



2023

**RZ 450e**

## WARRANTY AND SERVICES GUIDE

Owner Amenities | Warranty Information | Maintenance Requirements

## **SAFETY PRECAUTIONS**

Your RZ 450e has both high-voltage DC and AC systems as well as a 12-volt system. Both DC and AC high voltage are very dangerous and can cause personal injury, severe burns, electric shock and even fatal injury.

To avoid personal injury, please follow all caution labels attached to high-voltage parts. Do not touch or attempt to remove or replace any high-voltage (orange-colored) wiring and connectors. Do not touch the service plug located inside the center console.

If an accident occurs, do not touch any high-voltage wiring, connectors or parts such as the inverter unit.

Do not touch the traction battery if liquid is leaking from or adhered to it. If electrolyte (Organic Carbonate-based electrolyte) from the traction battery comes into contact with the eyes or skin, it could cause blindness or skin wounds. In the unlikely event that it comes into contact with the eyes or skin, wash it off immediately with a large amount of water, and seek immediate medical attention.

If a vehicle fire occurs, extinguish it with a Class D powder-type fire extinguisher.

## **AUTHORIZED DEALERSHIP MAINTENANCE AND REPAIRS**

Lexus recommends having maintenance and repairs for your vehicle performed by an authorized Lexus dealership. To locate your nearest authorized Lexus dealership, visit [www.lexus.com/dealers](http://www.lexus.com/dealers) or contact the Lexus Brand Engagement Center at (800) 255-3987.

From everyone at Lexus, thank you for purchasing one of our vehicles. Your Lexus is designed to deliver uncompromising luxury and performance. We are committed to providing you with an ownership experience that is second to none, and we look forward to serving you in the years ahead. Welcome to the Lexus family!

## **Taking Delivery of Your New Lexus**

As you take delivery of your new vehicle, there are some important services you should know about. These include:

**Lexus Personalized Settings:** Your vehicle includes a variety of electronic features that can be personalized to your preferences. For example, doors can be programmed to remain locked when you shift into "Park." See your dealer for details.

**Pre-Delivery Service:** Your dealership has performed a thorough service to prepare your vehicle for delivery. This includes initializing certain electronic features, such as the tire pressure warning system.

**Scheduled Maintenance:** Your vehicle requires maintenance every six months or 5,000 miles, whichever comes first. See page 38 for details.

## **Dealership Service Department:**

Your service department is committed to helping you keep your Lexus performing at its best. Your dealer will provide you with the department's hours of operation, appointment procedures and information on any special services.

**Warranty Coverage:** Your Lexus is covered by one of the finest warranties in the industry. See page 16 for a summary of coverages.

**Roadside Assistance:** Roadside assistance is provided for 48 months from your vehicle's in-service date, regardless of mileage. See page 6 for details.

Again, thank you for choosing Lexus. We wish you many years of safe and pleasurable driving.

## **Vehicle Ownership and Contact Information Updates**

If you would like to update your vehicle ownership or contact information, you may do so by registering at [www.lexus.com/My-Lexus](http://www.lexus.com/My-Lexus), or you can complete and mail the business reply card at the back of this booklet. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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

### **First Scheduled Maintenance Service: Six Months or 5,000 Miles**

This complimentary service is performed at six months or 5,000 miles, whichever occurs first. To obtain this service, contact your Lexus dealership. Your complimentary service will include these items:

- Inspect and adjust all fluid levels
- Program Lexus Personalized Settings, if requested
- Inspect brake pads and discs
- Inspect wiper blades
- Check installation of driver's floor mat
- Road test vehicle

### **What are Lexus Personalized Settings?**

Your vehicle includes a variety of electronic features that can be programmed to your preferences. For example, doors can be programmed to remain locked when you shift into "Park." (For more information, see the "Customizable Features" section of the Specifications chapter in your *Owner's Manual*.) Programming of these features is performed once at no charge, provided you obtain the service at the six-month/5,000-mile scheduled maintenance service. Programming of some Lexus Personalized Settings requires special equipment and may be performed only by an authorized Lexus dealership.

### **Second Scheduled Maintenance Service: 12 Months or 10,000 Miles**

This complimentary service is performed at 12 months or 10,000 miles, whichever occurs first. To obtain this service, contact your Lexus dealership. Your complimentary service will include these items:

- Inspect brake pads and discs
- Inspect wiper blades
- Check installation of driver's floor mat
- Road test vehicle

If you do the majority of your driving under certain special operating conditions, additional items are included in this service. See the "12 Months or 10,000 Miles" chart on page 38.

### **Alternate Transportation**

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

### **Travel Protection**

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

- Your vehicle becomes inoperable or unsafe to drive when you are more than 100 miles from home.
- Your vehicle's malfunction is caused by a warranty-covered condition.
- Repairs will take longer than eight hours to complete.

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

### Roadside Assistance

Lexus roadside assistance coverage is for 48 months from your vehicle's in-service date, regardless of mileage. Coverage is 24 hours a day, 365 days a year for vehicles operated in the continental U.S. and Canada. With an active Safety Connect subscription, Enhanced Roadside Assistance coverage is included. See your Lexus dealer for details.

### Services Provided

- Roadside services such as tire change, lockouts, vehicle extrication and towing in case of minor accident.
- Towing to the nearest Lexus dealership (or an alternate repair facility, if necessary).
- Assistance in locating alternate transportation and lodging.
- Visit the Apple and Google app stores to download the Lexus app.

### How to Get Help

To obtain roadside assistance, take the following steps:

- 1) Call (800) 25-LEXUS (800/255-3987), or press the SOS button on the overhead console (requires an active Safety Connect subscription).  
4G Network Dependent.

2) Have as much of the following information as possible:

- 17-digit Vehicle Identification Number (VIN) found on the vehicle registration paperwork and on the certification label located inside the driver's doorjamb
- Owner's name and home address
- Vehicle license plate number
- Location of vehicle, including the nearest major intersection

3) Wait at your vehicle or in a nearby secure location for the roadside assistance provider to arrive.

### Additional Coverage

After your included coverage expires, you may renew your Safety Connect subscription by using the Lexus app. 4G Network Dependent.

## Quality Control

You may have noticed a few miles on the odometer when you took delivery of your Lexus. This mileage is a result of the comprehensive process used to ensure the quality of your vehicle. This process includes extensive inspections during and after production. The final inspection takes place at the selling dealership and includes a road test conducted by a certified Lexus technician.

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

## Vehicle Service History

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

## Vehicle Service Agreements

If you plan to keep your vehicle for several years or if you accumulate mileage quickly, you may want to purchase a Lexus vehicle service agreement. These agreements cover the cost of specific repairs beyond

the factory warranty period. They also cover services such as towing, substitute transportation and lodging to minimize your inconvenience should your vehicle require repair. Lexus vehicle service agreements are available with a variety of coverage options. A Lexus dealership sales consultant can help you select the plan that's best for you.

## Body Repairs

If you're involved in a collision, you want your vehicle to be returned to its pre-accident condition when repaired. That's why it is important to make sure repairs are made only with Genuine Lexus Parts. Lexus has a select group of certified and authorized collision centers that have undergone rigorous training to ensure the highest quality and customer satisfaction. A list of these Lexus Collision Centers can be found at: [lexuscollisioncenter.com](http://lexuscollisioncenter.com). Some repair shops and insurance companies may suggest using imitation or salvaged parts to save money. However, these parts do not meet Lexus' high standards for quality, fit and corrosion resistance. In addition, imitation and salvaged parts (and any damage or failures they may cause) are not covered by any Lexus warranty.

