated” tires may not be driven at speeds exceeding their maximum **actual** speed capability.

■ Tire Speed Ratings

Some tires, especially “touring” or “performance” tires, bear a letter “speed rating” designation indicating the tire's **design** speed capability. This speed rating system is intended to allow you to compare the speed capabilities of tires.

When purchasing or replacing speed-rated tires, make sure to:

- 1) Use the rankings in the following chart to compare the speed ratings of all the tires, and
- 2) Follow the vehicle manufacturer's recommendations, if any, concerning the use of speed-rated tires.

To avoid reducing the speed capability of the vehicle, replace a speed-rated tire only with another tire having at least the same speed rating. Remember, it's the “top speed” of the “slowest” tire on the car which cannot be exceeded without risk of tire failure.

The letter symbols and corresponding **design** speeds are specified on the following page.

BRIDGESTONE/FIRESTONE LIMITED WARRANTY TIRE MAINTENANCE (cont'd)

Speed-Rating Symbol	Speed Category*
M	Up to 81 mph (130 km/h)
Q	Up to 99 mph (160 km/h)
S	Up to 112 mph (180 km/h)
T	Up to 118 mph (190 km/h)
U	Up to 124 mph (200 km/h)
H	Up to 130 mph (210 km/h)
V (with service description)	Up to 149 mph (240 km/h)
V (no service description)	Over 130 mph (210 km/h)**
W	Up to 168 mph (270 km/h)***
Y	Up to 186 mph (299 km/h)***
Z (no service description)	Over 149 mph (240 km/h)**

* In laboratory tests that relate directly to highway speeds. Reminder: Actual tire speed and performance capability depends on factors such as inflation pressure, load, tire condition, wear, and driving conditions.

** Although no upper limit speed is specified here, the indicated tires nonetheless have limited rated speed capability. Call 1-800-356-4644 for a referral for more technical information.

*** Any tire with a speed capability above 149 mph (240 km/h) can, at the tire manufacturer's option, include a "ZR" in the size designation (P275/40ZR17). If a service description IS NOT included, the tire manufacturer must be consulted for the maximum speed capability (P275/40ZR17 – speed capability is greater than 149 mph). If a service description IS included with the size description, the speed capability is limited by the speed symbol in the service description (example: P275/40ZR17 93W = maximum speed 168 mph).

These speed ratings are based on laboratory tests under specific, controlled conditions. While these tests relate to performance on the road under those conditions, remember that real-life driving is rarely identical to any test conditions. Your tire's **actual speed capability may be less than its rated speed**, since it is affected by factors such as inflation pressure, load, prior alteration or damage, driving conditions, alignment, wear, vehicle condition, and the duration for which high speed is sustained.

A tire's speed rating becomes **void** if the tire is repaired, retreaded, damaged or abused, or otherwise altered from its original condition. Thereafter, it should be treated as a **non-speed-rated** tire.

The tire's speed rating designation appears on the tire sidewall with the tire size. Examples:

P215/65R15 88H P225/50VR16 91V 185/70SR13

In these examples, the "H," "V," and "S," respectively, are the speed ratings ("R" indicates that each of the example tire sizes are radials). The "88H" and "91V" in the first two examples are called "service descriptions."

BRIDGESTONE/FIRESTONE LIMITED WARRANTY TIRE MAINTENANCE (cont'd)

■ Tire Spinning

SAFETY WARNING: Spinning a tire to remove a vehicle stuck in mud, ice, snow, or wet grass can be dangerous. A tire spinning at a speedometer reading above 35 miles per hour (55km/h) can in a matter of seconds reach a speed capable of disintegrating a tire with explosive force. Under some conditions, a tire may be spinning at a speed twice that shown on the speedometer. This could cause serious personal injury or death to a bystander or passenger and extensive vehicle damage. Never spin tires above a speedometer reading of 35 mph (55km/h).

SAFETY WARNING: Spin balancing a tire at speeds exceeding a vehicle speedometer reading of 35 mph (55km/h) [70 mph (115km/h) if the tire is being balanced off of the vehicle or if your vehicle is equipped with a limited slip differential] can be dangerous. The tire may fail with explosive force, causing serious personal injury or death. Only trained personnel should spin balance tires. You should stand well away from the work area when tires are spin balanced.

■ Radial Tire Rotation

The purpose of tire rotation is to minimize irregular or uneven wear caused by maintaining a tire in one rotation direction and one position over an extended period. Rotate tires as recommended by the vehicle manufacturer or every 5,000 to 7,500 miles. Frequently inspect tires for signs of irregular wear and rotate, if necessary. Individual tire pressures must be checked after rotation and adjusted to the vehicle manufacturer's recommendation for the new location on the vehicle. Vehicle alignment should be checked if irregular wear is evident. Follow the vehicle manufacturer's recommended pattern for rotation or if not provided, the following:



BRIDGESTONE/FIRESTONE LIMITED WARRANTY TIRE MAINTENANCE (cont'd)

■ Tire Storage

Tires should be stored indoors in a cool, dry place where water cannot collect inside the tires. The tires should be placed away from electric generators and motors and sources of heat such as hot pipes.

Storage surfaces should be clean and free of grease, gasoline, or other substances which can deteriorate the rubber. Improper storage can damage your tires in ways that may not be visible and can lead to serious personal injury or death.

■ Tire Service/Customer Satisfaction

Normal tire maintenance and warranty services are available at Bridgestone/Firestone retailers across the U.S.A. and Canada. For more information, please call the Technical Service Department, (1-800-356-4644). In Canada: (1-800-267-1318).

Additional information on the care and service of automobile tires is available by writing to the:

Rubber Manufacturer's Association
1400 K Street, N.W.
Washington, D.C. 20005

or

Rubber Association of Canada
89 Queensway West, Suite 308
Mississauga, Ontario, Canada L5B 2V2

■ Tire Registration

Registration of your tires is an important safety precaution since it allows the manufacturer to notify you in the event of a recall. When you purchase replacement tires at a Bridgestone/Firestone retailer, we will register the tires for you.

You need not register tires which come as original equipment on new vehicles, as the vehicle and tire manufacturers handle that for you.

DUNLOP LIMITED TIRE WARRANTY

■ Original Equipment Passenger Car Tire Adjustment Policy — What Is Warranted

Every original equipment Dunlop brand passenger car tire that becomes unserviceable within six (6) years or 72 months of the date of manufacture for conditions other than those which are listed under “WHAT IS NOT COVERED” will be replaced at a cost based upon usable tread wear (wear down to the last 2/32nds of an inch) remaining.

Replacement Cost

■ No Charge

If, during the first two-thirty-seconds of an inch (2/32") of tread wear, the tire becomes unserviceable for a condition covered by this warranty, it will be replaced with a comparable new Dunlop tire. No charge will be made for mounting, balancing, or taxes.

■ Pro-Rata

If, after the first two-thirty-seconds of an inch (2/32") of usable tread wear, the tire becomes unserviceable for a condition covered by this warranty, your Dunlop dealer will replace it with a comparable new Dunlop tire at a cost calculated in the following manner:

1. Either your original buying price substantiated by invoice or dealer's current selling price,
times (X)

2. The percentage (%) of usable tread worn, rounded off to the nearest 5% increment,

plus (+)

3. All applicable taxes and all charges for dealer services such as mounting and balancing.

A CASH REFUND WILL NOT BE EXTENDED IN LIEU OF THE ABOVE.

What Is Not Covered

- Tires worn to the last two-thirty-seconds of an inch (2/32") of original tread depth, or exposure of one or more tread wear indicator (TWI) bars. At this point, the tire has delivered its original usable tread life and there is no warranty regardless of its age or mileage.
- Tires submitted for unserviceability before wear-out (2/32" tread depth remaining), but more than 72 months after the week of manufacture as determined by the U.S. Department of Transportation serial identification number.
- Tires submitted for ride disturbance complaints that are worn beyond the first two-thirty-seconds of an inch (2/32") tread depth.
- Ozone cracking or weather checking for tires treated with dressings or incompatible cleaning agents, or submitted more than four (4) years or 48 months after manufacture.

DUNLOP LIMITED TIRE WARRANTY (cont'd)

- Tires on cars normally operated outside the United States and Canada.
- Tires used at speeds in excess of posted limits, in racing or any other competition.
- Original tires used in any applications not recommended by the vehicle manufacturer, or used in commercial applications, or over-the-highway tires used in off-road service.
- Claims made by anyone other than the first retail purchaser for use of the vehicle.
- Tires improperly repaired (see "Tire Care and Maintenance Guide"), with section repairs, or whose sidewalls have been modified by the addition or removal of material, or whose tread pattern has been intentionally altered, as for example, regrooving or siping. *The serviceability of any repaired/alterd tire is entirely the responsibility of the person making the repair or modification.*
- Tires injected with sealants, dry or liquid balancers, or in which anything other than air has been used as the supporting medium.
- Tires rendered unserviceable by road hazard-type damage such as impact breaks, punctures, cuts, or snags; or as a result of obstruction on the vehicle, fire, corrosives, running while flat, improper inflation, overloading, improper mounting or rim fitment; or by spinning, as in mud, snow, sand, on ice, or during on-the-vehicle balancing.
- Tires rendered unserviceable or irregularly worn due to vehicle suspension deficiencies, wheel misalignment, improperly maintained inflation and balance, or failure to rotate at recommended intervals.
- Tires with the Department of Transportation serial identification number removed or rendered illegible.
- Tires submitted for mileage warranty consideration.

Owner Obligations

You are responsible for proper tire care, and lawful and prudent vehicle operation. Maintain tire inflation and load in accordance with vehicle *Owner's Manual*, tire information placard and restrictions molded on the tire sidewall. Frequently check inflation pressure with a tire gauge and inspect for damage or irregular wear.

For Replacement Consideration

- You must present the tire to a participating Dunlop dealer. Consult the yellow pages of your phone book for locations. Should you be unable to contact a dealer, YOU MAY CALL 1-800-548-4714.
- You must submit the tire before wear-out (wear to the last 2/32 of an inch tread groove depth or exposure of one or more tread wear indicator bars).

DUNLOP LIMITED TIRE WARRANTY (cont'd)

- Except for tires which become unserviceable during the first two-thirty-seconds of an inch (2/32") of tread wear, you must pay the adjusted price of a new tire. You must also, if applicable, pay the price differential involved in replacing the adjusted tire with a more expensive tire of different construction.
- Except for tires which become unserviceable during the first two-thirty-seconds of an inch (2/32") of tread wear, you must pay all applicable taxes and all charges for dealer services such as mounting and balancing.
- You must present the tire for any ride disturbance complaint within the first two-thirty-seconds of an inch (2/32") of tread wear.
- You must present the tire within six (6) years of the week of manufacture as confirmed by the Dunlop dealer. [Four (4) years for ozone cracking.]
- You (the tire owner) must completely fill out the customer information (name, telephone number, tire position, and vehicle description) and sign the Dunlop Standard Claim Form.

Legal Rights

NO IMPLIED WARRANTIES, EITHER OF MERCHANTABILITY OR OTHERWISE, ARE EXTENDED BEYOND THE TIME WHEN THE TIRE HAS DELIVERED ITS ORIGINAL TREAD LIFE AS SHOWN BY TREAD WEAR TO TWO-THIRTY-SECONDS OF AN INCH (2/32"). EXCEPT FOR THE EXPRESS WARRANTIES

SET FORTH IN THIS "LIMITED WARRANTY," ALL OTHER WARRANTIES, CONDITIONS, REPRESENTATIONS, PROMISES, GUARANTEES, COVENANTS OR COLLATERAL AGREEMENTS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, RELATING TO THE TIRE OR ANY SERVICES PROVIDED IN RELATION THERETO ARE EXCLUDED TO THE EXTENT PERMITTED BY LAW. TO THE EXTENT PERMITTED BY LAW, DUNLOP SHALL NOT BE RESPONSIBLE (1) FOR ANY COMMERCIAL LOSS, (2) FOR ANY DAMAGE TO, OR LOSS OF, PROPERTY OTHER THAN THE TIRE ITSELF, OR (3) FOR ANY OTHER TYPE OF INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES, ARISING FROM ANY CAUSE WHATSOEVER INCLUDING NEGLIGENCE.

In the United States, some states do not allow limitations on how long an implied warranty lasts, or the exclusion of incidental, indirect, special, or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

In Canada, legislation in some provinces provides for certain additional warranties or remedies other than as stated herein, and to the extent that the same may not be waived, the limitations and exclusion set out above may not apply to you. This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from province to province.

DUNLOP LIMITED TIRE WARRANTY (cont'd)

Modifications and Other Warranties

Different limited warranties are available for other Dunlop radial passenger car tires. Ask your dealer for details.

NO DEALER, DISTRIBUTOR OR REPRESENTATIVE HAS AUTHORITY TO MAKE ANY STATEMENT, COMMITMENT, PROMISE, OR AGREEMENT BINDING UPON DUNLOP, EXCEPT AS STATED HEREIN, OR EXCEPT FOR ANY STATEMENT MADE BINDING UPON DUNLOP BY ANY APPLICABLE LAW.

Tire Care and Maintenance Guide/ Important Safety Information

TIRE CARE: The easiest way to help ensure top mileage and performance from your Dunlop radials is to give them a simple but frequent inspection for proper inflation, tread wear, and the presence of any damage.

SAFETY WARNING: *Serious injury may result from tire underinflation/overloading. Follow owner's manual and tire placard in vehicle.*

■ DO Maintain Proper Inflation Pressure In Your Tires

Proper inflation pressure is necessary for optimum tire performance, safety, and best fuel economy. To maintain proper inflation pressure, frequently check tires (when they are cool) with an accurate tire pressure gauge.*

For example, it is difficult to tell just by looking at radial tires whether they are underinflated.

* Evidence of air loss or repeat underinflation requires tire removal and expert inspection.

Furthermore, when operating a vehicle equipped with radial tires, it is difficult to notice when a tire has gone flat or nearly flat since the "feel" of the vehicle does not change significantly.

Evidence of air loss or repeated underinflation always requires expert inspection to determine the source of leakage and tire removal to determine repairability.

To avoid injury, NEVER attempt to reinflate a tire that has been run severely underinflated or may be damaged.

Progressive air loss may result from punctures, cuts, curbing or partial bead unseating, impacts, and rim cracks. Some fitment causes for air loss are: (1) incomplete bead seating, (2) bead tear caused by a machine tool, due to insufficient lubrication or improper adjustment, (3) leaking valve core or rubber valve components. These should be replaced when problems are detected and whenever tires are replaced.