### **Genuine Lexus Parts**

The best way to ensure that your vehicle is repaired with Genuine Lexus Parts is to take it to a Lexus dealership. Warranty coverage is not dependent upon the use of any particular brand of replacement parts and you may elect to use non-Genuine Lexus Parts for maintenance and repairs. However, use of replacement parts that are not equivalent in quality to Genuine Lexus Parts may impair the effectiveness of the vehicle systems.

### **The Smart Key**

Your Lexus vehicle was made with two “Smart Keys” and an aluminum key-number plate. Each Smart Key includes an electronic main key that has an integrated mechanical backup key. The electronic key controls the remote-entry and theft-deterrent systems, enables the push-button start switch and controls the engine immobilizer. The mechanical key can be removed from the electronic key and used to operate the driver’s door lock, the glove box lock and the trunk lock (if equipped).

### **Replacing the Key**

Your Lexus dealer can generate replacement keys. Certain bonded/registered locksmiths may also be able to generate replacement keys. When ordering a new key, bring all keys for the vehicle to your dealership.

If a Smart Key or the key-number plate is not available, a Lexus dealer or certain locksmiths can obtain the key code from a restricted-access database. These businesses can also access a service utility to register the keys to the vehicle if all registered keys have been lost.

If you lock your key in your vehicle and do not have a spare, your dealer can make a new mechanical key from the code on the key-number plate. Certain bonded/registered locksmiths may also be able to generate a replacement mechanical key. If a Lexus dealer is not available, please refer to [www.aloa.org](http://www.aloa.org) to find a bonded/registered locksmith who performs high-security key service.

### **Keeping the Key Safe**

Replacing a Smart Key may be costly. We advise you to keep a spare Smart Key and the key-number plate in a safe place. If you record the key number in more than one place, do not record it in a way that can be easily identified and associated with the vehicle. For example, don’t leave the number somewhere that can be accessed by a valet. It is wise to keep a copy of the key number outside of the vehicle.

## If You Need Assistance

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

### Step 1

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

### Step 2

If the dealership does not address your concern to your satisfaction, call the Lexus Brand Engagement Center at (800) 25-LEXUS (800/255-3987) or visit [lexus.com/contact](http://lexus.com/contact). In Canada, call (800) 26-LEXUS (800/265-3987).

You may also write to us at:

Lexus Brand Engagement Center  
Lexus, a division of  
Toyota Motor Sales, U.S.A., Inc.  
P.O. Box 259001  
Plano, TX 75025-9001

Whether calling or writing, please provide the following information:

- 17-digit Vehicle Identification Number (VIN) found on the vehicle registration paperwork and on the certification label located inside the driver's doorjamb
- Current vehicle mileage
- Name of your selling and servicing Lexus dealerships
- Your day and evening telephone numbers

### Step 3

If your concern has still not been resolved to your satisfaction, Lexus offers additional assistance through:

#### National Center for Dispute Settlement (NCDS)

P.O. Box 515791

Dallas, TX 75251-5791

(866) 272-4872

**Important:** You must use NCDS prior to exercising rights or seeking remedies available to you through a court action pursuant to the Magnuson-Moss Warranty Act. In addition, you must use NCDS if you are required to do so prior to exercising certain rights or seeking certain remedies available under the Lemon Laws of your state. See the *Lemon Law Guide* for specific requirements applicable in your state.

However, if your state law does not require it and/or if you choose to exercise rights and seek remedies not created by the Federal Act, you need not use NCDS.

### NCDS Arbitration

#### What is the Dispute Settlement Program?

This program consists of local professionals who are trained and experienced in arbitration. The arbitrator(s) appointed by NCDS will arbitrate your case by reviewing the facts, having the vehicle inspected, if necessary; and promptly rendering a fair and equitable decision.

#### How much will it cost?

The service is provided at no cost to you. It is part of Lexus' effort to promptly and equitably resolve your concerns. The decision-maker is an impartial third party. The decision of the arbitrator(s) is binding on Lexus but not on you.

**What types of disputes are eligible?**

NCDS resolves disputes involving Lexus product reliability and warranty performance that arise during the greater of 1) four years or 50,000 miles from the vehicle's in-service date, whichever is earlier; or 2) the applicable provision of the Lexus New Vehicle Limited Warranty. However, NCDS will not arbitrate 1) claims involving a vehicle used primarily for commercial purposes unless the Lemon Laws of your state cover vehicles used for commercial purposes; or 2) claims that an airbag failed to deploy or deployed when it should not have; or 3) disputes regarding fires and/or accidents and/or theft. Since there are other additional exclusions, please contact NCDS for further information on eligibility guidelines. The time period in which you can request arbitration through NCDS is limited and you should reference your applicable state law and/or contact NCDS to determine the deadline for filing a request for arbitration. To be eligible for arbitration, you must have brought the concern or alleged defect to the attention of Lexus or one of its dealers during the warranty term.

**How long is the arbitration process?**

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

- You fail to provide certain information required by NCDS.
- You fail to make your vehicle available for inspection by NCDS in a timely manner (if an inspection is required).

**How do I request arbitration?**

To request arbitration, you can contact the National Center for Dispute Settlement (NCDS) at 866-272-4872; electronically file your claim at [www.ncdsusa.org](http://www.ncdsusa.org); or reach NCDS by mail using the claim form in your warranty book and sending to PO Box 515791, Dallas, TX 75251-5791. In order to file your claim, you should have available your Vehicle Identification Number (VIN); current mileage on the vehicle; repair history/dates; and the selling and servicing dealerships.

In addition to completing the customer claim form, please provide NCDS with the following information:

- Vehicle year, make, model, VIN, mileage and date of purchase.
- A brief description of your complaint and the actions you have taken to resolve it.
- What action or remedy you believe would resolve your problem.

If you are seeking reimbursement for repairs or incidental expenses, please provide copies of applicable receipts.

Send your request to:

National Center for Dispute Settlement  
P.O. Box 515791  
Dallas, TX 75251-5791

Upon receipt of your request, NCDS will contact you regarding the status of your case and supply you with additional details about the program.

### **How does the arbitration process work?**

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

At the request of either party or the arbitrators, NCDS may schedule a technical inspection. This may include an inspection of the vehicle by an independent technical expert with a Lexus representative present. The technical expert will forward his or her evaluation to NCDS.

An oral hearing may be held prior to a decision being rendered. At this hearing, all relevant evidence is admissible. You and a Lexus representative will present both sides of the case to the NCDS arbitrator(s). You will each be given an equal opportunity to give testimony and provide documents. Then you will each be given an opportunity for rebuttal. After considering all testimony and documents, the arbitrator(s) will review the applicable legal standards and render a decision within 10 days.

A settlement satisfactory to all parties may be negotiated at any time during the process.

**What types of decisions are rendered, and how do I know if Lexus will abide by the decision of the arbitrator(s)?**

Arbitrated decisions are based on what the arbitrator(s) believe to be fair and equitable after applying the appropriate legal standards. Remedies include but are not limited to repairs; reimbursement for repairs and incidental expenses, such as towing costs; and repurchase or replacement of your vehicle.

The decision of the arbitrator(s) is binding on Lexus but not on you. Lexus must comply with the decision shortly after it is rendered, usually within 30 days of your acceptance of the decision. NCDS will contact you within 10 days of scheduled compliance to ensure that Lexus has complied in a timely manner.

**Are there limits to the scope of arbitrated decisions?**

Arbitrated decisions do not include:

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

**What other recourse do I have?**

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

**Is the Dispute Settlement Program subject to change?**

The information in this booklet about the program is correct as of the date of printing. However, the program may be changed without notice. Contact the Lexus Brand Engagement Center at [www.lexus.com/contact](http://www.lexus.com/contact) or (800) 255-3987 for the most current information concerning the Dispute Settlement Program.

You have purchased one of the finest vehicles built in the world today, and it is backed by one of the finest warranties in the industry. This excellent warranty coverage demonstrates not only our confidence in Lexus vehicles, but also our commitment to every Lexus customer. We're dedicated to ensuring that you enjoy exceptional quality, dependability and peace of mind throughout your ownership experience.

To further demonstrate our commitment to our customers' satisfaction, occasionally we may establish a special policy adjustment to pay for specific repairs that are no longer covered by warranty. When we establish such a policy adjustment, we mail details to all applicable owners on record. That's why it is important to send in the card at the back of this booklet if you change your address or if you have purchased your Lexus from a previous owner.

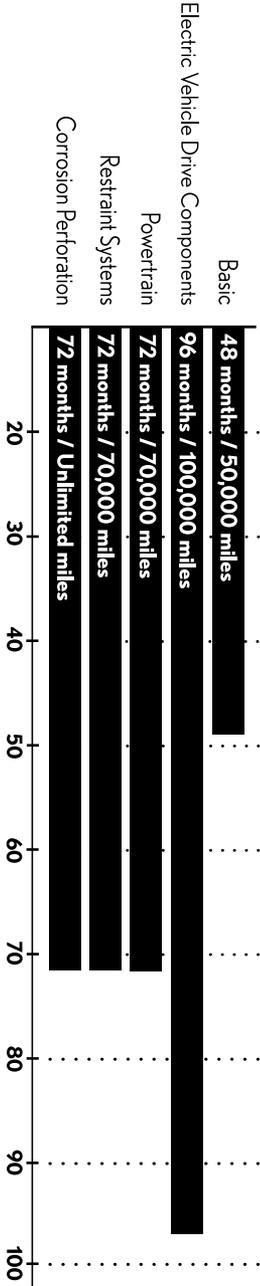
You've made a wise decision to purchase a Lexus. Your vehicle delivers world-class luxury and performance, along with an unparalleled commitment from Lexus to ensuring your satisfaction. You can be confident – as we are – that you'll enjoy owning your Lexus as much as you enjoy driving it.

This section of the *Warranty and Services Guide* describes the terms of Lexus warranty coverage as well as general owner responsibilities. The section beginning on page 29 describes your vehicle's maintenance requirements. Be sure to review this information carefully, since proper maintenance is required to ensure that warranty coverage remains intact.

All warranty information is the latest available at the time of publication.

# WARRANTY COVERAGES AT A GLANCE

## New Vehicle Limited Warranty



**WARRANTY**



**Important:** You must use the Dispute Settlement Program before seeking remedies through a court action pursuant to the Magnuson-Moss Warranty Act (the “Act”). However, if you choose to pursue rights and remedies not created by the Act, you are not required to use the Dispute Settlement Program. You may also be required to use the Dispute Settlement Program before seeking remedies under the “Lemon Laws” of your state. Please check this booklet and the appropriate page of the *Lexus Lemon Law Guide* booklet for additional information and the requirements applicable to your state.

### Who Is the Warrantor

The warrantor for these limited warranties is Lexus, a division of: Toyota Motor Sales, U.S.A., Inc., a California corporation  
P.O. Box 259001  
Plano, TX 75025-9001

### Which Vehicles Are Covered

These warranties apply to 2023 model-year Lexus RZ 450e vehicles registered and normally operated in the United States, U.S. territories and Canada. Warranty coverage is automatically transferred at no cost to subsequent vehicle owners.

### Multiple Warranty Conditions

This booklet contains warranty terms and conditions that may vary depending on the part covered. A warranty for specific parts or systems, such as the Powertrain Warranty or Electric Vehicle Drive Components Warranty is governed by the coverage set forth in that warranty as well as the General Warranty Provisions.

### When Warranty Begins

The warranty period begins on the vehicle’s in-service date, which is the first date the vehicle is either delivered to an ultimate purchaser, leased or used as a company car or demonstrator.

### Repairs Made at No Charge

Repairs and adjustments covered by these warranties are made at no charge for parts and labor.

### Parts Replacement

Any needed parts replacement will be made using new or remanufactured parts. The decision whether a part should be repaired or replaced will be made by the servicing Lexus dealership and/or Lexus. Parts scheduled to be replaced as required maintenance are warranted until their first replacement only.

**Note:** Lexus remanufactured parts meet or exceed all factory standards for safety, quality and reliability.

## Limitations

The performance of necessary repairs and adjustments is the exclusive remedy under these warranties or any implied warranties. Lexus does not authorize any person to create for it any other obligation or liability in connection with this vehicle.

**Any implied warranty of merchantability or fitness for a particular purpose is limited to the duration of these written warranties.**

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

## Your Rights Under State Law

These warranties give you specific legal rights. You may also have other rights that vary from state to state.

## WHAT IS COVERED AND HOW LONG

### Basic Warranty

This warranty covers repairs and adjustments needed to correct defects in materials or workmanship of any part supplied by Lexus, subject to the exceptions indicated under “What Is Not Covered” on pages 21-23.

Coverage is for 48 months or 50,000 miles, whichever occurs first, with the exception of air conditioning recharge, wheel alignment and wheel balancing, which are covered for 12 months or 12,000 miles, whichever occurs first.

### Electric Vehicle Drive Components Warranty

This warranty covers repairs needed to correct defects in materials or workmanship of the components listed here and supplied by Lexus, subject to the exceptions indicated under “What is not covered” on pages 21-23.

- Traction Battery
  - Below 70% of original capacity
- Transaxle
- Inverter with Converter

The Electrical Drive Component Warranty is in effect for 8 years or 100,000 miles from the vehicle’s in service date, whichever occurs first.

### Powertrain Warranty

This warranty covers repairs needed to correct defects in materials or workmanship of any component listed here and supplied by Lexus, subject to the exceptions indicated under “What Is Not Covered” on pages 21-23.

Coverage is for 72 months or 70,000 miles, whichever occurs first.

### EV Control ECU

#### Front-Wheel-Drive System

Axle shaft, hub, bearings, seals and gaskets.

#### Rear-Wheel-Drive System

Rear motor/generator, differential carrier assembly, axle carrier, axle case, axle bearing, axle shaft, seals and gaskets.

### Restraint Systems Warranty

This warranty covers repairs needed to correct defects in materials or workmanship of any seatbelt or airbag system supplied by Lexus, subject to the exceptions indicated under “What Is Not Covered” on pages 21-23.

Coverage is for 72 months or 70,000 miles, whichever occurs first.