Underinflation is the most common cause of failures in any kind of tire and may result in severe cracking, component separation, or "blowout," with unexpected loss of vehicle control and accident. Underinflation increases sidewall flexing and rolling resistance, resulting in heat and mechanical damage.

Always maintain inflation pressure at the level recommended by the vehicle manufacturer as shown on the vehicle placard or in the *Owner's Manual*. Higher inflation pressure increases stiffness, which may deteriorate ride and generate unwanted vibration. Overinflation also increases the chances of bruise damage.

DUNLOP LIMITED TIRE WARRANTY (cont'd)

■ DO NOT Overload Your Vehicle

Check your vehicle *Owner's Manual* to determine the load limits. Overloading your vehicle places extra stress on your tires and other critical vehicle components. Overloading can cause tire failure. Overloading a vehicle can also cause poor handling and increase fuel consumption.

■ DO NOT Spin Your Tires Excessively

Avoid excessive tire spinning when your vehicle is stuck in snow, ice, mud, or sand. **SAFETY WARNING:** *The centrifugal forces generated by a free spinning tire/wheel assembly may cause sudden tire explosion resulting in vehicle damage and/or serious personal injury to you or a bystander. Never exceed 35 mph as indicated on speedometer.* Use a gentle backward and forward rocking motion to free your vehicle for continued driving. Never stand near or behind a tire spinning at high speed, as for example, while attempting to push a vehicle that is stuck or when an on-the-car spin balance machine is in use.

■ DO Check Your Tires for Wear

Always remove tires from service when they reach 2/32" remaining tread depth. All new tires have tread wear indicators which appear as smooth bands in the tread grooves when they wear to the 2/32" level. Many wet weather accidents result from skidding on bald or nearly bald tires. Excessively worn tires are more susceptible to penetrations.

■ DO NOT Apply Sidewall Dressings/Cleaners

Dunlop sidewalls are specially compounded to resist ozone cracking or weather cracking.

■ Sidewall Treatments

Use a mild soap solution to clean sidewalls, white striping, or lettering, and rinse off with plain water. Instruct service personnel and customers never to apply any other material to enhance sidewall appearance. These may degrade rubber and remove inherent ozone resistance.

■ DO Check Your Tires for Damage

Frequent inspection of your tires for signs of damage and their general condition is important for safety. If you have any questions, have your tire dealer inspect them. Impacts, penetrations, or air loss always require tire removal and expert inspection. Never perform a temporary repair or use an innertube as a substitute for a proper repair. Repairs should be made with plug and patch to small tread area punctures of otherwise undamaged tires. Only qualified persons should repair tires.

DUNLOP LIMITED TIRE WARRANTY (cont'd)

■ Proper Tire Repair

- Must be made between the tread shoulders to a 3/16" diameter or less, straight through puncture with no run-low, run-flat, cutting, cracking, separation, or other damage.
- Must fill the injury. (Example – vulcanized rubber plug or patch-plug combination.)
- Must also seal the inner liner. (Example – cemented patch or patch-plug combination.)
- Must be done from the inside of the tire. (This also insures that the damaged tire is thoroughly inspected for secondary damage to the inner liner and plies.)
- Must conform to the repair kit manufacturer's instructions. ("String" or fabric-based plugs are not recommended.)
- Must not be injected or inserted from the outside of the mounted tire.
- Must not employ a tube or sealant.

NOTE: Dunlop does not warrant any inspection or repair process. The repair is entirely the responsibility of the repairer. Do not exceed posted speed limits on any repaired tire. Speed ratings are voided if repaired.

■ DO NOT Attempt to Mount Your Own Tires

SAFETY WARNING: *Serious injury may result from explosion of tire/rim assembly due to improper mounting procedures.* Follow tire manufacturer's instructions and match tire diameter to rim diameter. Mount light truck radials on rims approved for radial service. Lubricate beads and tire rim (including tube or flap) contact surfaces. Lock assembly on

mounting machine or place in safety cage, STAND BACK and never exceed 40 PSI to seat beads. Never use a volatile substance or a rubber "donut" (also known as bead expander or "O-Ring") to aid bead seating. Only specially trained persons should mount tires.

There are a number of serious injuries encountered each year as a result of tire mounting accidents.

■ DO NOT Mix Tires of Different Sizes and Types

Dunlop recommends fitment of four tires of the same type and size unless otherwise specified by the vehicle manufacturer. FOLLOW THESE ADDITIONAL GUIDELINES: Fit newest tires on rear axle. If radials and non-radials must be fitted to the same vehicle, fit radials on rear axle. If tires of different profiles must be fitted, fit widest tires on rear axle. When fitting snow tires or all-season tires to performance vehicles, always fit in sets for four. Do not fit tires with differing speed ratings. Never mix sizes and types on the same axle. WHEN REPLACING TIRES, ALWAYS CONSULT VEHICLE AND RIM MANUFACTURER REQUIREMENTS FOR SAFETY. Use of lift kits and some vehicle tire combinations can cause instability. When changing sizes, carefully check vehicle/tire clearances.

DO MAINTAIN VEHICLE SUSPENSION, WHEEL ALIGNMENT, AND BALANCE AND ROTATE YOUR TIRES. Lack of rotation, worn suspension parts, underinflation/overinflation, wheel imbalance, and misalignment can cause vibration or irregular wear. Rotate tires at maximum intervals of 6,000 miles.

DUNLOP LIMITED TIRE WARRANTY (cont'd)

NOTE: SPEED RATINGS – where applied are indicative of high performance characteristics based on ECE30 European Indoor Wheel Testing as performed by Dunlop and are not valid for damaged, altered, repaired, underinflated, overloaded, excessively worn, or retreaded tires. Dunlop does not recommend the use of any of its products in excess of legal speed limits. Snow, ice, and poor highway drainage always require special handling care and greatly reduced speed.

For additional information, see the “Consumer Tire Guide” published by the Tire Industry Safety Council, Box 1801, Washington, D.C. 20013, or call or write Dunlop Tire Corporation, P.O. Box 1109, Buffalo, NY 14240, 1-800-548-4714.

IN THE U.S.A., Dunlop brand tires are serviced by the Dunlop Tire Corporation through its authorized dealers. **You must go to a Dunlop dealer for replacement tires and all warranty service.**

For Service or Replacement:

1. **Consult the Yellow Pages** of your area phone book for dealers selling Dunlop tires.
2. **If you are unable to locate a Dunlop dealer, you may call: 1-800-548-4714.**
3. If you have been to a Dunlop dealer, but require information that the dealer is unable to provide, you may also call: 1-800-548-4714, or you may write: Dunlop Consumer Affairs, P.O. Box 1109, Buffalo, NY 14240-1109.

IN CANADA, for service and information, call 1-800-247-4468.

GOODYEAR LIMITED TIRE WARRANTY

Limited Warranty Auto Highway Tire Adjustment Policy

■ Eligibility

You are eligible for the benefits of this policy if you are the owner or authorized agent of the owner of new Goodyear highway auto tires (excluding antique and classic tires) bearing Department of Transportation prescribed tire identification numbers, and if your tires have been used only on the vehicle on which they were originally installed according to the vehicle manufacturer's or Goodyear's recommendations.

■ Coverage (Replacement Free) Radial Auto Tires

Any new Goodyear highway radial auto tire covered by this policy that is removed from service due to a workmanship or material related condition (see Adjustment Policy Limitations) during the first 25% of usable tread wear, or twelve months from date of purchase, whichever occurs first, will be replaced with a comparable new Goodyear tire without charge. Mounting and balancing are included.

■ Coverage (Prorated Adjustment)

Tires not eligible for no charge adjustment that are removed from service due to a workmanship or material related condition will be replaced with comparable new Goodyear tires on a pro-rata basis. The replacement price will be calculated by multiplying the current Goodyear "predetermined price

for adjustment" or current advertised price at adjustment location (whichever is lower) by the percentage of usable original tread that has been worn off at the time of the adjustment. You pay for mounting, balancing, and an amount equal to the full current Federal Excise Tax applicable to the comparable new replacement tire.

Example: If your disabled tire had an original 8/32 of usable tread wear and is worn to 4/32 usable tread remaining, you have used 50% and, therefore, must pay 50% of the predetermined price for adjustment or advertised price of the comparable tire plus an amount equal to the full current Federal Excise Tax applicable to the comparable new replacement tire at time of adjustment. If the price of the new comparable tire is \$80.00 and FET is \$2.00, the cost to you would be \$42.00.

The "predetermined price for adjustment," available at all Goodyear Auto Service Centers and participating dealers, fairly represents the actual regular retail selling price of the comparable tire at the time of adjustment. If a "predetermined price for adjustment" is not available, adjustment will be based on the price at which you are entitled to buy at the time of adjustment.

A tire has delivered its full original tread life and this warranty ends when the tread wear indicators become visible, regardless of age or mileage.

GOODYEAR LIMITED TIRE WARRANTY (cont'd)

■ Definition of Comparable Tire

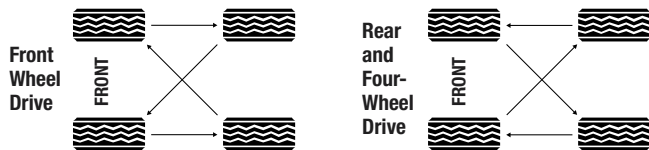
A “comparable” new Goodyear tire may either be the same line of tire or, in the event the disabled tire is out of production, the same basic construction and quality with different sidewall or tread configuration.

If a higher priced tire is accepted as replacement, the difference in price will be additional.

Any tire replacement under this warranty will be covered by the Goodyear warranty in effect at time of replacement.

■ Maintenance

See your *Owner's Manual* for tire inflation and maintenance recommendations. Vehicle wheel alignment should be checked at the first sign of uneven wear. If your *Owner's Manual* does not recommend a rotation pattern, below are recommended tire rotation patterns for radial tires used on passenger cars and light trucks. Use the pattern that applies to your vehicle.



■ Adjustment Policy Limitations

This limited warranty is applicable only in the United States and Canada.

No representative or dealer has authority to make any representation, promise, or agreement on behalf of Goodyear, except as stated herein:

The following are not covered by this policy:

- Goodyear does not warrant and will not give credit in any adjustment transaction for any kind of material added to the tire after leaving a Goodyear factory, nor will it adjust any tire which has failed as a result of adding any such material. (**Example:** Tire fillers, sealants, or balancing substances.)
- Irregular wear and/or tire damage due to:
 - Road hazards (including punctures, cuts, snags, impact breaks, etc.).
 - Wreck, collision, or fire.
 - Improper inflation, overloading, high speed spinup, misapplication, misuse, negligence, racing, chain damage, improper mounting, demounting, improper maintenance, or improper rotation.
 - Mechanical condition of the vehicle.
- Ride disturbance after the first 25% of usable tread wear or due to damaged wheels or any vehicle condition.
- Temporary spare tires used on vehicles used in racing and on passenger cars in special applications, such as police pursuit service.

GOODYEAR LIMITED TIRE WARRANTY (cont'd)

- Any tire intentionally altered after leaving a Goodyear factory to change its appearance. (**Example:** White inlay on a black tire.)
- Tires with weather cracking which were purchased more than four (4) years prior to presentation for adjustment. If you have no proof of purchase date, tires manufactured four (4) or more years prior to presentation are not covered.
- Loss of time, inconvenience, loss of use of the vehicle, or consequential damage.

Some states do not allow the exclusion or limitation of incidental or consequential damages so the preceding limitation or exclusion may not apply to you.

Any tire, no matter how well constructed, may fail in service or otherwise become unserviceable due to conditions beyond the control of the manufacturer. This warranty is not intended as a representation that a tire failure cannot occur.

■ Owner's Obligations

- A. You must present the tire to be adjusted to a Goodyear Auto Service Center or Goodyear Tire Dealer. (Please consult your telephone directory or call 1-800-GOODYEAR for locations.) Tires replaced on an adjustment basis become the property of The Goodyear Tire & Rubber Company.
- B. You must pay for taxes or any additional service you order at the time of adjustment.

- C. No claim will be recognized unless submitted on a Goodyear claim form (supplied by Goodyear Dealer or Auto Service Center) completely filled out and signed by you, the owner of the tire presented for adjustment, or your authorized agent.

■ Legal Rights

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

SAFETY WARNING

Serious injury may result from:

- Tire failure due to underinflation/overloading: Follow *Owner's Manual* or tire placard in vehicle.
- Explosion of tire/rim assembly due to improper mounting: Only specially trained persons should mount tires.

Radial tires must be mounted on approved rims.

TIRE SPINNING CAUTION

On slippery surfaces such as snow, mud, ice, etc., do not spin tires in excess of 35 mph, as indicated on the speedometer. Personal injury and severe damage may result from excessive wheel spinning, including tire disintegration or axle failure.

MICHELIN LIMITED TIRE WARRANTY

About This Warranty

As the original purchaser of a Michelin Passenger or Light Truck tire, you are covered by all the benefits and conditions (subject to the maintenance recommendations and safety warnings) contained in this supplement. To ensure your understanding of and compliance with the terms and conditions of this warranty, please read it. It is essential that you also read and understand the safety and maintenance recommendations for your tires beginning on page 49.

What Is Covered and for How Long

■ Passenger and Light Truck Tires

Michelin Passenger and Light Truck tires, used in normal service on the vehicle on which they were originally fitted and in accordance with the maintenance recommendations and safety warnings contained in the attached *Owner's Manual*, are covered by this warranty against defects in workmanship and material for the life of the original usable tread, or 6 years from the date of purchase, whichever occurs first. At that time, all warranties, express or implied, are terminated. The usable tread is the original tread down to the level of the tread wear indicators – 2/32nds of an inch (1.6 mm) of tread remaining. Date of purchase is documented by new vehicle registration or tire sales invoice. If no proof of purchase, coverage will be based on date of manufacture. Note: Your vehicle manufacturer may provide additional tire warranty coverage over and above what is provided by Michelin. Consult your vehicle *Owner's Manual* for further information.

What Is Not Covered

Tires which become unserviceable due to:

- Road hazard injury (e.g., a cut, snag, bruise, impact damage, puncture, whether repairable or not);
- Incorrect mounting of the tire, tire/wheel imbalance, or improper repair;
- Underinflation, overinflation, improper maintenance, racing, or other abuse;
- Mechanical irregularity in the vehicle such as wheel misalignment resulting in uneven or rapid wear;
- Flat spotting caused by improper storage;
- Accident, fire, chemical corrosion, tire alteration, or vandalism;
- Ozone or weather checking.