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

## Corrosion Perforation Warranty

This warranty covers repair or replacement of any original body panel that develops perforation from corrosion (rust-through), subject to the exceptions indicated under "What Is Not Covered" on pages 21-23.

Coverage is for 72 months, regardless of mileage.

For information on how to protect your vehicle from corrosion, refer to sections related to maintenance and care in the *Owner's Manual*.

## Towing

When your vehicle is inoperable due to failure of a warranted part, towing service to the nearest authorized Lexus dealership is covered.

## WHAT IS NOT COVERED

This warranty does not cover damage or failures resulting directly from any of the following:

- Neglecting to follow appropriate vehicle usage, incorrect charging procedure or use of an incompatible charging device that results in a battery capacity reduction
- Fire, accidents or theft
- Abuse or negligence
- Misuse – for example, racing or overloading
- Improper repairs
- Alteration or tampering, including installation of non-Genuine Lexus Accessories
- Lack of or improper maintenance, including use of fluids and fuel other than those specified in the *Owner's Manual*
- Installation of non-Genuine Lexus Parts
- Airborne chemicals, tree sap, road debris (including stone chips), rail dust, salt, hail, floods, wind storms, lightning and other environmental conditions
- Water contamination

## This warranty also does not cover the following:

### Tires

Tires are covered by a separate warranty provided by the tire manufacturer. See pages 24-25.

### Normal Wear and Tear

Noise, vibration, cosmetic conditions and other deterioration caused by normal wear and tear.

### Gradual Capacity Reduction of Traction Battery (Lithium-ion Battery)

Lithium-ion battery capacity (the ability to hold a charge) gradually reduces with time and use. This is a natural characteristic of lithium-ion batteries. The extent at which capacity is reduced changes drastically depending on the environment (ambient temperature, etc.) and usage conditions such as

how the vehicle is driven and how the lithium-ion battery is charged. Reduction of the lithium-ion battery capacity by 30 percent or less is considered normal and not covered under warranty. In order to lessen the possibility of capacity reduction, follow the directions listed in the *Owner's Manual*.

The driving range estimates are not a measure of battery capacity. Additional factors such as environmental conditions will influence the driving range on your display monitor. As a result, your display monitor is not an indicator of battery capacity.

The traction battery warranty replacement may not restore the vehicle to an "as new" condition. Taking into consideration other factors, including the age and mileage of the vehicle, Lexus will ensure that the energy capacity of the replacement battery is at least equal to that of the original battery before the failure occurred.

The measurement method used to determine battery capacity, and the decision of whether to repair, replace, or provide reconditioned/re-manufactured parts, and the condition of any such replaced, recondition/re-manufactured parts, are at the sole discretion of Lexus.

## Maintenance Expense\*

Normal maintenance services such as replacement of fluids and filters; lubrication; cleaning and polishing; and replacement of worn wiper blades, brake pads and linings.

## Vehicles with Altered Odometer

Failure of a vehicle on which the odometer has been altered so that actual vehicle mileage cannot be readily determined.

## Software Updates

Software updates made available for download by owners directly at [www.lexus.com/firmware-updates](http://www.lexus.com/firmware-updates), either on a complimentary basis or for a fee, as determined by Lexus in its sole discretion. This exclusion does not apply to the emission control warranties.

## Vehicles with Unknown Vehicle Identification Number

Any vehicle for which the original factory-assigned vehicle identification number cannot be determined.

## Salvage or Total-Loss Vehicles

Any vehicle that has ever been branded as salvage, total loss, true mileage unknown or similar title under any state's law or has ever been declared a "total loss" or equivalent by a financial institution

\*Lexus provides the first two scheduled maintenance services at no charge. See pages 4-5 for details.

or insurer, such as by payment for a claim in lieu of repairs because the cost of repairs exceeded the cash value of the vehicle. This exclusion does not apply to any open Safety Recalls/SSCs/LSCs.

### **Incidental Damages**

Incidental or consequential damages associated with a vehicle failure. Such damages include but are not limited to inconvenience; the cost of transportation, telephone calls and lodging; the loss of personal or commercial property; and the loss of pay or revenue.

### **Disclaimer of Extra Expenses and Damages**

The performance of necessary repairs and adjustments is the exclusive remedy under this warranty or any implied warranty. Lexus does not authorize any person to create for it any other obligation or liability in connection with this vehicle. Lexus shall not be liable for incidental or consequential damages resulting from breach of this written warranty or any implied warranty.

Any implied warranty of merchantability or fitness for a particular purpose is limited to the duration of this written warranty, except in states where this limitation is not allowed.

### **DISPUTE RESOLUTION**

If a dispute arises regarding your warranty coverage, please follow the steps described on pages 9-10. Please note that you must use the National Center for Dispute Settlement before seeking remedies through a court action pursuant to the Magnuson-Moss Warranty Act. You may also be required to use the National Center for Dispute Settlement before seeking remedies under the Lemon Laws of your state. For the requirements applicable to your state, see the appropriate page of the *Lemon Law Guide* located in your vehicle.

## OBTAINING WARRANTY SERVICE

All tires supplied as original equipment on new Lexus vehicles are warranted by the individual tire manufacturer only, and not Lexus. However, your Lexus dealer may be able to assist you in obtaining warranty service from the tire manufacturer.

Coverages by individual tire manufacturers may vary.

The terms of the tire manufacturers' warranty can be obtained from the tire manufacturers' websites. If you wish to obtain a hard copy of the tire warranty terms, please contact the tire manufacturer directly.

## ORIGINAL EQUIPMENT TIRE MANUFACTURERS

### **BF Goodrich/ Michelin North America**

P.O. Box 19001  
Greenville, SC 29062  
BF Goodrich: (877) 788-8899  
Michelin: (800) 847-3435  
[www.bfgoodrichtires.com](http://www.bfgoodrichtires.com)  
[www.michelinman.com](http://www.michelinman.com)

### **Bridgestone/Firestone**

200 4th Avenue South  
Nashville, TN 37201  
Bridgestone: (800) 847-3272  
Firestone: (800) 356-4644  
[www.bridgestone.com](http://www.bridgestone.com)  
[www.firestonetire.com](http://www.firestonetire.com)

### **Continental Tire of North America**

1800 Continental Boulevard  
Charlotte, NC 28273  
(800) 847-3349  
[www.continentaltire.com](http://www.continentaltire.com)

### **Dunlop Tires/Goodyear Tire and Rubber Co.**

1144 East Market Street  
Akron, OH 44316  
(800) 321-2136  
[www.dunloptires.com](http://www.dunloptires.com)  
[www.goodyear.com](http://www.goodyear.com)

### **Falken Tire Corporation**

8656 Haven Avenue  
Rancho Cucamonga, CA 91730  
(800) 723-2553  
[www.falkentire.com](http://www.falkentire.com)

**Hankook Tire****America Corporation**

1450 Valley Road  
Wayne, NJ 07470  
(800) 426-5665  
www.hankooktire.com

**Kenda Tire**

7095 Americana Parkway  
Reynoldsburg, OH 43068  
(866) 536-3287  
www.kendatire.com

**Maxxis International – USA**

545 Old Peachtree Road  
Suwanee, GA 30024  
(800) 462-9947  
www.maxxis.com

**Nitto Tire U.S.A. Inc.**

P.O. Box 6064  
Cypress, CA 90630  
(888) 529-8200  
www.nittotire.com

**Pirelli Tire LLC**

100 Pirelli Drive  
Rome, GA 30161  
(800) 747-3554  
www.pirelli.com

**Toyo Tire U.S.A. Corporation**

P.O. Box 6052  
Cypress, CA 90630  
(800) 442-8696  
www.toyotires.com

**Yokohama Tire Corporation**

1 MacArthur Place, Suite 800  
Santa Ana, CA 92707  
(800) 722-9888  
www.yokohamatire.com

**GENERAL INFORMATION**

You are responsible for ensuring that your Lexus is operated and maintained according to the instructions in the *Owner's Manual* and the "Maintenance Information" section of this guide.