MICHELIN LIMITED TIRE WARRANTY (cont'd)

How Replacement Charges Are Calculated

■ Passenger and Light Truck Tires

A tire which becomes unserviceable due to a condition covered by this warranty will be replaced with a comparable new Michelin tire, free of charge, when 2/32nds of an inch (1.6 mm) or less of the original tread is worn (or 25% or less, whichever is most beneficial to the user), and within 12 months of the date of purchase. Mounting and balancing of tires is included. The cost of any other service charges and applicable taxes is payable by the user.

When more than 2/32nds of an inch of original tread has been worn (or more than 25%, whichever is most beneficial to the user) or after 12 months from date of purchase, the user must pay the cost of a comparable new Michelin passenger or light truck replacement tire on a pro rata basis. The dealer shall determine the charge by multiplying the percentage of the original usable tread worn by the current selling price at the adjustment location or the price on the current Michelin Base Price List, whichever is lower.* This List is based on a predetermined price intended to fairly represent the actual selling price of the tire. The cost of mounting, balancing, and any other service charges and applicable taxes is payable by the user.

*In Canada, pro rata replacements will be calculated by multiplying the "current Michelin Suggested Retail Price" by the percentage of original usable tread which has been worn.

What the Consumer Must Do When Making a Claim

When making a claim under the terms of this warranty, the consumer must present the tire to a participating Michelin retailer. To locate a participating tire retailer, check the yellow pages under "Tire Dealers – Retail."

The vehicle on which the tire was used should be available for inspection.

It is essential that you read and understand the safety and maintenance recommendations for your tires.

If further assistance is required, please call 1-800-847-3435 or write Michelin North America, Attention: Consumer Relations Department, Post Office Box 19001, Greenville, South Carolina 29602.

Conditions and Exclusions

This warranty does not provide compensation for loss of time, loss of use of vehicle, inconvenience, or consequential damage. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Tires presented for claim remain the property of the consumer and Michelin accepts no responsibility for loss of, or damage to, tires which are in the custody or control of a Michelin tire retailer for the purpose of inspection for warranty adjustment. In the event of a disputed claim, the consumer must make the tire available for further inspection.

MICHELIN LIMITED TIRE WARRANTY (cont'd)

No Michelin representative, employee, or retailer has the authority to make or imply any representation, promise, or agreement, which in any way varies the terms of this warranty.

This warranty applies only in the United States and Canada.

Consumer Rights

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state and province to province.

Safety Maintenance Information

Read the tire *Owner's Manual*, the information on the sidewall of your tires, your vehicle *Owner's Manual* and vehicle tire information placard for essential safety and maintenance information.

SAFETY WARNING

Disregarding any of the safety precautions and instructions contained in this manual may result in tire failure or explosion causing serious personal injury or death.

Tire Spinning

Do not spin wheels in excess of 35 mph (55 km/h) as indicated on the speedometer. Excessive speed in a free running, unloaded tire can cause it to “explode” from centrifugal force. The energy released by such an explosion is sufficient to cause serious physical injury or death. Never allow anyone to stand near or behind the spinning tire.

When in mud, sand, snow, ice, or other slippery conditions, do not indulge in excessive wheel spin. In such conditions, with automatic transmission vehicles, by accelerating the motor excessively, it is possible to spin one of the drive tires beyond its speed capability. This is also true when balancing a drive tire/wheel assembly using the engine of the vehicle to spin the wheel.

Driving on Any Tire That Does Not Have the Correct Inflation Pressure Is Dangerous

Any underinflated tire builds up excessive heat that may result in sudden tire destruction. If tires are supplied as original equipment, refer to the tire decal on the vehicle (check vehicle and/or vehicle *Owner's Manual* for decal location) for the recommended operating pressures. For replacement tires, the correct inflation pressure will be provided by your tire dealer; if not, refer to the vehicle decal.

These inflation pressures must be maintained as a minimum. However, do not exceed the maximum pressure rating indicated on the tire sidewall.

MICHELIN LIMITED TIRE WARRANTY (cont'd)

Check Inflation Pressures on All Your Tires, Including the Spare, at Least Once a Month Before Driving When Tires Are Cold

Failure to maintain correct inflation pressures may result in improper vehicle handling and may cause rapid and irregular tire wear, sudden tire destruction, loss of vehicle control, and serious personal injury. Therefore, inflation pressures should be checked at least once a month and always prior to long distance trips. This applies to all tires, including sealant types, which are as susceptible to losing air pressure as any other type if not properly maintained.

Pressures should be checked when tires are cold; in other words, before they have been driven on. Driving, even for a short distance, causes tires to heat up and air pressure to increase.

■ Checking Pressure When Tires Are Hot

If pressures are checked after tires have been driven for more than three minutes or more than one mile, the tires become hot and the pressures will increase by approximately 4 psi. Therefore, when adjusting your pressure, under these conditions, the pressure should be increased to a gauge reading of 4 psi greater than the recommended cold inflation pressure.

For Example Only:

Gauge reading of hot tire:	32 psi
If recommended cold inflation pressure is:	30 psi
Desired gauge reading of hot tire $30 + 4$ psi =	34 psi
Therefore: add 2 psi	

Check cold inflation pressures as soon as possible, at least by the next day. "Bleeding" air from hot tires could result in underinflation. Use an accurate tire gauge to check pressure. Never allow children to inflate or deflate tires.

High Speed Driving Can Be Dangerous

Correct inflation pressure is especially important.

However, at high speeds, even with the correct inflation pressure, a road hazard, for example, is more difficult to avoid and if contact is made, has a greater chance of causing tire damage than at a lower speed. Moreover, driving at high speed reduces the reaction time available to avoid accidents and bring your vehicle to a safe stop.

If you see any damage to a tire or wheel, replace with spare and see any Michelin Tire Dealer at once.

Exceeding the maximum speeds shown on the following page for each type of Michelin tire will cause the tire to build up excessive heat which can cause tire damage that could result in sudden tire destruction and rapid air loss. Failure to control a vehicle with sudden air loss can lead to an accident.

MICHELIN LIMITED TIRE WARRANTY (cont'd)

In any case, you should not exceed reasonable speeds as indicated by the legal limits and driving conditions.

Speed Ratings

SPEED SYMBOLS are shown on the sidewall of some Michelin tires. The following table shows the maximum speed corresponding to the symbol.

Speed Ratings	Maximum Speed	
	Km/hr	mph
M	130	81
N	140	87
P	150	93
Q	160	99
R	170	106
S	180	112
T	190	118
H	210	130
V*	ABOVE 240	ABOVE 149
V	240	149
W	270	168
Y	300	186
	ABOVE 300	ABOVE 186

ZR**
↓

*Some V (or VR) rated tires may have a speed capacity greater than 149 mph (240 km/h).

Consult Michelin for maximum speed rating if your vehicle capability exceeds this speed.

****Z (or ZR) rated tires are designed for use on cars with maximum speed capabilities in excess of 149 mph (240 km/h). (W and Y speed ratings are sub-categories of Z).**

Consult Michelin for maximum speed capabilities.

Although a tire may be speed rated, we do not endorse the operation of any vehicle in an unsafe or unlawful manner. Speed ratings are based on laboratory tests which relate to performance on the road, but are not applicable if tires are underinflated, overloaded, worn out, damaged, altered, improperly repaired, or retreaded. Furthermore, tire speed ratings do not imply that vehicles can be safely driven at the maximum speed for which the tire is rated, particularly under adverse road and weather conditions, or if the vehicle has unusual characteristics.

Michelin highway passenger tires that do not have a speed symbol on the sidewall have a maximum speed rating of 105 mph. Light truck highway tires that do not have a speed symbol on the sidewall of the tire have a maximum speed of 87 mph. Some light truck tires may have higher maximum speeds; consult any Michelin retailer.

The speed and other ratings of retreaded tires are assigned by the retreader and voids the original manufacturer's ratings.

MICHELIN LIMITED TIRE WARRANTY (cont'd)

IMPORTANT: *In order to maintain the speed capability of the vehicle, replacement tires must have speed ratings equal to or higher than those fitted as original equipment (as indicated on the vehicle placard or owner's manual). If tires with lower speed ratings are fitted, the speed capability of the vehicle will be lowered to the maximum speed capability of the replacement tires as indicated in the previous table.*

REMEMBER . . . High speed driving can be dangerous and may be damaging to your tires.

AND . . . When driving at highway speeds, correct inflation pressure is especially important.

Inspect Your Tires – Do Not Drive on a Damaged Tire or Wheel

Anytime you see any damage to your tires or wheels, replace with your spare at once and immediately see any Michelin retailer.

When inspecting your tires, including the spare, check air pressures. If your pressure check indicates that one of your tires has lost pressure of two pounds or more, look for signs of penetrations, valve leakage, or wheel damage that may account for the air loss.

Always look for bulges, cracks, cuts, penetrations, and abnormal tire wear particularly on the edges of the tire tread which may be caused by misalignment or under-inflation. If any such damage is found, the tire must be inspected by any Michelin tire retailer at once. Use of a damaged tire could result in tire destruction.

All tires will wear out faster when subjected to high speeds as well as hard cornering, rapid starts, sudden stops, frequent driving on roads which are in poor condition, and off road use. Roads with holes and rocks or other objects can damage tires and cause misalignment of your vehicle. When you drive on such roads, drive on them carefully and slowly, and before driving again at normal or highway speeds, examine your tires for any damage, such as cuts, bulges, penetrations, unusual wear patterns, etc.

■ Wear Bars

Michelin tires contain “Wear Bars” in the grooves of the tire tread which show up when only 2/32nds of an inch (1.6 mm) of tread is remaining. At this stage, your tires must be replaced. Tires worn beyond this stage are dangerous.

MICHELIN LIMITED TIRE WARRANTY (cont'd)

Do Not Overload – Driving on Any Overloaded Tire Is Dangerous

The maximum load rating of your tires is marked on the tire sidewall. Do not exceed these ratings. Follow the loading instructions of the manufacturer of your vehicle and this will insure that your tires are not overloaded. Tires which are loaded beyond their maximum allowable loads for the particular application will build up excessive heat that may result in sudden tire destruction.

Do not exceed the gross axle weight ratings for any axle on your vehicle.

Trailer Towing

If you anticipate towing a trailer, you should see any Michelin retailer for advice concerning the correct size of tire and pressures. Tire size and pressures will depend upon the type and size of trailer and hitch utilized, but in no case must the maximum cold inflation pressure of tire load rating be exceeded. Check the tire decal and the owner's manual supplied by the manufacturer of your vehicle for further recommendations on trailer towing.

Wheel Alignment and Balancing Are Important for Safety and Maximum Mileage From Your Tires

■ Check How Your Tires Are Wearing At Least Once a Month

If your tires are wearing unevenly, such as the inside shoulder of the tire wearing faster than the rest of the tread, or if you detect excessive vibration, your vehicle may be out of alignment or balance. These conditions not only shorten the life of your tires but adversely affect the handling characteristics of your vehicle which could be dangerous. If you detect irregular wear or vibration, have your alignment and balance checked immediately. Tires which have been run under-inflated will show more wear on the shoulders than in the center of the tread.

Tire Mixing

Michelin tires are radial tires, and for best performance it is recommended that the same size and type of tire be used on all four wheel positions. In certain tires, casing ply material and ply construction may vary as indicated on the sidewall of the tire. All Michelin tires of the same size and tread design are fully compatible. Before mixing tires of different types on a vehicle in any configuration, be sure to check the vehicle manufacturer's *Owner's Manual* for their recommendations.

MICHELIN LIMITED TIRE WARRANTY (cont'd)

It is also important to check the vehicle manufacturer's *Owner's Manual* before mixing or matching tires on 4-wheel drive vehicles as this may require special precautions.

Tire Rotation

To obtain maximum tire wear, it may be necessary to rotate your tires. Refer to your vehicle *Owner's Manual* for instructions on tire rotation.

Some tires have arrows on the sidewall showing the direction in which the tire should turn. When rotating this type of tire, care must be taken to maintain the proper turning direction, as indicated by the arrows.

If you do not have an *Owner's Manual* for your vehicle, Michelin recommends inspecting your tires every 6,000 to 8,000 miles and rotating tires at the first sign of uneven wear. This is true for both rear wheel drive and front wheel drive vehicles.

NOTE: Tires which meet the Rubber Manufacturers Association (RMA) definition of mud and snow tires are marked M/S, M+S, M&S. On such tires, this designation is molded into the sidewall. Tires without this notation are not recommended for mud and/or snow driving.

Tire Alterations

Do not perform any alteration on your tires. Alterations may prevent proper performance, leading to tire damage, which can result in an accident. Tires which become unserviceable due to alterations such as truing, whitewall inlays, addition of balancing or sealant liquids are excluded from warranty coverage.

Repairs – Whenever Possible, See Any Michelin Retailer at Once

If any tire has sustained a puncture, have the tire inspected internally by any Michelin retailer for possible damage that may have occurred.

Punctures in the tread of Michelin brand tires which do not exceed 1/4 inch (6 mm) in diameter can be repaired provided that not more than one radial cable per casing ply is damaged. Punctures of 1/8 inch or less in the sidewall of Michelin brand tires which are speed rated below an H rating may also be repaired. **DO NOT MAKE SIDEWALL REPAIRS IN ANY TIRE THAT IS H, V, W, Y, OR Z RATED.** Tire punctures consistent with these guidelines can be repaired by following Michelin's or the Rubber Manufacturers Association (RMA) recommended repair procedures.

If tire damage exceeds these guidelines, the tire must be replaced.

On the wheel repairs or plug only repairs should not be made. They may cause further damage to the tire. They are not always air tight and the plug may fail.

Storage

All tires should be stored in a cool, dry place indoors so that there is no danger of water collecting inside them. Serious problems occur with tube-type tires when they are mounted with water trapped between the tire and the tube.

MICHELIN LIMITED TIRE WARRANTY (cont'd)

Due to pressurization, the liquid can pass through the inner liner and into the casing plies. **(This can result in sudden tire failure.)** Most of the problems of this nature, encountered with tube-type tires, have been due to improper storage which permitted water to enter the casing between the tire and tube prior to mounting.