You should keep detailed records of vehicle maintenance, since under some circumstances they may be required for warranty coverage. These records should include date of service, mileage at time of service and a description of service performed and/or parts installed.

For your convenience, maintenance logs are included in the "Maintenance Information" section of this guide. If you sell your vehicle, you should give your maintenance records to the new owner.

Lexus will not deny a warranty claim solely because you do not have records to show that you maintained your vehicle. However, damage or failures caused by lack of proper maintenance are not covered under warranty.

## WHERE TO GO FOR MAINTENANCE

Lexus recommends having maintenance performed by an authorized Lexus dealership. However, you may have maintenance performed on your vehicle by any qualified person or facility.

Lexus dealership technicians are specially trained to maintain and repair Lexus vehicles. They stay current on the latest service information through Lexus Technical Service Information Bulletins, service publications and training courses. Many are also certified through the Lexus Certification Program, which requires specialized, state-of-the-art training as well as rigorous exams through both Lexus and the National Institute for Automotive Service Excellence (ASE).

You can be confident you're getting the best possible service for your vehicle when you take it to a Lexus dealership. Plus, a Lexus dealership will always use Genuine Lexus Parts designed specifically for your vehicle.

## REPLACEMENT PARTS

Lexus recommends using only Genuine Lexus Parts when you need to replace a part on your vehicle. Like all Lexus products, Genuine Lexus Parts are built to the highest standards of quality, durability and performance. They are also designed to fit your vehicle's exact specifications. However, warranty coverage is not dependent upon the use of any particular brand of replacement parts.

Your Lexus dealership maintains an extensive inventory of Genuine Lexus Parts to meet your vehicle service needs. And because it is linked electronically to Lexus Parts Distribution Centers, the dealership has quick access to any parts it may not have in stock.

Genuine Lexus Parts are covered by their own warranty (see your dealer for details) or the remainder of any applicable New Vehicle Limited Warranty, whichever is longer. **Non-Genuine Lexus Parts, or any damage or failures resulting from their use, are not covered by any Lexus warranty.**

## BY GEOGRAPHIC REGION

### **In the United States, U.S. Territories and Canada**

To obtain warranty service in the United States, U.S. territories or Canada, take your vehicle to an authorized Lexus dealership. If your vehicle cannot be driven, contact your nearest Lexus dealership for towing assistance. You do not have to pay for towing to the nearest Lexus dealership if your vehicle is inoperable due to failure of a warranted part.

### **Outside the United States, U.S. Territories and Canada**

If you are using your vehicle outside the United States, U.S. territories and Canada and need warranty service, contact a local Lexus dealership. Please note, however, that your vehicle may not be repaired free of charge because the local Lexus distributor may have no obligation to provide warranty service for your vehicle, and/or your vehicle may not comply with local regulatory or environmental requirements.

## EMERGENCY REPAIRS

Lexus recommends having maintenance and repairs for your vehicle performed by an authorized Lexus dealership. To locate your nearest authorized Lexus dealership, visit [www.lexus.com/dealers](http://www.lexus.com/dealers) or contact the Lexus Brand Engagement Center at (800) 255-3987.

Maintenance and repairs not performed by an authorized Lexus dealership should be performed by a qualified technician following procedures in Lexus service and repair publications.

If your vehicle is inoperable or unsafe to drive and there is no Lexus dealership reasonably available to make repairs, you may perform the repairs yourself or have them performed by another automotive service provider. Lexus will reimburse you for any of the repairs that are covered by warranty. To receive reimbursement, present to an authorized Lexus dealership your paid repair invoices and any parts that were removed from the vehicle.

You will be reimbursed for warranted parts at the manufacturer's suggested retail price and warranted labor at a geographically appropriate hourly rate multiplied by Lexus' recommended time allowance for the repair.

If your vehicle requires emergency repair, Lexus assumes no liability for subsequent failures caused by improper repairs or the use of non-Genuine Lexus Parts unless you have the vehicle properly repaired in a timely manner. To ensure that warranty coverage remains intact, have your vehicle inspected by an authorized Lexus dealership as soon as possible after an emergency repair.

Regular maintenance is essential to obtaining the highest level of performance, safety and reliability from your Lexus. It can also enhance your vehicle's resale value. This section of the *Warranty and Services Guide* is designed to help you make sure your vehicle receives proper and timely maintenance. It includes factory-recommended maintenance guidelines as well as logs in which to document your vehicle's maintenance history.

In addition to scheduled maintenance, your Lexus requires ongoing general maintenance such as fluid checks and visual inspections. These procedures are listed on pages 32-33 of this booklet and described in detail in the "Maintenance" section of the *Owner's Manual*.

With proper maintenance and care, your vehicle will last longer and deliver more dependable, economical performance. Follow this booklet's recommendations and you'll enjoy maximum reliability and peace of mind from your Lexus for many years to come.

# SERVICE

BY LEXUS

Maintaining your vehicle according to the recommendations in this booklet is required to ensure that your warranty coverage remains intact. You should keep detailed records of vehicle maintenance, including date of service, mileage at time of service and a description of service and/or parts installation performed. The maintenance logs in this booklet are a good place to record this information. If you sell your vehicle, be sure to give your maintenance records to the new owner.

Lexus will not deny a warranty claim solely because you do not have records to show that you maintained your vehicle. However, damage or failures caused by lack of proper maintenance are not covered under warranty.

Maintenance and repair services may be performed by you or by any automotive service provider you choose. Lexus will not deny a warranty claim solely because you used a service provider other than a Lexus dealership for maintenance and repairs.

However, damage or failures caused by improper maintenance or repairs are not covered under warranty.

Your dealer may recommend more frequent maintenance intervals or more maintenance services than those listed in the scheduled maintenance log. These additional services are not required to maintain your warranty coverage. Ask your dealer for an explanation of any recommended maintenance not included in the scheduled maintenance log.

For a complete description of Lexus warranty coverages, see pages 18–23 of this booklet.

To ensure that your vehicle receives first-quality service and factory-authorized parts, Lexus recommends having maintenance performed by an authorized Lexus dealership. To locate your nearest authorized Lexus dealership, visit [www.lexus.com/dealers](http://www.lexus.com/dealers) or contact the Lexus Brand Engagement Center at (800) 255-3987.

Lexus dealership technicians are experts in the maintenance and repair of Lexus vehicles. They stay current on the latest service information through Lexus Technical Service Information Bulletins, service publications and training courses. Many are also certified through the Lexus Certification Program, which requires specialized, state-of-the-art training as well as rigorous exams through both Lexus and the National Institute for Automotive Service Excellence (ASE).