Tires contain waxes and emollients to protect their outer surfaces from ozone and weather cracking. As the tire rolls and flexes, the waxes and emollients continually migrate to the surface, replenishing this protection throughout the normal use of the tire. Consequently, when tires sit outdoors, unused for long periods of time (a month or more) their surfaces become dry and more susceptible to ozone and weather cracking. For this reason, tires should always be stored in a cool, dry place, away from sources of heat and ozone, such as hot pipes or electric generators. Be sure that the surfaces on which tires are stored are free from grease, gasoline, and other substances which could deteriorate rubber. Failure to store tires in accordance with these instructions could result in the premature aging of the tire and sudden tire failure.

Follow These Mounting Recommendations

Tire changing can be dangerous and must be done by professionally trained persons using the proper tools and procedures as specified by the Rubber Manufacturers Association (RMA).

Your tires should be mounted on wheels of correct size and type and which are in good, clean condition. Bent, chipped, or rusted wheels may cause tire damage. The inside of the tire must be free from foreign material. **Have your tire retailer check the wheels before mounting new tires.** Mismatched tires and rims can explode during mounting. Also, mismatched tires and rims can result in dangerous tire failure on the road. If a tire is mounted by error on the wrong-sized rim, do not remount it on the proper rim—scrap it. It may be damaged internally (which is not externally visible) by being dangerously stretched and could fail on the highway.

Old valves may leak. When new tubeless tires are mounted, have new valves of the correct type installed. Tubeless tires must be mounted only on wheels designed for tubeless tires, i.e., wheels which have safety humps or ledges.

The sidewalls of radial tires flex more than non-radial tires. Because of this, tube-type radial tires require special tubes. Michelin AIRSTOP® tubes should be used with Michelin tube-type tires. The use of other tubes, not designed for Michelin radial tires, could result in tube failure causing tire damage. Always use a new tube when mounting a new tube-type tire.

Tires and wheels which are not balanced may cause steering difficulties, a bumpy ride, and irregular tire wear. It is recommended that you have your tires and wheels balanced.

MICHELIN LIMITED TIRE WARRANTY (cont'd)

Be sure that all your valves have suitable valve caps. Valve caps are the primary seal against air loss.

If flaps are required, always install a new Michelin flap in a new mounting. A flap through extended use becomes hard and brittle. After a limited time it will develop a set to match the tire and rim in which it is fitted. Therefore, it will not exactly match a new tire/rim combination and should be replaced.

Any time you see damage to your tires or wheels, contact your local participating Michelin retailer listed in the yellow pages at once. If further assistance is required, contact:

In U.S.A.

Nationwide 1-800-TIRE HELP (800-847-3435)

or write:

Michelin North America

Attention: Consumer Relations Department

Post Office Box 19001

Greenville, SC 29602

In Canada

All But Quebec 1-800-461-8473

Quebec 1-800-565-7638

or write:

Michelin North America (Canada) Ltd.

Les Tours Triomphe

2540 Boulevard Daniel-Johnson

Laval, Quebec H7T 2T9

**REMEMBER . . . TO AVOID DAMAGE TO YOUR TIRES
AND POSSIBLE ACCIDENT:**

- Check tire pressure at least once a month when tires are cold and before long trips.
- Do not underinflate/overinflate.
- Do not overload.
- Drive at moderate speeds, observe legal limits.
- Avoid driving over potholes, obstacles, curbs, or edges of pavement.
- Avoid excessive wheel spinning.
- If you see any damage to a tire, replace with spare and see any Michelin retailer at once.
- If you have any questions, contact your Michelin retailer.

ARBITRATION GUIDELINES

BBB AUTO LINE Arbitration

If you should experience a problem which has not been resolved to your satisfaction through Lexus' complaint handling process, Lexus offers additional assistance through the Council of Better Business Bureaus BBB AUTO LINE Arbitration Program.

What Is BBB AUTO LINE?

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

■ What Types of Disputes Are Eligible?

BBB AUTO LINE arbitrates disputes involving Lexus' product reliability or warranty performance which arise during the greater of (1.) 4 years or 50,000 miles from the date of original delivery, whichever is earlier, or (2.) the applicable provision of 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 vehicles used for commercial purposes or 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 60 days of the expiration of the eligibility period, provided the concern or alleged defect was brought to the attention of Lexus or one of its dealers during 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 arbitrators' decision, is designed to take no more than 40 days. In some cases a decision may be delayed because of:

- Your failure to provide certain information required by BBB AUTO LINE or to make the vehicle available for inspection by BBB AUTO LINE in a timely manner when an inspection is necessary.
- Your failure to contact Lexus about your dispute before requesting arbitration.

The letter from BBB AUTO LINE advising you of its decision will specify that Lexus must comply with the decision shortly, usually within 30 calendar days. CBBB will contact you to ensure that Lexus has complied in a timely manner.

■ 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 from CBBB.

■ When to Use BBB AUTO LINE

Because most situations can be resolved by our Customer Satisfaction Network, we recommend that you request arbitration only after seeking assistance from your Lexus dealership and from Lexus' Customer Satisfaction Department as described on page 7.

ARBITRATION GUIDELINES (cont'd)

You must use BBB AUTO LINE prior to seeking remedies available to you through a court action pursuant to the Magnuson-Moss Warranty Act (the “Act”). In addition, you must use BBB AUTO LINE if you are required to do so prior to seeking remedies available under the “Lemon Law” of your state. See the appropriate page in the *Owner’s Manual Supplement Lemon Law Information* in your glove box portfolio for specific requirements applicable in your state. However, if your state law permits and if you choose to seek remedies which are not created by the Act, you are not required to use BBB AUTO LINE, although that option is still available to you.

■ How to Request Arbitration

Contact the BBB AUTO LINE at (1-800-955-5100).

■ 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 receiving and analyzing all pertinent documentation, if applicable, BBB AUTO LINE will schedule a technical evaluation.

An in-person hearing will be held prior to the decision being rendered if you request it.

At the in-person hearing, all evidence is admissible. In an in-person hearing, you and a Lexus representative will present both sides of the case to the BBB AUTO LINE arbitrator. Each of you will be allotted approximately 30 minutes to give testimony and provide documents. Then you and Lexus will be given approximately 10 minutes each for rebuttal.

A settlement satisfactory to all parties may be negotiated during the mediation/arbitration process prior to submission of the case to the arbitrator.

If a technical evaluation was made, the technical expert will forward the technical evaluation report to the BBB AUTO LINE program.

At the in-person hearing, an arbitrator will listen to all testimony and review all of the information available and the applicable legal standards and render a decision within 10 days of hearing completion.

ARBITRATION GUIDELINES (cont'd)

■ 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 is fair and appropriate under the circumstances after applying the appropriate legal standards. Remedies include, but are not limited to, repairs; reimbursement for repair or incidental expenses, such as towing costs; or repurchase or replacement of your vehicle. BBB AUTO LINE's decision is binding on Lexus, but not on you, the customer. Lexus must comply with the decision shortly after it is rendered, usually within 30 days. CBBB will contact you within 10 working days of scheduled performance to ensure that Lexus has complied with the decision in a timely manner.

■ Are There Limits on the Scope of BBB AUTO LINE Decisions?

BBB AUTO LINE decisions will 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 Available?

If you are dissatisfied with the arbitrator's decision or Lexus' performance, you may pursue any other legal remedies which you may have including small claims court. You should be aware that the arbitration findings are admissible as evidence in any subsequent legal proceedings concerning your dispute.

■ Is the BBB AUTO LINE Program Subject to Change?

The information about BBB AUTO LINE in this *Owner's Manual Supplement* was correct as of the date of printing. The program may, however, be changed without notice. Contact Lexus at 1-800-255-3987 or BBB AUTO LINE at 1-800-955-5100 if you have any questions about BBB AUTO LINE.

ROADSIDE ASSISTANCE PROTECTION*

Plan Provisions

- **Duration:**
 - Four (4) years, unlimited mileage
- **Hours of Operation:**
 - 24 hours a day/365 days per year
- **Area of Coverage:**
 - United States and Canada
- **Services Provided:**
 - Roadside services such as battery boost/jump start, tire service, and fuel delivery
 - Towing to nearest Lexus dealership or alternate repair facility, if necessary
 - Assistance in locating alternate transportation and lodging
 - A technical assistance hotline to provide repair information to a non-Lexus repair facility
 - A system to air ship parts to remote locations

How to Get Help

If your vehicle becomes disabled for any reason, perform the following procedures to obtain emergency roadside assistance:

Call 1-800-25-LEXUS
(1-800-255-3987)

- Have as much as possible of the following information available to expedite the dispatch process.
 - Vehicle Identification Number (17 digits) located on the lower front corner of the dashboard on the driver's side and on a sticker on the driver's side door post
 - Owner's Name and Address
 - Vehicle License Plate Number
 - Location of disablement, including the nearest major intersection
- The dispatch operator will ask you to provide the area code and first three numbers of the telephone number from which you are calling to determine your location. To determine your location when calling from your cellular telephone:
 - Obtain a telephone number from a telephone near the point of disablement; or
 - Call directory assistance and obtain the telephone number of a business located near the point of disablement; or
 - Call the local cellular operator to determine the area code and prefix of the cell you are in.

*Program administered through The American Automobile Association, Inc. (AAA).

ROADSIDE ASSISTANCE PROTECTION* (cont'd)

- The dispatch operator will keep you on the line while arranging for a local roadside service provider to respond to your call.
- The dispatch operator will provide you with an estimated time of arrival.
- The local roadside service agency will then provide the necessary assistance.
- Wait at the vehicle or in a secure location nearby for the arrival of the roadside assistance provider.

What Roadside Coverage Does Not Include

The purpose of roadside assistance is to provide service in common emergency situations and to get your vehicle to a repair facility. Coverage does not include the following:

1. Towing or service on roads not regularly maintained or considered to be unsuitable for vehicular traffic.
2. Service on a vehicle that is not in a safe condition to be towed.
3. Shoveling snow from around a vehicle.
4. Installation or removal of chains or snow tires.
5. Service to a snowbound vehicle stuck as a result of snowplowing.

*Program administered through The American Automobile Association, Inc. (AAA).

PROTECT YOUR LEXUS AGAINST CORROSION

What You Can Do

Your Lexus vehicle has been specially designed and built to resist corrosion. The exterior sheet metal was formed from Excelite II which is an anti-rust sheet steel coated with zinc. This steel will provide rust-resistant performance. The underbody of your vehicle has been coated with both zinc and iron galvanized steel sheets. Additionally, your vehicle is equipped with anti-chip paint and side-protective urethane claddings.

Application of additional rust-inhibiting materials is not necessary to protect your new Lexus, nor is it required in order to keep the six-year warranty coverage in effect.

In order to help protect your Lexus vehicle against corrosion, it is important that you care for your vehicle by following these recommendations:

- Wash your vehicle regularly using cold water and a mild vehicle wash soap.
- If insects, tar, or other similar deposits have accumulated on your vehicle, wash it as soon as possible.
- Wash your vehicle in the shade.
- Under certain conditions, special care should be taken to protect your Lexus against corrosion. If you drive on salted or dust-controlled roads, or if you drive near the ocean, hose off the under carriage at least once a month.

- It is important that the drain holes in the lower edges of the doors and rocker panels be kept clear.
- If you detect any stone chips or scratches in the paint, touch them up immediately. You can either have your Lexus dealer perform the touch-up, or contact your Lexus dealership Parts Specialist to assist you in purchasing touch-up paint to perform the touch-up yourself.
- If you carry special cargo such as chemicals, fertilizer, or de-icer materials, be sure that such materials are well packaged and sealed.
- If your Lexus vehicle is damaged due to an accident or similar cause which destroys the paint and protective coating, have your vehicle repaired as soon as possible.

Lexus' corrosion perforation warranty does not cover non-genuine sheet metal parts or damage caused by the installation of such non-genuine sheet metal parts.



COLLISION REPAIR SUPPORT

■ If Your Lexus Requires Body Repair

The Lexus vehicle has been carefully designed to incorporate the finest paint and body materials. In the unfortunate event that your vehicle requires repair or refinishing, Lexus has provided support to help guarantee quality repairs.

Each Lexus dealer has designated one or more collision repair centers as meeting our requirements necessary to restore your vehicle to “like new” condition. Minimum standards of performance will be stressed in the following areas:

- Training
- Facilities
- Equipment
- Quality Control
- Customer Satisfaction

Lexus will provide training to help ensure that factory standards are met by these collision repair centers.

If your vehicle requires body or paint repair, contact your local Lexus dealer who will be happy to act on your behalf with the collision repair center.



LEXUS KEY REPLACEMENT

Lexus has specially designed vehicle keys which incorporate many unique features. With each new Lexus, you receive two master keys, one valet key, and a flat key card. Lexus **strongly suggests** that you keep these keys in different locations **outside** your vehicle. We also recommend that the flat key card, which was specially designed to be the same size as a credit card, be safely stored either inside a lady's purse or a gentleman's billfold.

The master and valet keys are equipped with an engine immobilizer function (for more information on this new feature, please see your *Owner's Manual*). If your vehicle is locked and you cannot obtain either a master or valet key programmed for your vehicle, the credit card key will allow you to unlock your vehicle's door, but will **not** allow you to start and run the vehicle. Please contact your local Lexus dealer or 1-800-25-LEXUS for assistance.

If you require additional keys, simply visit your Lexus dealer. An order can be placed for the additional keys you require. Please remember to bring your vehicle key code with you (as supplied with your new key set) in order to facilitate a speedy delivery. In most cases, your order should be ready for pick-up within five (5) business days.

If you require an emergency key order, call:

1-800-25-LEXUS
(1-800-255-3987)



QUALITY SERVICE AND LEXUS GENUINE PARTS

Lexus Quality Service

Properly maintained, your Lexus vehicle will last longer, deliver maximum performance, and protect your investment. Your Lexus dealer can provide you with the recommended maintenance schedule based on the driving conditions in your area. Please follow the recommended schedule in this supplement so that your Lexus can provide you with many years of driving enjoyment.

Lexus Genuine Parts

Your Lexus dealer will make warranty repairs or adjustments using genuine Lexus parts. Any Lexus dealership will perform warranty service.

Lexus Technician Certification

The skill of the technicians who actually service or repair your Lexus is vitally important to your vehicle's operation and efficiency. To help ensure that your Lexus dealer gives you the best service available anywhere and that your vehicle is fixed right the first time, Lexus technicians are encouraged to be certified through the National Institute for Automotive Service Excellence (ASE). In addition, every technician is required to attend annual training sessions provided by Lexus National Headquarters to maintain their proficiency level and expertise on all Lexus vehicles.



SAFETY BELT INFORMATION

The Experts Say, “Buckle Up!”

The importance of using seat belts cannot be over-emphasized. The safety experts from government and private organizations say “Buckle Up!” Here are a few good reasons why:

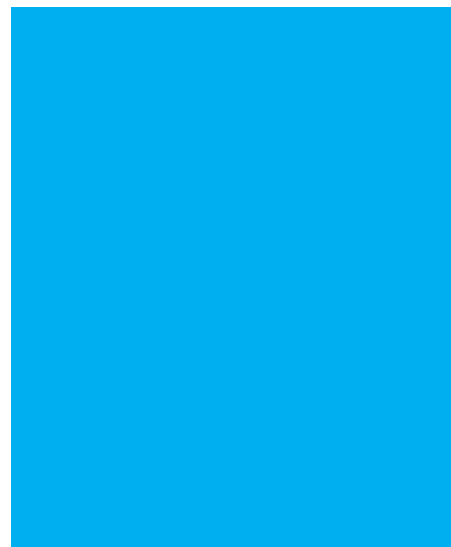
- Properly adjusted seat belts can help reduce driving fatigue and help the driver maintain better vehicle control.
- Studies show that generally the safest place in a collision is inside your vehicle. Seat belts can help keep you there.
- Eight out of ten injury accidents occur at speeds under 40 mph, but even below 5 mph children can be injured during quick turns or sudden stops. Children who are too small to wear regular seat belts should always be provided with Child Restraint Systems dynamically tested to meet Federal standards.

In addition to seat belts, every Lexus vehicle is equipped with driver's and passenger's side supplemental restraint systems (SRS air bag). Air bags have been designed to supplement the three-point seat belt by providing additional protection by restraining the driver's forward motion in the event of a more serious frontal accident. **The SRS does not replace use of the seat belt.** To obtain maximum protection in an accident, the driver and all passengers in the vehicle should always wear their seat belts.

Get That Good Feeling

Familiarize yourself with the operation of your seat belts, as explained in your *Owner's Manual*. Wear them every time you drive your new Lexus, and encourage those who ride with you to do the same.

Remember: for peace of mind, buckle up... it's a good feeling!



EXTENDED PROTECTION

Long-term ownership of a Lexus can be its own reward. And you can anticipate this reward with confidence. But if you plan on keeping your Lexus for an extended period, or if you accumulate extra mileage quickly, you will appreciate the added peace of mind that comes with Lexus Vehicle Service Agreements.

You can increase the protection you receive on your Lexus with a Lexus Vehicle Service Agreement. This factory-backed agreement protects you from the unexpected twists and turns the road has in store, even for vehicles as well-crafted as your new Lexus.

Lexus Vehicle Service Agreements cover most of the vehicle's major systems and important components. You'll be insulated from the effects that inflation can have on your Lexus' future service needs. You are also buffered from the inconvenience of repairs, thanks to coverage for towing, lodging, and substitute transportation. The Lexus Vehicle Service Agreement offers the following additional conveniences:

- Varying terms
- Fully transferable to a new owner
- Nationwide service network
- Fast, easy claims service

Your Lexus dealer can help you select the plan that is best suited for your protection needs.



NATIONAL SERVICE HISTORY

As a Lexus owner you will be able to visit any Lexus dealer in the continental U.S. for service, knowing your vehicle's service history is available at that dealership.

This has been made possible through Lexus' establishment of the first National Service History in the automotive industry.

Whenever you have your Lexus serviced at an authorized Lexus dealership located in the continental U.S., your servicing information is automatically transmitted to our central National Service History. Once this information is in our system, it is readily accessible by every Lexus dealership.

If you move or are traveling, any Lexus dealership will have access to the entire service history on your vehicle. When you decide to either sell or trade in your current Lexus for a newer model, your vehicle's service history can be obtained and presented along with your vehicle as confirmation of the excellent condition in which it was kept.



SCHEDULED SERVICE MAINTENANCE

Introduction

The scheduled maintenance information included in this supplement is provided as a guide to assist you in getting the greatest ownership value from your Lexus, while helping to maximize its performance, safety, and reliability. In addition to scheduled maintenance, your Lexus also requires ongoing general maintenance which includes checking fluid levels and simple visual inspections for potential signs of trouble. These items are explained separately in the “General Maintenance” section of your *Owner's Manual*.

How much scheduled maintenance **your** Lexus requires depends on how you drive, as well as the environmental conditions in which you drive. The demands on vehicles can vary significantly depending on the driver, driving conditions, and geographic location. The following pages will assist you in determining proper amount of maintenance for your Lexus so that you won't have to pay for more maintenance than your Lexus needs.

Failure to properly maintain your vehicle can result in your warranty being voided either in whole or in part.

The Scheduled Maintenance Log Book beginning on page 78 of this supplement allows you to easily identify the maintenance requirements at each mileage (or month) interval, while also providing you with a convenient place to document your vehicle's maintenance history. Properly maintaining your Lexus and documenting its maintenance history can also help increase its resale value.

How to Follow the Maintenance Schedule Log Book

■ Oil Change Intervals

The Maintenance Schedule Log Book has been designed to provide you with the flexibility to follow either **5,000** mile or **7,500** mile oil change intervals depending on your circumstances.

- Use **5,000** mile oil change intervals to help ensure proper engine lubrication under most driving conditions **or** if you **primarily** operate your Lexus under the “Special Operating Conditions” described on page 71.
- Use **7,500** mile oil change intervals if you **primarily** operate your Lexus under light, non-commercial duty for distances greater than 5 miles in temperate climates (above freezing and below 90°F).

If you choose **5,000** mile oil change intervals, simply follow the instructions printed in the non-shaded boxes as shown in this example:

5,000 MILES

If you choose **7,500** mile oil change intervals, simply follow the instructions printed in the shaded boxes as shown in this example:

7,500 MILES

SCHEDULED SERVICE MAINTENANCE (cont'd)

The **5,000** and **7,500** mile intervals coincide at 15,000 mile increments; therefore, both the shaded and non-shaded boxes are shown as in this example:

15,000 MILES
15,000 MILES

■ Additional Maintenance Items for “Special Operating Conditions”

To assist you in getting the greatest ownership value from your Lexus, the Scheduled Maintenance Log Book separates the basic maintenance item requirements for most vehicles from the additional maintenance item requirements for vehicles that operate under more demanding “Special Operating Conditions.”

For the majority of owners who operate their Lexus for personal use under normal conditions, the basic maintenance items listed in the upper section of the maintenance box should provide all the maintenance your Lexus needs. If you operate your Lexus **primarily** in any of the more demanding “Special Operating Conditions” listed below, you should have the additional maintenance items indicated in the maintenance box performed on your Lexus. If you only **occasionally** operate your vehicle under these conditions, it is **not** necessary to perform the additional maintenance items.

Note: If you meet the requirements for 7,500 mile oil change intervals as indicated in the previous section, your Lexus should **not** require the additional maintenance items.

Special Operating Conditions

1. Towing a trailer or using a camper or car top carrier.
2. Repeated short trips of less than 5 miles in temperatures below freezing.
3. Extensive idling or low-speed driving for long distances as in heavy commercial use such as delivery, taxi, or patrol car.
4. Operating on rough, muddy, or salt-covered roads.
5. Operating on unpaved or dusty roads.

Note: Whenever you drive off-road through deep sand, mud, or water, check the following items daily and perform maintenance or repair as required:

- Brake pads and discs
- Brake lines and hoses
- Transmission, transfer, and differential oil/fluid
- Wheel bearings
- Steering linkage and boots
- Engine air filter
- Grease the propeller shafts daily when you drive off-road through sand, mud, or water
- Have the wheel bearings and joints greased by your Lexus dealer

SCHEDULED SERVICE MAINTENANCE (cont'd)

Explanation of Scheduled Maintenance Items

The following explanations are provided to give you a greater awareness and understanding of the individual maintenance items that should be performed on your Lexus to help ensure long life and top operating condition. The Maintenance Log in the next section of this supplement identifies which maintenance items should be performed at each mileage/month interval.

■ **Engine Components and Emission Control Systems**

Valve Clearance

Inspect for excessive tappet noise and/or engine vibration and adjust if necessary. A qualified technician should perform this operation.

Drive Belts

Inspect the drive belts for cracks, excessive wear or oiliness. Replace the belts if damaged, and check the belt tension and adjust it if necessary. After initial inspection at 30,000 miles (24 months) and 60,000 miles (48 months), inspect every 15,000 miles (12 months).

Timing Belt

Replace timing belt every 90,000 miles. A qualified technician should perform this operation.

Engine Oil and Oil Filter

Change the engine oil and oil filter. Use API SJ, Energy-Conserving II multigrade engine oil or ILSAC multigrade engine oil. For recommended viscosity, please refer to your *Owner's Manual*.

Engine Coolant

Drain and flush the cooling system. Refill only with an ethylene-glycol type coolant. A qualified technician should perform this operation.

Exhaust Pipes and Mountings

Visually inspect the exhaust pipes, muffler, and hangers for cracks, deterioration, or damage. Start the engine and listen carefully for any exhaust gas leakage. Tighten connections or replace parts as necessary.

Engine Air Filter

Replace the engine air filter when scheduled to ensure proper performance.

Fuel Lines and Connections, Fuel Tank Vapor Vent System Hoses, and Fuel Tank Band

Visually inspect the lines, connections, hoses, and tank band for corrosion, damage, cracks, and loose or leaking connections. Tighten connections or replace parts as necessary.

SCHEDULED SERVICE MAINTENANCE (cont'd)

Fuel Tank Cap Gasket

Visually inspect the fuel tank cap gasket for cracks, deterioration or damage and replace if necessary.

Spark Plugs

Install new plugs of the same type as originally equipped. A qualified technician should perform this operation.

Charcoal Canister

Inspect for internal damage or clogging every 60,000 miles or 72 months. Clean with compressed air or replace if necessary. A qualified technician should perform this operation.

■ Chassis and Body

Tire Rotation

To equalize tire wear and help extend tire life, Lexus recommends that you rotate your tires every 5,000 to 7,500 miles. However, the most appropriate timing for tire rotation may vary according to your driving habits and road surface conditions.

Brake Linings (Shoes and Pads), Drums, and Discs

Check the pads for excessive wear and discs for runout and wear, and leaking fluid. Check the parking brake shoes and drums for scoring, burning, broken parts, and excessive wear. A qualified technician should perform this operation.

Air Conditioning Filter

LX470

Clean the filter every 7,500 miles or 6 months, and replace it every 15,000 miles or 12 months. For details, please refer to your *Owner's Manual*.

RX300

If equipped, replace the filter every 20,000 miles or 16 months. If the vehicle is operated under the "Special Operating Conditions" defined on page 71 of this supplement, inspect the filter every 5,000 miles. For details, please refer to your *Owner's Manual*.

Brake Fluid

Check for signs of brake fluid leakage at 1,000 miles. If you discover any leakage, have it repaired by a qualified technician. Change the brake fluid every 30,000 miles or 24 months using FMVSS No. 116 DOT 3 or SAE J1703 brake fluid. A qualified technician should perform these operations.

Brake Lines and Hoses

Visually check for proper installation. Check for chafing, cracks, deterioration, and any evidence of leaking. Replace any deteriorated or damaged parts immediately. A qualified technician should perform these operations.

SCHEDULED SERVICE MAINTENANCE (cont'd)

Steering Linkage

With the vehicle stopped, check for excessive freeplay in the steering wheel. Check the linkage for bending or damage. Check the dust boots for deterioration, cracks, or damage. Replace any damaged parts.

Steering Gear Box

Inspect the steering gear box for signs of leakage. If you discover any leakage, have it repaired immediately by a qualified technician.

Ball Joints and Dust Covers

Check the suspension and steering linkage ball joints for looseness or damage. Check all dust covers for deterioration or damage. A qualified technician should perform this operation.

Active Height Control System (LX470)

Inspect the suspension accumulator and replace the suspension fluid when specified.

Automatic Transmission, Transfer, and Differential Oil

Inspect each component for signs of leakage and correct fluid/oil level. Replenish fluids if necessary and, if you discover any leakage, have it repaired by a qualified technician immediately. If the vehicle is operated under the “Special Operating Conditions” defined on page 71 of this supplement, change the oil when scheduled.

Wheel Bearing and Drive Shaft Bushing Grease (LX470)

Repack the front wheel bearings with wheel bearing grease (maintenance-free for rear wheel bearings) and front drive shaft bushings with molybdenum-disulfide lithium-base chassis grease.

Drive Shaft Boots

Check the drive shaft(s) boots and clamps for cracks, deterioration, or damage. Replace any damaged parts and, if necessary, repack the grease. Also re-torque the flange bolts. A qualified technician should perform these operations.

Propeller Shafts Grease (LX470)

Lubricate the propeller shafts’ spiders and slide yokes with lithium-base wheel bearing grease, and re-torque the flange bolts. Be sure to lubricate within 24 hours after submerged regardless of the maintenance intervals.

SCHEDULED SERVICE MAINTENANCE (cont'd)

Bolts and Nuts on Chassis and Body

If the vehicle is operated under the “Special Operating Conditions” defined on page 71 of this supplement, retighten the seat mounting bolts and front and rear suspension member retaining bolts to specified torque.

Body Inspection (Paint, Corrosion)

Visually check for corrosion, scratches, and other damage. Check body outer panels, underneath the vehicle, inner panels of the hood and doors, etc. Apply touch-up paint to any chips or scratches, or have them repaired by a qualified technician.

Road Test

While driving the vehicle, check the proper operation of engine, transmission, brakes, and steering, and check for abnormal noise or vibration from any part of the vehicle.

SCHEDULED SERVICE MAINTENANCE RECORD

Model: _____ Year: _____ VIN: _____ In-Service Date: _____

Engine No.: _____ Name of Owner: _____ License Plate No.: _____

Address of Owner: _____ Tel. No./Bus.: _____

_____ Tel. No./Home: _____

NO CHARGE SERVICES

PRE-DELIVERY SERVICE CHECK

Dealer Service Verification

Date: _____

Mileage: _____

30-DAY CHECK

Dealer Service Verification

- Check for fluid leaks.
- Inspect body/chassis nuts and bolts.
- Road test vehicle.

Date: _____

Mileage: _____

5,000 OR 7,500 MILE CHECK

Dealer Service Verification

See page 70 for itemized detail
and dealer service verification.