Your vehicle comes with Service Connect, with up to 10-year trial subscription. 4G Network Dependent. Should you opt in, this service allows you to receive Vehicle Health Reports, as well as vehicle and maintenance alerts. Your vehicle will let your preferred dealer know when it is due for maintenance or when a warning is detected. See [Lexus.com/My-Lexus](http://Lexus.com/My-Lexus) for additional information.

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

You can be confident you're getting the best possible service for your vehicle when you take it to a Lexus dealership. Don't trust your investment to anything less than a team of Lexus specialists.

Maintenance and repairs not performed by an authorized Lexus dealership should be performed by a qualified technician following procedures in Lexus service and repair publications.

**Please refer to the important safety precautions found on the inside front cover of this booklet.**

In addition to scheduled maintenance, your Lexus vehicle requires ongoing general maintenance such as fluid checks and visual inspections.

The recommended guidelines for inspections are listed below. Please refer to the “Maintenance” section of the *Owner’s Manual* for a detailed description of inspection procedures.

### Every 30 Days

At least once every 30 days, perform these inspections:

- Visually check brake fluid level on the see-through reservoir
- Check level of windshield washer fluid
- Check tire pressure
- Check tires for damage and wear
- Check installation of driver’s floor mat

### After a Car Wash

- Check installation of driver’s floor mat

### When Cleaning the Interior

- Remove dirt and dust with a vacuum cleaner. Wipe dirty surfaces with a soft cloth dampened with warm water.
- When cleaning leather interior, remove dirt and dust with a vacuum cleaner. Using a sponge, apply a small amount of neutral wool detergent mixed in water, rubbing in a circular motion. Wipe off any excess detergent and let leather dry in an open-air location.
- When cleaning carpet, remove dirt and dust with a vacuum cleaner. Apply a foaming-type carpet cleaner with a sponge or brush, allowing cleaner to work for a few minutes to loosen dirt. Continue by rubbing carpet in a circular motion. Wipe off any excess cleaner with a clean cloth. If any dirt remains, repeat process. Best results are obtained by keeping the carpet as dry as possible.

## When Cleaning the Exterior

- Working from top to bottom, apply lots of low-pressure water to the body, wheel wells and underside of vehicle to remove dirt and dust. Wash the vehicle body using a soft sponge or cotton cloth with mild car-wash soap. Rinse off with water.
- If water does not bead on a clean vehicle surface, apply car wax using a soft cotton cloth when the body of the vehicle is cool.

## When Cleaning the Wheels

- Wait for hot wheels to cool before getting wheels wet.
- Using a soft sponge or cotton cloth, apply same mild car-wash soap as used for the vehicle body. Quickly rinse off with water. Using a soft cotton cloth, apply same car wax as used for the vehicle body.

## Maintaining Charge for 12-Volt Battery

The following tips will help you keep your vehicle's 12-volt battery fully charged:

- Drive vehicle at least weekly.
- Operate accessories with vehicle in "READY" mode.
- When parking, make sure doors and trunk are closed and lights are turned off.

## Determining Your Maintenance Interval: Months vs. Mileage

Lexus recommends obtaining scheduled maintenance for your vehicle every six months or 5,000 miles, whichever occurs first.

For example:

- If at six months you have driven less than 5,000 miles, you should obtain maintenance at **six months**; don't wait until 5,000 miles.
- If you drive 5,000 miles in less than six months, you should obtain maintenance at **5,000 miles**; don't wait until six months.

Be sure to keep an eye on your mileage so that you obtain maintenance when recommended. If you are a low-mileage driver, mark your calendar to remind yourself to obtain maintenance every six months.

## Special Operating Conditions

In addition to standard maintenance items, vehicles that are driven under special operating conditions require further maintenance service. These special operating conditions, which put added demands on a vehicle, include:

- Driving on dirt roads or on dusty roads
- Repeated trips of less than five miles in temperatures below 32° F or 0° C
- Towing. Not all vehicles are designed for towing. Please refer to the *Owner's Manual* for details.

Some of these special operating conditions require other maintenance items; these items are indicated in each maintenance chart.

If you drive only occasionally under any of the special operating conditions noted, it is not necessary to perform the additional services listed in the charts. This added maintenance is required only if you drive primarily under any of the special operating conditions.

### **Complimentary First Scheduled Maintenance Service: Six Months or 5,000 Miles**

Lexus provides your first scheduled maintenance service at no charge. The service is performed at six months or 5,000 miles, whichever occurs first. To obtain this service, contact your Lexus dealership. Your complimentary service will include these items:

- Inspect and adjust all fluid levels
- Program Lexus Personalized Settings, if requested
- Inspect brake pads and discs
- Inspect wiper blades
- Check installation of driver's floor mat
- Road test vehicle

### **What are Lexus Personalized Settings?**

Your vehicle includes a variety of electronic features that can be programmed to your preferences. For example, doors can be programmed to remain locked when you shift into "Park." (For more information, see the "Customizable Features" section of the Specifications chapter in your *Owner's Manual*.) Programming of these features is performed once at no charge, provided you obtain the service at the six-month/5,000-mile scheduled maintenance service. Programming of some Lexus Personalized Settings requires special equipment and may be performed only by an authorized Lexus dealership.

## **Complimentary Second Scheduled Maintenance Service: 12 Months or 10,000 Miles**

Lexus also provides your second scheduled maintenance service at no charge. The service is performed at 12 months or 10,000 miles, whichever occurs first. To obtain this service, contact your Lexus dealership. Your complimentary service will include these items:

- Inspect brake pads and discs
- Inspect wiper blades
- Check installation of driver's floor mat
- Road test vehicle

If you do the majority of your driving under certain special operating conditions, additional items are included in this service. See the "12 Months or 10,000 Miles" chart on page 38.



# SCHEDULED MAINTENANCE LOG

## 6 Months or 5,000 Miles<sup>1</sup>

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test

**If you drive primarily under either of these special operating conditions, perform these additional items:**

### **Driving on dirt roads or on dusty roads:**

- Inspect ball joints and dust covers
- Inspect axle shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

### **Towing a trailer<sup>3</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

## 12 Months or 10,000 Miles<sup>2</sup>

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test

**If you drive primarily under either of these special operating conditions, perform these additional items:**

### **Driving on dirt roads or on dusty roads:**

- Inspect ball joints and dust covers
- Inspect axle shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

### **Towing a trailer<sup>3</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

<sup>1</sup>This service, excluding maintenance required for special operating conditions, is complimentary when performed by an authorized Lexus dealership.

<sup>2</sup>This service is complimentary when performed by an authorized Lexus dealership.

<sup>3</sup>Not all vehicles are designed for towing. See Owner's Manual for details.

## 18 Months or 15,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test
- Replace Smart Key battery
- Inspect the following:
 

__ Axle shaft boots	__ Heater coolant
__ Ball joints and dust covers	__ Steering linkage and boots
__ Body	__ Traction battery coolant
__ Brake lines and hoses	

**Note:** If Driving in heavy traffic, on dirt roads or in urban, dusty or desert areas may shorten the life of the cabin air filter. Replacement may be needed if you notice reduced airflow from the air conditioner and heater or if the windows fog easily when you use the "Fresh" mode. Consult your dealer if any of these conditions occur.