Odometer Changed: Date: _____ Mileage: _____

SCHEDULED MAINTENANCE LOG BOOK

5,000 Miles or 4 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Lubricate propeller shaft and re-torque bolts.
- ☐ Inspect the Following:
 - ___ Air filter (engine)
 - ___ Brakes: linings, discs/drums
 - ___ Steering linkages
 - ___ Ball joints and dust covers
 - ___ Drive shaft boots
 - ___ Body/chassis nuts and bolts

RX 300:

- ___ Re-torque drive shaft flange bolts

Dealer Service Verification

Date: _____

Mileage: _____

10,000 Miles or 8 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Lubricate propeller shaft and re-torque bolts.
- ☐ Inspect the Following:
 - ___ Air filter (engine)
 - ___ Brakes: linings, discs/drums
 - ___ Steering linkages
 - ___ Ball joints and dust covers
 - ___ Drive shaft boots
 - ___ Body/chassis nuts and bolts

RX 300:

- ___ Re-torque drive shaft flange bolts

Dealer Service Verification

Date: _____

Mileage: _____

7,500 Miles or 6 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Dealer Service Verification

Date: _____

Mileage: _____

SCHEDULED MAINTENANCE LOG BOOK (cont'd)

15,000 Miles or 12 Months	
15,000 Miles or 12 Months	
☐ Replace engine oil and oil filter.	LX 470:
☐ Rotate tires.	☐ Replace air conditioning filter.
☐ Road test vehicle.	☐ Lubricate propeller shaft and re-torque bolts.
☐ Inspect the Following:	
___ Exhaust pipes and mountings	___ Drive shaft boots
___ Brakes: linings, discs/drums, lines, hoses	___ Body
___ Steering linkages	RX 300:
___ Steering gear box for leakage	___ Re-torque drive shaft flange bolts
___ Ball joints and dust covers	___ Transfer case oil
___ Differential oil	
Additional Maintenance Items for Special Operating Conditions:	
Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.	
☐ Inspect engine air filter.	
☐ Replace differential oil. ¹	
☐ Replace transfer case oil (RX300). ¹	
☐ Inspect body/chassis nuts and bolts.	
Dealer Service Verification	
Date: _____	
Mileage: _____	

Maintenance Reminders:

To follow the 5,000 mile oil change maintenance intervals use the white background boxes.

5,000 Mile Oil Change Intervals

To follow the 7,500 mile oil change maintenance intervals use the shaded background boxes.

7,500 Mile Oil Change Intervals

Please refer to page 70 of this supplement to determine which mileage interval is right for your driving circumstances.

¹ Only if vehicle is primarily operated while towing a trailer or using a car top carrier.

SCHEDULED MAINTENANCE LOG BOOK (cont'd)

20,000 Miles or 16 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Lubricate propeller shaft and re-torque bolts (LX 470).
- ☐ Inspect the Following:
 - Engine air filter
 - Brakes: linings, discs/drums
 - Steering linkages
 - Ball joints and dust covers
 - Drive shaft boots

- Body/chassis nuts and bolts
- **RX 300:**
- Replace air conditioning filter
- Re-torque drive shaft flange bolts

Dealer Service Verification

Date: _____

Mileage: _____

25,000 Miles or 20 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Lubricate propeller shaft and re-torque bolts (LX 470).
- ☐ Inspect the Following:
 - Engine air filter
 - Brakes: linings, discs/drums
 - Steering linkages
 - Ball joints and dust covers
 - Drive shaft boots

- Body/chassis nuts and bolts
- **RX 300:**
- Re-torque drive shaft flange bolts

Dealer Service Verification

Date: _____

Mileage: _____

22,500 Miles or 18 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Replace air conditioning filter (RX 300).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Dealer Service Verification

Date: _____

Mileage: _____

SCHEDULED MAINTENANCE LOG BOOK (cont'd)

30,000 Miles or 24 Months	
30,000 Miles or 24 Months	
☐ Replace engine oil and oil filter. ☐ Replace engine air filter. ☐ Replace engine coolant. ☐ Replace brake fluid. ☐ Rotate tires. ☐ Road test vehicle. ☐ Inspect the Following: — Fuel lines and connections, fuel tank vapor vent system hoses, fuel tank band — Fuel tank cap gasket — Exhaust pipes and mountings — Brakes: linings, discs/drums, lines, hoses — Steering linkages — Steering gear box for leakage — Ball joints and dust covers	LX 470: ☐ Repack front wheel bearings. ☐ Lubricate front driveshaft bushings. ☐ Lubricate propeller shaft and re-torque bolts. ☐ Replace air conditioning filter. ☐ Automatic transmission, transfer case and differential oil ☐ Drive shaft boots ☐ Active height control suspension and accumulator for leakage (LX 470) ☐ Re-torque drive shaft flange bolts (RX 300) ☐ Body
Additional Maintenance Items for Special Operating Conditions: Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items. ☐ Replace differential oil. ¹ ☐ Replace transfer case oil. ¹ ☐ Inspect body/chassis nuts and bolts.	
Dealer Service Verification	
Date: _____ Mileage: _____	

Maintenance Reminders:

To follow the 5,000 mile oil change maintenance intervals use the white background boxes.

5,000 Mile Oil Change Intervals

To follow the 7,500 mile oil change maintenance intervals use the shaded background boxes.

7,500 Mile Oil Change Intervals

Please refer to page 70 of this supplement to determine which mileage interval is right for your driving circumstances.

¹ Only if vehicle is primarily operated while towing a trailer or using a car top carrier.

SCHEDULED MAINTENANCE LOG BOOK (cont'd)

35,000 Miles or 28 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Lubricate propeller shaft and re-torque bolts (LX 470).
- ☐ Inspect the Following:
 - Engine air filter
 - Brakes: linings, discs/drums
 - Steering linkages
 - Ball joints and dust covers
 - Drive shaft boots

- Body/chassis nuts and bolts
- **RX 300:**
- Re-torque drive shaft flange bolts

Dealer Service Verification

Date: _____

Mileage: _____

40,000 Miles or 32 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Lubricate propeller shaft and re-torque bolts (LX 470).
- ☐ Inspect the Following:
 - Engine air filter
 - Brakes: linings, discs/drums
 - Steering linkages
 - Ball joints and dust covers
 - Drive shaft boots

- Body/chassis nuts and bolts
- **RX 300:**
- Replace air conditioning filter
- Re-torque drive shaft flange bolts

Dealer Service Verification

Date: _____

Mileage: _____

37,500 Miles or 30 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Dealer Service Verification

Date: _____

Mileage: _____

SCHEDULED MAINTENANCE LOG BOOK (cont'd)

45,000 Miles or 36 Months	
45,000 Miles or 36 Months	
☐ Replace engine oil and oil filter. ☐ Rotate tires. ☐ Road test vehicle.	☐ Replace air conditioning filter.* ☐ Lubricate propeller shaft and re-torque bolts (LX470).
☐ Inspect the Following:	
☐ Exhaust pipes and mountings ☐ Brakes: linings, discs/drums, lines, hoses ☐ Steering linkages ☐ Steering gear box for leakage ☐ Ball joints and dust covers	☐ Differential oil ☐ Drive shaft boots ☐ Active height control suspension and accumulator for leakage (LX470) ☐ Body
RX300: ☐ Re-torque drive shaft flange bolts ☐ Transfer case oil	
Additional Maintenance Items for Special Operating Conditions: Please refer to page 60 of this supplement to determine if your Lexus requires the additional maintenance items.	
☐ Inspect engine air filter. ☐ Replace differential oil. ¹ ☐ Replace transfer case oil (RX300). ¹ ☐ Inspect body/chassis nuts and bolts.	
Dealer Service Verification	
Date: _____	
Mileage: _____	

Maintenance Reminders:

To follow the 5,000 mile oil change maintenance intervals use the white background boxes.

5,000 Mile Oil Change Intervals

To follow the 7,500 mile oil change maintenance intervals use the shaded background boxes.

7,500 Mile Oil Change Intervals

Please refer to page 70 of this supplement to determine which mileage interval is right for your driving circumstances.

* RX300: Do not replace if serviced at 40,000 miles.
 1 Only if vehicle is primarily operated while towing a trailer or using a car top carrier.

SCHEDULED MAINTENANCE LOG BOOK (cont'd)

50,000 Miles or 40 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Lubricate propeller shaft and re-torque bolts (LX 470).
- ☐ Inspect the Following:
 - Engine air filter
 - Brakes: linings, discs/drums
 - Steering linkages
 - Ball joints and dust covers
 - Drive shaft boots
 - Body/chassis nuts and bolts

RX 300:

- Re-torque drive shaft flange bolts

Dealer Service Verification

Date: _____

Mileage: _____

55,000 Miles or 44 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Lubricate propeller shaft and re-torque bolts (LX 470).
- ☐ Inspect the Following:
 - Engine air filter
 - Brakes: linings, discs/drums
 - Steering linkages
 - Ball joints and dust covers
 - Drive shaft boots
 - Body/chassis nuts and bolts

RX 300:

- Re-torque drive shaft flange bolts

Dealer Service Verification

Date: _____

Mileage: _____

52,500 Miles or 42 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Dealer Service Verification

Date: _____

Mileage: _____

SCHEDULED MAINTENANCE LOG BOOK (cont'd)

60,000 Miles or 48 Months	
60,000 Miles or 48 Months	
☐ Replace engine oil and oil filter. ☐ Replace engine air filter. ☐ Replace engine coolant. ☐ Replace brake fluid. ☐ Rotate tires. ☐ Road test vehicle. ☐ Replace torque sensing type LSD oil (RX300). ☐ Inspect the Following: — Valves (audible inspection), adjust if necessary — Drive belts — Fuel lines and connections, fuel tank vapor vent system hoses, fuel tank band — Fuel tank cap gasket — Charcoal canister ² — Exhaust pipes and mountings — Brakes: linings, discs/drums, lines, hoses	LX 470: ☐ Repack front wheel bearings. ☐ Lubricate front driveshaft bushings. ☐ Lubricate propeller shaft and re-torque bolts. ☐ Replace active height control suspension fluid. ☐ Replace air conditioning filter. Steering linkages Steering gear box for leakage Ball joints and dust covers Automatic transmission, transfer oil and differential oil Drive shaft boots Active height control suspension and accumulator for leakage (LX 470) Re-torque drive shaft flange bolts (RX 300) Body
Additional Maintenance Items for Special Operating Conditions: Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.	
☐ Replace automatic transmission and differential oil. ¹ ☐ Replace transfer case oil (RX300). ¹ ☐ Inspect body/chassis nuts and bolts. ☐ Replace air conditioning filter (RX300).	
Dealer Service Verification	
Date: _____ Mileage: _____	

Maintenance Reminders:

To follow the 5,000 mile oil change maintenance intervals use the white background boxes.

5,000 Mile Oil Change Intervals

To follow the 7,500 mile oil change maintenance intervals use the shaded background boxes.

7,500 Mile Oil Change Intervals

Please refer to page 70 of this supplement to determine which mileage interval is right for your driving circumstances.

1 Only if vehicle is primarily operated while towing a trailer or using a car top carrier.

2 Non-maintenance item except for CA, MA, NY; inspect at 60,000 miles or 72 months.

SCHEDULED MAINTENANCE LOG BOOK (cont'd)

65,000 Miles or 52 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Lubricate propeller shaft and re-torque bolts (LX 470).
- ☐ Inspect the Following:
 - Engine air filter
 - Brakes: linings, discs/drums
 - Steering linkages
 - Ball joints and dust covers
 - Drive shaft boots
 - Body/chassis nuts and bolts

RX 300:

- Re-torque drive shaft flange bolts

Dealer Service Verification

Date: _____

Mileage: _____

70,000 Miles or 56 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Lubricate propeller shaft and re-torque bolts (LX 470).
- ☐ Inspect the Following:
 - Engine air filter
 - Brakes: linings, discs/drums
 - Steering linkages
 - Ball joints and dust covers
 - Drive shaft boots
 - Body/chassis nuts and bolts

RX 300:

- Re-torque drive shaft flange bolts

Dealer Service Verification

Date: _____

Mileage: _____

67,500 Miles or 54 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Replace air conditioning filter (RX 300).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Dealer Service Verification

Date: _____

Mileage: _____

SCHEDULED MAINTENANCE LOG BOOK (cont'd)

75,000 Miles or 60 Months	
75,000 Miles or 60 Months	
☐ Replace engine oil and oil filter. ☐ Rotate tires. ☐ Road test vehicle. ☐ Inspect the Following: — Drive belts — Exhaust pipes and mountings — Brakes: linings, discs/drums, lines, hoses — Steering linkages — Steering gear box for leakage — Ball joints and dust covers — Differential oil — Drive shaft boots	LX 470: ☐ Replace air conditioning filter. ☐ Lubricate propeller shaft and re-torque bolts. — Active height control suspension and accumulator for leakage (LX 470) — Body RX 300: — Re-torque drive shaft flange bolts — Transfer case oil
Additional Maintenance Items for Special Operating Conditions: Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items. ☐ Inspect engine air filter. ☐ Replace differential oil.¹ ☐ Replace transfer case oil (RX300).¹ ☐ Inspect body/chassis nuts and bolts.	
Dealer Service Verification	
Date: _____ Mileage: _____	

Maintenance Reminders:

To follow the 5,000 mile oil change maintenance intervals use the white background boxes.

5,000 Mile Oil Change Intervals

To follow the 7,500 mile oil change maintenance intervals use the shaded background boxes.

7,500 Mile Oil Change Intervals

Please refer to page 70 of this supplement to determine which mileage interval is right for your driving circumstances.

¹ Only if vehicle is primarily operated while towing a trailer or using a car top carrier.

SCHEDULED MAINTENANCE LOG BOOK (cont'd)

80,000 Miles or 64 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Lubricate propeller shaft and re-torque bolts (LX 470).
- ☐ Inspect the Following:
 - Engine air filter
 - Brakes: linings, discs/drums
 - Steering linkages
 - Ball joints and dust covers
 - Drive shaft boots
 - Body/chassis nuts and bolts
- RX 300:**
 - Replace air conditioning filter
 - Re-torque drive shaft flange bolts

Dealer Service Verification

Date: _____

Mileage: _____

85,000 Miles or 68 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Lubricate propeller shaft and re-torque bolts (LX 470).
- ☐ Inspect the Following:
 - Engine air filter
 - Brakes: linings, discs/drums
 - Steering linkages
 - Ball joints and dust covers
 - Drive shaft boots
 - Body/chassis nuts and bolts
- RX 300:**
 - Re-torque drive shaft flange bolts

Dealer Service Verification

Date: _____

Mileage: _____

82,500 Miles or 66 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Dealer Service Verification

Date: _____

Mileage: _____

SCHEDULED MAINTENANCE LOG BOOK (cont'd)

90,000 Miles or 72 Months

90,000 Miles or 72 Months

- ☐ Replace engine oil and oil filter.
- ☐ Replace engine air filter.
- ☐ Replace timing belt.
- ☐ Replace engine coolant.
- ☐ Replace brake fluid.
- ☐ Rotate tires.
- ☐ Replace air conditioning filter.*
- ☐ Road test vehicle.

☐ Inspect the Following:

- Drive belts
- Fuel lines and connections, fuel tank vapor vent system hoses, fuel tank band
- Fuel tank cap gasket
- Exhaust pipes and mountings
- Brakes: linings, discs/drums, lines, hoses
- Steering linkages
- Steering gear box for leakage

LX470:

- ☐ Repack front wheel bearings.
- ☐ Lubricate front driveshaft bushings.
- ☐ Lubricate propeller shaft and re-torque bolts.
- Ball joints and dust covers
- Automatic transmission, transfer case and differential oil
- Drive shaft boots
- Active height control suspension and accumulator for leakage (LX470)
- Re-torque drive shaft flange bolts (RX300)
- Body

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Replace differential oil.¹
- ☐ Replace transfer case oil.¹
- ☐ Inspect body/chassis nuts and bolts.

Dealer Service Verification

Date: _____

Mileage: _____

Maintenance Reminders:

To follow the 5,000 mile oil change maintenance intervals use the white background boxes.

5,000 Mile Oil Change Intervals

To follow the 7,500 mile oil change maintenance intervals use the shaded background boxes.

7,500 Mile Oil Change Intervals

Please refer to page 70 of this supplement to determine which mileage interval is right for your driving circumstances.

* RX300: Do not replace if serviced at 80,000 miles.

¹ Only if vehicle is primarily operated while towing a trailer or using a car top carrier.

SCHEDULED MAINTENANCE LOG BOOK (cont'd)

95,000 Miles or 76 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Lubricate propeller shaft and re-torque bolts (LX 470).
- ☐ Inspect the Following:
 - Engine air filter
 - Brakes: linings, discs/drums
 - Steering linkages
 - Ball joints and dust covers
 - Drive shaft boots
 - Body/chassis nuts and bolts

RX 300:

- Re-torque drive shaft flange bolts

Dealer Service Verification

Date: _____

Mileage: _____

100,000 Miles or 80 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Lubricate propeller shaft and re-torque bolts (LX 470).
- ☐ Inspect the Following:
 - Engine air filter
 - Brakes: linings, discs/drums
 - Steering linkages
 - Ball joints and dust covers
 - Drive shaft boots
 - Body/chassis nuts and bolts

RX 300:

- Replace air conditioning filter
- Re-torque drive shaft flange bolts

Dealer Service Verification

Date: _____

Mileage: _____

97,500 Miles or 78 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Dealer Service Verification

Date: _____

Mileage: _____

SCHEDULED MAINTENANCE LOG BOOK (cont'd)

105,000 Miles or 84 Months

105,000 Miles or 84 Months

- | | |
|---|---|
| ☐ Replace engine oil and oil filter. | LX 470: |
| ☐ Rotate tires. | ☐ Replace air conditioning filter. |
| ☐ Road test vehicle. | ☐ Lubricate propeller shaft and re-torque bolts. |
| ☐ Inspect the Following: | |
| — Drive belts | — Active height control suspension and accumulator for leakage (LX 470) |
| — Exhaust pipes and mountings | — Body |
| — Brakes: linings, discs/drums, lines, hoses | RX 300: |
| — Steering linkages | — Re-torque drive shaft flange bolts |
| — Steering gear box for leakage | — Transfer case oil |
| — Ball joints and dust covers | |
| — Differential oil | |
| — Drive shaft boots | |

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Inspect engine air filter.
- ☐ Replace differential oil.¹
- ☐ Replace transfer case oil (RX300).¹
- ☐ Inspect body/chassis nuts and bolts.

Dealer Service Verification

Date: _____

Mileage: _____

Maintenance Reminders:

To follow the 5,000 mile oil change maintenance intervals use the white background boxes.

5,000 Mile Oil Change Intervals

To follow the 7,500 mile oil change maintenance intervals use the shaded background boxes.

7,500 Mile Oil Change Intervals

Please refer to page 70 of this supplement to determine which mileage interval is right for your driving circumstances.

¹ Only if vehicle is primarily operated while towing a trailer or using a car top carrier.

SCHEDULED MAINTENANCE LOG BOOK (cont'd)

110,000 Miles or 88 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Lubricate propeller shaft and re-torque bolts (LX 470).
- ☐ Inspect the Following:
 - ___ Engine air filter
 - ___ Brakes: linings, discs/drums
 - ___ Steering linkages
 - ___ Ball joints and dust covers
- ___ Drive shaft boots
- ___ Body/chassis nuts and bolts
- RX 300:**
- ___ Re-torque drive shaft flange bolts

Dealer Service Verification

Date: _____

Mileage: _____

115,000 Miles or 92 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Lubricate propeller shaft and re-torque bolts (LX 470).
- ☐ Inspect the Following:
 - ___ Engine air filter
 - ___ Brakes: linings, discs/drums
 - ___ Steering linkages
 - ___ Ball joints and dust covers
- ___ Drive shaft boots
- ___ Body/chassis nuts and bolts
- RX 300:**
- ___ Re-torque drive shaft flange bolts

Dealer Service Verification

Date: _____

Mileage: _____

112,500 Miles or 90 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Replace air conditioning filter (RX 300).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Dealer Service Verification

Date: _____

Mileage: _____

SCHEDULED MAINTENANCE LOG BOOK (cont'd)

120,000 Miles or 96 Months	
120,000 Miles or 96 Months	
☐ Replace engine oil and oil filter. ☐ Replace engine air filter. ☐ Replace engine coolant. ☐ Replace brake fluid. ☐ Rotate tires. ☐ Road test vehicle. ☐ Replace torque sensing type LSD (RX 300). ☐ Replace spark plugs. ¹ ☐ Inspect the Following: — Valves (audible inspection), adjust if necessary — Drive belts — Fuel lines and connections, fuel tank vapor vent system hoses, fuel tank band — Fuel tank cap gasket — Charcoal canister (LX 470)² — Exhaust pipes and mountings — Brakes: linings, discs/drums, lines, hoses	LX 470: ☐ Repack front wheel bearings. ☐ Lubricate front driveshaft bushings. ☐ Lubricate propeller shaft and re-torque bolts. ☐ Replace active height control suspension fluid. ☐ Replace air conditioning filter. ☐ Steering linkages ☐ Steering gear box for leakage ☐ Ball joints and dust covers ☐ Automatic transmission and transfer oil ☐ Drive shaft boots ☐ Active height control suspension and accumulator for leakage (LX 470) ☐ Re-torque drive shaft flange bolts (RX 300) ☐ Body
Additional Maintenance Items for Special Operating Conditions: Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.	
☐ Replace automatic transmission and differential oil. ³ ☐ Replace transfer case oil (RX 300). ³ ☐ Inspect body/chassis nuts and bolts. ☐ Replace air conditioning filter (RX 300).	
Dealer Service Verification Date: _____ Mileage: _____	

Maintenance Reminders:

To follow the 5,000 mile oil change maintenance intervals use the white background boxes.

5,000 Mile Oil Change Intervals

To follow the 7,500 mile oil change maintenance intervals use the shaded background boxes.

7,500 Mile Oil Change Intervals

Please refer to page 70 of this supplement to determine which mileage interval is right for your driving circumstances.

¹ Required under terms of the emission control warranty.

² Non-maintenance item except for CA, MA, NY.

³ Only if vehicle is primarily operated while towing a trailer or using a car top carrier.

SCHEDULED MAINTENANCE LOG BOOK (cont'd)

125,000 Miles or 100 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Lubricate propeller shaft and re-torque bolts (LX 470).
- ☐ Inspect the Following:
 - Engine air filter
 - Brakes: linings, discs/drums
 - Steering linkages
 - Ball joints and dust covers
 - Drive shaft boots
 - Body/chassis nuts and bolts
 - Re-torque drive shaft flange bolts

Dealer Service Verification

Date: _____

Mileage: _____

130,000 Miles or 104 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Lubricate propeller shaft and re-torque bolts (LX 470).
- ☐ Inspect the Following:
 - Engine air filter
 - Brakes: linings, discs/drums
 - Steering linkages
 - Ball joints and dust covers
 - Drive shaft boots
 - Body/chassis nuts and bolts
 - Re-torque drive shaft flange bolts

Dealer Service Verification

Date: _____

Mileage: _____

127,500 Miles or 102 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Dealer Service Verification

Date: _____

Mileage: _____

SCHEDULED MAINTENANCE LOG BOOK (cont'd)

135,000 Miles or 108 Months

135,000 Miles or 108 Months

- | | |
|---|---|
| ☐ Replace engine oil and oil filter. | LX 470: |
| ☐ Rotate tires. | ☐ Lubricate propeller shaft and re-torque bolts. |
| ☐ Road test vehicle. | |
| ☐ Replace air conditioning filter.* | |
| ☐ Inspect the Following: | |
| — Drive belts | — Active height control suspension and accumulator for leakage (LX 470) |
| — Exhaust pipes and mountings | — Body |
| — Brakes: linings, discs/drums, lines, hoses | RX 300: |
| — Steering linkages | — Re-torque drive shaft flange bolts |
| — Steering gear box for leakage | — Transfer case oil |
| — Ball joints and dust covers | |
| — Differential oil | |
| — Drive shaft boots | |

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Inspect engine air filter.
- ☐ Replace differential oil.¹
- ☐ Replace transfer case oil (RX300).¹
- ☐ Inspect body/chassis nuts and bolts.

Dealer Service Verification

Date: _____

Mileage: _____

Maintenance Reminders:

To follow the 5,000 mile oil change maintenance intervals use the white background boxes.

5,000 Mile Oil Change Intervals

To follow the 7,500 mile oil change maintenance intervals use the shaded background boxes.

7,500 Mile Oil Change Intervals

Please refer to page 70 of this supplement to determine which mileage interval is right for your driving circumstances.

* RX 300: Do not replace if serviced at 120,000 miles.

1 Only if vehicle is primarily operated while towing a trailer or using a car top carrier.

SCHEDULED MAINTENANCE LOG BOOK (cont'd)

140,000 Miles or 112 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Lubricate propeller shaft and re-torque bolts (LX 470).
- ☐ Inspect the Following:
 - Engine air filter
 - Brakes: linings, discs/drums
 - Steering linkages
 - Ball joints and dust covers
 - Drive shaft boots
 - Body/chassis nuts and bolts
 - RX 300:**
 - Replace air conditioning filter
 - Re-torque drive shaft flange bolts

Dealer Service Verification

Date: _____

Mileage: _____

145,000 Miles or 116 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Lubricate propeller shaft and re-torque bolts (LX 470).
- ☐ Inspect the Following:
 - Engine air filter
 - Brakes: linings, discs/drums
 - Steering linkages
 - Ball joints and dust covers
 - Drive shaft boots
 - Body/chassis nuts and bolts
 - RX 300:**
 - Re-torque drive shaft flange bolts

Dealer Service Verification

Date: _____

Mileage: _____

142,500 Miles or 114 Months

- ☐ Replace engine oil and oil filter.
- ☐ Inspect air conditioning filter (LX 470).
- ☐ Rotate tires.
- ☐ Road test vehicle.

Dealer Service Verification

Date: _____

Mileage: _____

SCHEDULED MAINTENANCE LOG BOOK (cont'd)

150,000 Miles or 120 Months

150,000 Miles or 120 Months

- | | |
|---|---|
| ☐ Replace engine coolant. | LX 470: |
| ☐ Replace engine oil and oil filter. | ☐ Repack front wheel bearings. |
| ☐ Replace engine air filter. | ☐ Lubricate front driveshaft bushings. |
| ☐ Replace brake fluid. | ☐ Lubricate propeller shaft and re-torque bolts. |
| ☐ Rotate tires. | ☐ Replace air conditioning filter. |
| ☐ Road test vehicle. | |
| ☐ Inspect the Following: | |
| — Drive belts | — Automatic transmission, transfer case and differential oil |
| — Fuel lines and connections, fuel tank vapor vent system hoses, fuel tank band | — Drive shaft boots |
| — Fuel tank cap gasket | — Active height control suspension and accumulator for leakage (LX 470) |
| — Exhaust pipes and mountings | — Re-torque drive shaft flange bolts (RX 300) |
| — Brakes: linings, discs/drums, lines, hoses | — Body |
| — Steering linkages | |
| — Steering gear box for leakage | |
| — Ball joints and dust covers | |

Additional Maintenance Items for Special Operating Conditions:

Please refer to page 71 of this supplement to determine if your Lexus requires the additional maintenance items.

- ☐ Replace differential oil.¹
- ☐ Replace transfer case oil (RX300).¹
- ☐ Inspect body/chassis nuts and bolts.

Dealer Service Verification

Date: _____

Mileage: _____

Maintenance Reminders:

To follow the 5,000 mile oil change maintenance intervals use the white background boxes.

5,000 Mile Oil Change Intervals

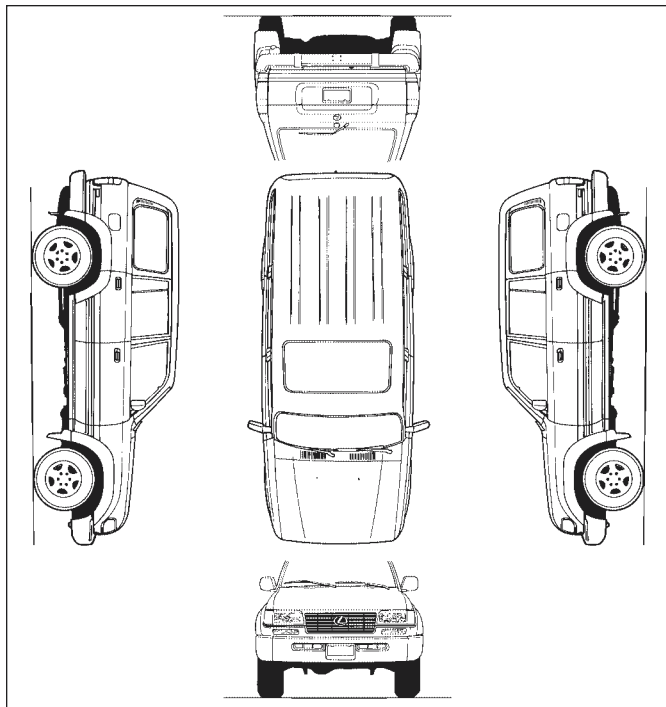
To follow the 7,500 mile oil change maintenance intervals use the shaded background boxes.