**If you drive primarily under either of these special operating conditions, perform these additional items:**

**Driving on dirt roads or on dusty roads:**

- Tighten nuts and bolts on chassis and body

**Towing a trailer<sup>3</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

<sup>1</sup>Not all vehicles are designed for towing. See Owner's Manual for details.

# SCHEDULED MAINTENANCE LOG

## 24 Months or 20,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test

**If you drive primarily under either of these special operating conditions, perform these additional items:**

### **Driving on dirt roads or on dusty roads:**

- Inspect ball joints and dust covers
- Inspect axle shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

### **Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

## 30 Months or 25,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test

**If you drive primarily under either of these special operating conditions, perform these additional items:**

### **Driving on dirt roads or on dusty roads:**

- Inspect ball joints and dust covers
- Inspect axle shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

### **Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

<sup>1</sup>Not all vehicles are designed for towing. See Owner's Manual for details.

## 36 Months or 30,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Replace brake fluid
- Replace cabin air filter
- Road test
- Replace Smart Key battery
- Inspect the following:
 

<input type="checkbox"/> Axle shaft boots	<input type="checkbox"/> e-transaxle fluid
<input type="checkbox"/> Ball joints and dust covers	<input type="checkbox"/> Heater coolant
<input type="checkbox"/> Body	<input type="checkbox"/> Steering linkage and boots
<input type="checkbox"/> Brake lines and hoses	<input type="checkbox"/> Traction battery coolant
<input type="checkbox"/> Brake pad and disc thickness and disc runout	

**Note:** If Driving in heavy traffic, on dirt roads or in urban, dusty or desert areas may shorten the life of the cabin air filter. Replacement may be needed if you notice reduced airflow from the air conditioner and heater or if the windows fog easily when you use the "Fresh" mode. Consult your dealer if any of these conditions occur.

**If you drive primarily under either of these special operating conditions, perform these additional items:**

**Driving on dirt roads or on dusty roads:**

- Tighten nuts and bolts on chassis and body

**Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

<sup>1</sup>Not all vehicles are designed for towing. See Owner's Manual for details.

# SCHEDULED MAINTENANCE LOG

## 42 Months or 35,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test

**If you drive primarily under either of these special operating conditions, perform these additional items:**

### **Driving on dirt roads or on dusty roads:**

- Inspect ball joints and dust covers
- Inspect axle shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

### **Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

## 48 Months or 40,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test

**If you drive primarily under either of these special operating conditions, perform these additional items:**

### **Driving on dirt roads or on dusty roads:**

- Inspect ball joints and dust covers
- Inspect axle shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

### **Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

<sup>1</sup>Not all vehicles are designed for towing. See Owner's Manual for details.

## 54 Months or 45,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test
- Replace Smart Key battery
- Inspect the following:
 

<input type="checkbox"/> Axle shaft boots	<input type="checkbox"/> Heater coolant
<input type="checkbox"/> Ball joints and dust covers	<input type="checkbox"/> Steering linkage and boots
<input type="checkbox"/> Body	<input type="checkbox"/> Traction battery coolant
<input type="checkbox"/> Brake lines and hoses	

**Note:** If Driving in heavy traffic, on dirt roads or in urban, dusty or desert areas may shorten the life of the cabin air filter. Replacement may be needed if you notice reduced airflow from the air conditioner and heater or if the windows fog easily when you use the "Fresh" mode. Consult your dealer if any of these conditions occur.

**If you drive primarily under either of these special operating conditions, perform these additional items:**

**Driving on dirt roads or on dusty roads:**

- Tighten nuts and bolts on chassis and body

**Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

<sup>1</sup>Not all vehicles are designed for towing. See Owner's Manual for details.

# SCHEDULED MAINTENANCE LOG

## 60 Months or 50,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test

**If you drive primarily under either of these special operating conditions, perform these additional items:**

### **Driving on dirt roads or on dusty roads:**

- Inspect ball joints and dust covers
- Inspect axle shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

### **Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

## 5.5 Years or 55,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test

**If you drive primarily under either of these special operating conditions, perform these additional items:**

### **Driving on dirt roads or on dusty roads:**

- Inspect ball joints and dust covers
- Inspect axle shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

### **Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

<sup>1</sup>Not all vehicles are designed for towing. See Owner's Manual for details.

## 6 Years or 60,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Replace brake fluid
- Replace cabin air filter
- Road test
- Replace Smart Key battery
- Inspect the following:
 

__ Axle shaft boots	__ e-transaxle fluid
__ Ball joints and dust covers	__ Heater coolant
__ Body	__ Steering linkage and boots
__ Brake lines and hoses	__ Traction battery coolant
__ Brake pad and disc thickness and disc runout	

**Note:** If Driving in heavy traffic, on dirt roads or in urban, dusty or desert areas may shorten the life of the cabin air filter. Replacement may be needed if you notice reduced airflow from the air conditioner and heater or if the windows fog easily when you use the "Fresh" mode. Consult your dealer if any of these conditions occur.

**If you drive primarily under either of these special operating conditions, perform these additional items:**

**Driving on dirt roads or on dusty roads:**

- Tighten nuts and bolts on chassis and body

**Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Replace e-transaxle fluid
- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

<sup>1</sup>Not all vehicles are designed for towing. See Owner's Manual for details.

# SCHEDULED MAINTENANCE LOG

## 6.5 Years or 65,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test

**If you drive primarily under either of these special operating conditions, perform these additional items:**

### **Driving on dirt roads or on dusty roads:**

- Inspect ball joints and dust covers
- Inspect axle shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

### **Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

## 7 Years or 70,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test

**If you drive primarily under either of these special operating conditions, perform these additional items:**

### **Driving on dirt roads or on dusty roads:**

- Inspect ball joints and dust covers
- Inspect axle shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

### **Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

<sup>1</sup>Not all vehicles are designed for towing. See Owner's Manual for details.

## 7.5 Years or 75,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test
- Replace Smart Key battery
- Inspect the following:
 

__ Axle shaft boots	__ Heater coolant
__ Ball joints and dust covers	__ Steering linkage and boots
__ Body	__ Traction battery coolant
__ Brake lines and hoses	

**Note:** If Driving in heavy traffic, on dirt roads or in urban, dusty or desert areas may shorten the life of the cabin air filter. Replacement may be needed if you notice reduced airflow from the air conditioner and heater or if the windows fog easily when you use the "Fresh" mode. Consult your dealer if any of these conditions occur.

**If you drive primarily under either of these special operating conditions, perform these additional items:**

**Driving on dirt roads or on dusty roads:**

- Tighten nuts and bolts on chassis and body

**Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

<sup>1</sup>Not all vehicles are designed for towing. See Owner's Manual for details.

# SCHEDULED MAINTENANCE LOG

## 8 Years or 80,000 Miles

- Check installation of driver's floor mat
- Fill air conditioner refrigerant
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test

**If you drive primarily under either of these special operating conditions, perform these additional items:**

### **Driving on dirt roads or on dusty roads:**

- Inspect ball joints and dust covers
- Inspect axle shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

### **Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

## 8.5 Years or 85,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test

**If you drive primarily under either of these special operating conditions, perform these additional items:**

### **Driving on dirt roads or on dusty roads:**

- Inspect ball joints and dust covers
- Inspect axle shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

### **Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

<sup>1</sup>Not all vehicles are designed for towing. See Owner's Manual for details.