7,500 Mile Oil Change Intervals

Please refer to page 70 of this supplement to determine which mileage interval is right for your driving circumstances.

¹ Only if vehicle is primarily operated while towing a trailer or using a car top carrier.

BODY INSPECTION



Body inspection performed as part of scheduled maintenance.

Body Inspection after 1st year

To be completed by technician during major yearly maintenance/inspection. Indicate by (X) where attention needed.

Inspection performed during:

_____ mile maintenance

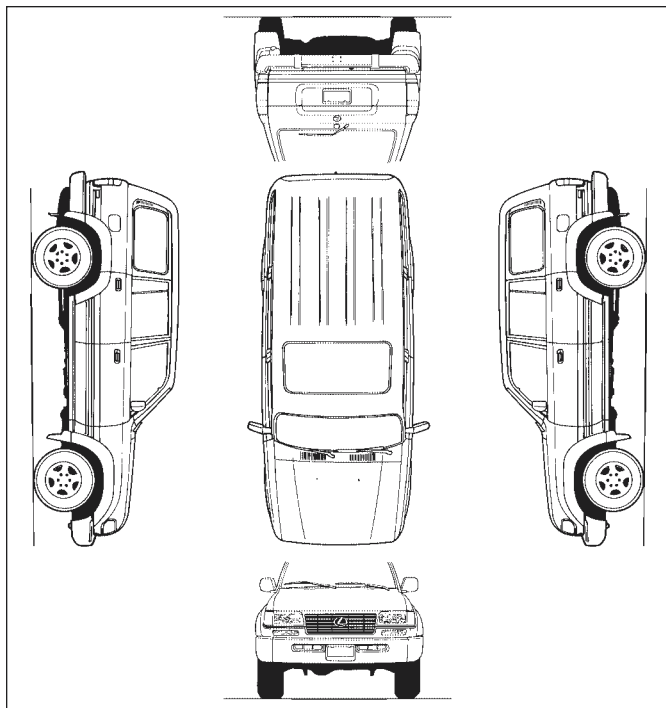
Date: _____

Performed by (Dealer Stamp)

Dealer Authorized

Signature: _____

BODY INSPECTION (cont'd)



Body inspection performed as part of scheduled maintenance.

Body Inspection after 2nd year

To be completed by technician during major yearly maintenance/inspection. Indicate by (X) where attention needed.

Inspection performed during:

_____ mile maintenance

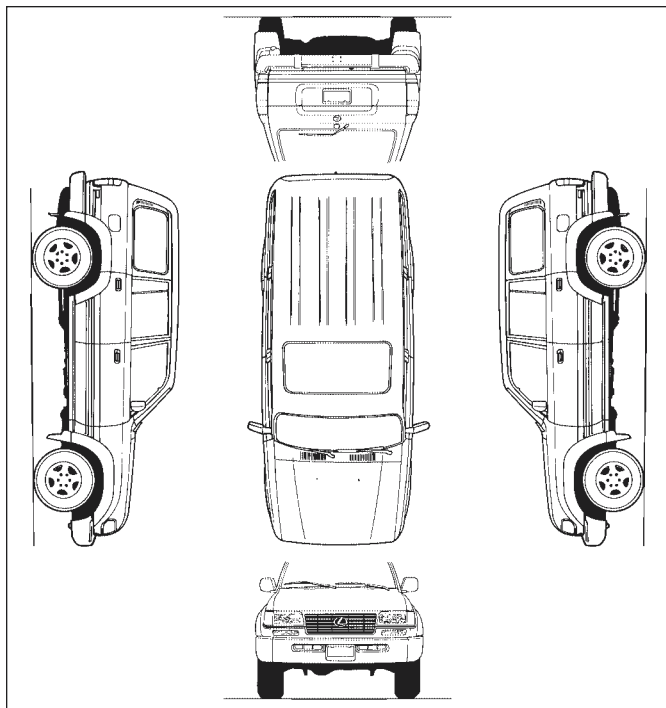
Date: _____

Performed by (Dealer Stamp)

Dealer Authorized

Signature: _____

BODY INSPECTION (cont'd)



Body inspection performed as part of scheduled maintenance.

Body Inspection after 3rd year

To be completed by technician during major yearly maintenance/inspection. Indicate by (X) where attention needed.

Inspection performed during:

_____ mile maintenance

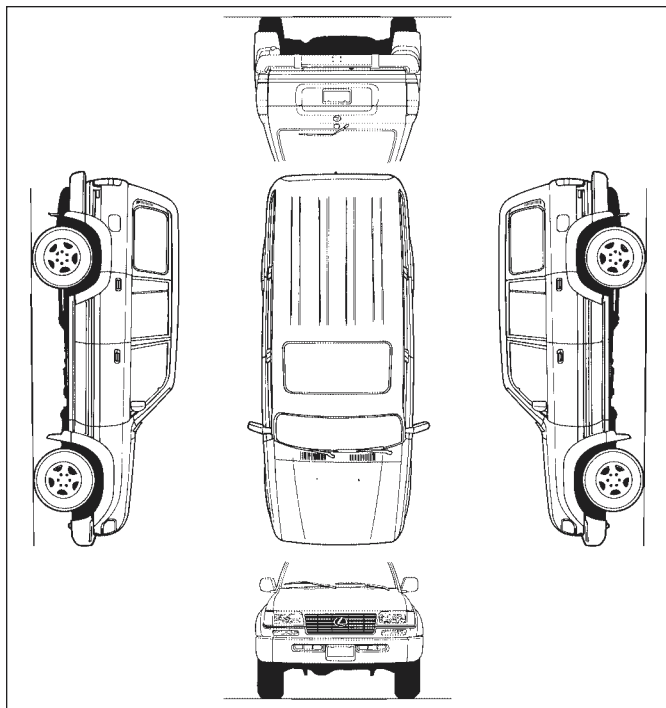
Date: _____

Performed by (Dealer Stamp)

Dealer Authorized

Signature: _____

BODY INSPECTION (cont'd)



Body inspection performed as part of scheduled maintenance.

Body Inspection after 4th year

To be completed by technician during major yearly maintenance/inspection. Indicate by (X) where attention needed.

Inspection performed during:

_____ mile maintenance

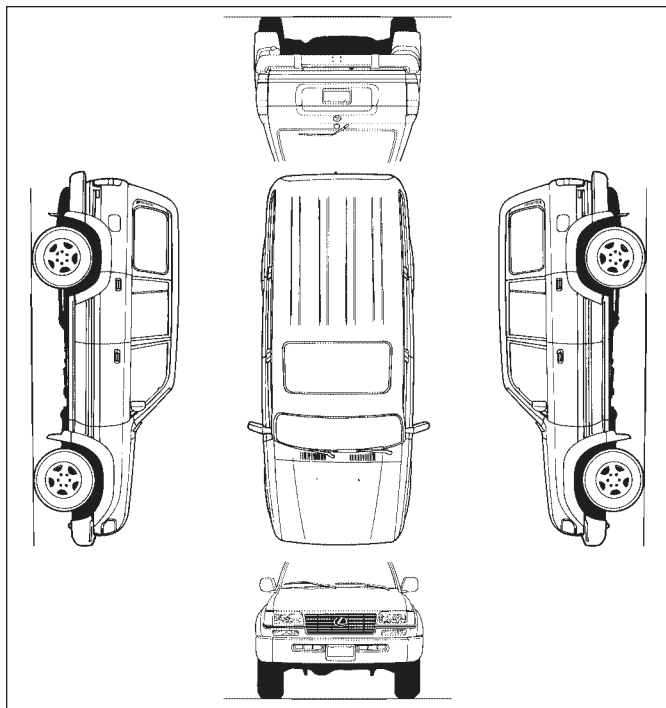
Date: _____

Performed by (Dealer Stamp)

Dealer Authorized

Signature: _____

BODY INSPECTION (cont'd)



Body inspection performed as part of scheduled maintenance.

Body Inspection after 5th year

To be completed by technician during major yearly maintenance/inspection. Indicate by (X) where attention needed.

Inspection performed during:

_____ mile maintenance

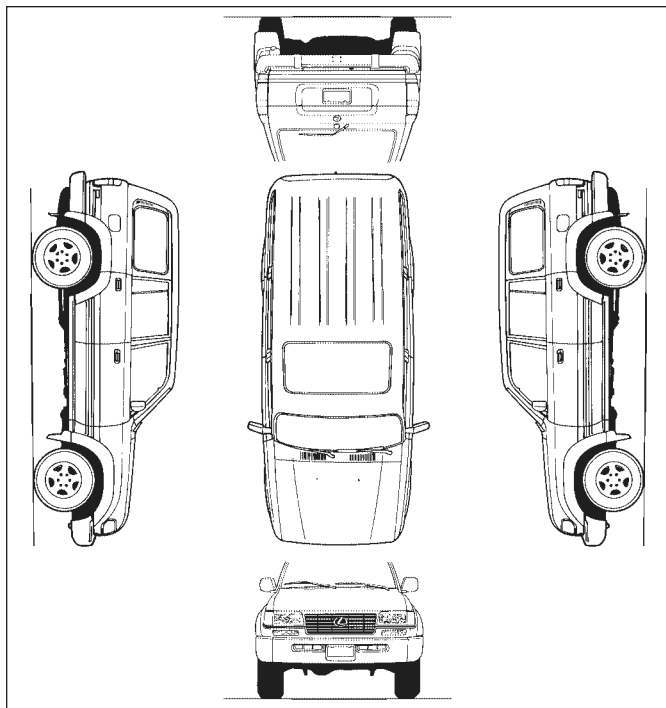
Date: _____

Performed by (Dealer Stamp)

Dealer Authorized

Signature: _____

BODY INSPECTION (cont'd)



Body inspection performed as part of scheduled maintenance.

Body Inspection after 6th year

To be completed by technician during major yearly maintenance/inspection. Indicate by (X) where attention needed.

Inspection performed during:

_____ mile maintenance

Date: _____

Performed by (Dealer Stamp)

Dealer Authorized

Signature: _____

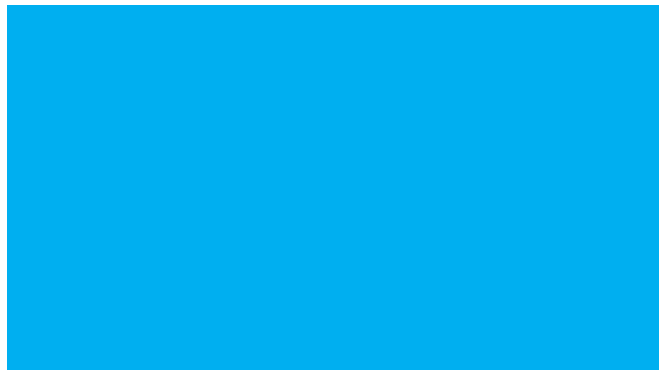
ENJOY YOUR LEXUS

The entire Lexus organization is committed to your satisfaction with your Lexus automobile.

Our goal was to do it “right from the start.” To accomplish this, we took time to hand-pick the finest dealer network in the automotive industry. We spent countless hours in research to find out what you, the purchaser, wanted and expected from a luxury automobile. We spent more hours determining what your expectations would be of the dealerships—from the sales experience to the service experience.

Each employee at the dealership and within the Lexus organization is committed to achieving these goals.

The entire Lexus organization wishes you many years of driving pleasure in your new Lexus automobile.



OWNER INFORMATION CHANGE

If your name, address, or phone number(s) have recently changed, or corrections are needed to your current owner information, or you have recently purchased a previously owned Lexus, please complete and send in this “Owner Information Change” card. If the card is missing, or if you prefer, you can also report owner information changes by calling our toll-free customer assistance telephone number:

1-800-25-LEXUS
(1-800-255-3987)

When you call our toll-free number, it is important that you provide the vehicle’s identification number (VIN). The VIN is a 17-digit number located on the lower front driver’s side corner of the vehicle’s dash, visible through the windshield.

Notifying Lexus of owner information changes will ensure that our records are updated for future reference by your Lexus dealer during service visits or for future contacts by the Lexus Division.

Thank you.

OWNER INFORMATION CHANGE



FBC

NAME/ADDRESS INFORMATION FORM

Check
One:

☐

Same Owner,
Name and/or Address Changed

☐

Same Owner,
Additional Driver

☐

New
Owner

☐

No Longer Have Vehicle—Sold or
Traded to Individual Listed Below

Vehicle Identification Number (VIN)—Required to process change

Effective Date of
This Information

Mo.

Day

Year

☐

Mr.

☐

Mrs.

☐

Ms.

☐

Miss

☐

Dr.

Individual
OR

Company:

First Name M.I. Last Name

Company Name

Address/P.O. Box

Apt./Suite Number

City

State

ZIP Code

Home Telephone Number Ext.

Work Telephone Number Ext.

This information is obtained solely for the internal use
of Lexus Division, Toyota Motor Sales, U.S.A., Inc.

☐

Do not include on future mailings

Form #2460

OWNER INFORMATION CHANGE



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 449 TORRANCE, CA

POSTAGE WILL BE PAID BY ADDRESSEE

LEXUS DIVISION

L202

ATTN: CUSTOMER SATISFACTION

PO BOX 2991

TORRANCE CA 90509-9975



OWNER INFORMATION CHANGE



FBC

NAME/ADDRESS INFORMATION FORM

Check One:

☐

Same Owner,
Name and/or Address Changed

☐

Same Owner,
Additional Driver

☐

New
Owner

☐

No Longer Have Vehicle—Sold or
Traded to Individual Listed Below

Vehicle Identification Number (VIN)—Required to process change

Effective Date of
This Information

Mo.

Day

Year

☐

Mr.

☐

Mrs.

☐

Ms.

☐

Miss

☐

Dr.

**Individual
OR**

First Name

M.I.

Last Name

Company:

Company Name

Address/P.O. Box

Apt./Suite Number

City

State

ZIP Code

Home Telephone Number

Ext.

Work Telephone Number

Ext.

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of Lexus Division, Toyota Motor Sales, U.S.A., Inc.

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OWNER INFORMATION CHANGE



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 449 TORRANCE, CA

POSTAGE WILL BE PAID BY ADDRESSEE

LEXUS DIVISION
L202
ATTN: CUSTOMER SATISFACTION
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TORRANCE CA 90509-9975