## 9 Years or 90,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Replace brake fluid
- Replace cabin air filter
- Road test
- Replace Smart Key battery
- Inspect the following:
  - Axle shaft boots
  - Ball joints and dust covers
  - Body
  - Brake lines and hoses
  - Brake pad and disc thickness and disc runout
  - Heater coolant
  - Steering linkage and boots
  - Traction battery coolant

**Note:** If Driving in heavy traffic, on dirt roads or in urban, dusty or desert areas may shorten the life of the cabin air filter. Replacement may be needed if you notice reduced airflow from the air conditioner and heater or if the windows fog easily when you use the "Fresh" mode. Consult your dealer if any of these conditions occur.

**If you drive primarily under either of these special operating conditions, perform these additional items:**

**Driving on dirt roads or on dusty roads:**

- Tighten nuts and bolts on chassis and body

**Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

<sup>1</sup>Not all vehicles are designed for towing. See Owner's Manual for details.

# SCHEDULED MAINTENANCE LOG

## 9.5 Years or 95,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test

**If you drive primarily under either of these special operating conditions, perform these additional items:**

### **Driving on dirt roads or on dusty roads:**

- Inspect ball joints and dust covers
- Inspect axle shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

### **Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

## 10 Years or 100,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test

**If you drive primarily under either of these special operating conditions, perform these additional items:**

### **Driving on dirt roads or on dusty roads:**

- Inspect ball joints and dust covers
- Inspect axle shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

### **Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

<sup>1</sup>Not all vehicles are designed for towing. See Owner's Manual for details.

## 10.5 Years or 105,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test
- Replace Smart Key battery
- Inspect the following:
 

<input type="checkbox"/> Axle shaft boots	<input type="checkbox"/> Heater coolant
<input type="checkbox"/> Ball joints and dust covers	<input type="checkbox"/> Steering linkage and boots
<input type="checkbox"/> Body	<input type="checkbox"/> Traction battery coolant
<input type="checkbox"/> Brake lines and hoses	

**Note:** If Driving in heavy traffic, on dirt roads or in urban, dusty or desert areas may shorten the life of the cabin air filter. Replacement may be needed if you notice reduced airflow from the air conditioner and heater or if the windows fog easily when you use the "Fresh" mode. Consult your dealer if any of these conditions occur.

**If you drive primarily under either of these special operating conditions, perform these additional items:**

**Driving on dirt roads or on dusty roads:**

- Tighten nuts and bolts on chassis and body

**Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

<sup>1</sup>Not all vehicles are designed for towing. See Owner's Manual for details.

# SCHEDULED MAINTENANCE LOG

## 11 Years or 110,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test

**If you drive primarily under either of these special operating conditions, perform these additional items:**

### **Driving on dirt roads or on dusty roads:**

- Inspect ball joints and dust covers
- Inspect axle shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

### **Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

## 11.5 Years or 115,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test

**If you drive primarily under either of these special operating conditions, perform these additional items:**

### **Driving on dirt roads or on dusty roads:**

- Inspect ball joints and dust covers
- Inspect axle shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

### **Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

<sup>1</sup>Not all vehicles are designed for towing. See Owner's Manual for details.

## 12 Years or 120,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Replace brake fluid
- Replace cabin air filter
- Replace heater coolant
- Replace traction battery coolant
- Road test
- Replace Smart Key battery
- Inspect the following:
 

__ Axle shaft boots	__ Brake pad and disc thickness
__ Ball joints and dust covers	and disc runout
__ Body	__ e-transaxle fluid
__ Brake lines and hoses	__ Steering linkage and boots

**Note:** If Driving in heavy traffic, on dirt roads or in urban, dusty or desert areas may shorten the life of the cabin air filter. Replacement may be needed if you notice reduced airflow from the air conditioner and heater or if the windows fog easily when you use the "Fresh" mode. Consult your dealer if any of these conditions occur.

**If you drive primarily under either of these special operating conditions, perform these additional items:**

**Driving on dirt roads or on dusty roads:**

- Tighten nuts and bolts on chassis and body

**Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Replace e-transaxle fluid
- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

<sup>1</sup>Not all vehicles are designed for towing. See Owner's Manual for details.

# SCHEDULED MAINTENANCE LOG

## 12.5 Years or 125,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test

**If you drive primarily under either of these special operating conditions, perform these additional items:**

### **Driving on dirt roads or on dusty roads:**

- Inspect ball joints and dust covers
- Inspect axle shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

### **Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

## 13.0 Years or 130,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test

**If you drive primarily under either of these special operating conditions, perform these additional items:**

### **Driving on dirt roads or on dusty roads:**

- Inspect ball joints and dust covers
- Inspect axle shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

### **Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

<sup>1</sup>Not all vehicles are designed for towing. See Owner's Manual for details.

## 13.5 Years or 135,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test
- Replace Smart Key battery
- Inspect the following:
 

<input type="checkbox"/> Axle shaft boots	<input type="checkbox"/> e-transaxle fluid
<input type="checkbox"/> Ball joints and dust covers	<input type="checkbox"/> Heater coolant
<input type="checkbox"/> Body	<input type="checkbox"/> Steering linkage and boots
<input type="checkbox"/> Brake lines and hoses	<input type="checkbox"/> Traction battery coolant

**Note:** If Driving in heavy traffic, on dirt roads or in urban, dusty or desert areas may shorten the life of the cabin air filter. Replacement may be needed if you notice reduced airflow from the air conditioner and heater or if the windows fog easily when you use the "Fresh" mode. Consult your dealer if any of these conditions occur.

**If you drive primarily under either of these special operating conditions, perform these additional items:**

**Driving on dirt roads or on dusty roads:**

- Tighten nuts and bolts on chassis and body

**Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

<sup>1</sup>Not all vehicles are designed for towing. See Owner's Manual for details.

# SCHEDULED MAINTENANCE LOG

## 14 Years or 140,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test

**If you drive primarily under either of these special operating conditions, perform these additional items:**

### **Driving on dirt roads or on dusty roads:**

- Inspect ball joints and dust covers
- Inspect axle shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

### **Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

## 14.5 Years or 145,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Road test

**If you drive primarily under either of these special operating conditions, perform these additional items:**

### **Driving on dirt roads or on dusty roads:**

- Inspect ball joints and dust covers
- Inspect axle shaft boots
- Inspect steering linkage and boots
- Tighten nuts and bolts on chassis and body

### **Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

<sup>1</sup>Not all vehicles are designed for towing. See Owner's Manual for details.

## 15 Years or 150,000 Miles

- Check installation of driver's floor mat
- Inspect and adjust all fluid levels
- Inspect wiper blades
- Inspect brake pads and discs
- Replace brake fluid
- Replace cabin air filter
- Road test
- Replace Smart Key battery
- Inspect the following:
 

<input type="checkbox"/> Axle shaft boots	<input type="checkbox"/> Heater coolant
<input type="checkbox"/> Ball joints and dust covers	<input type="checkbox"/> Steering linkage and boots
<input type="checkbox"/> Body	<input type="checkbox"/> Traction battery coolant
<input type="checkbox"/> Brake lines and hoses	
<input type="checkbox"/> Brake pad and disc thickness and disc runout	

**Note:** If Driving in heavy traffic, on dirt roads or in urban, dusty or desert areas may shorten the life of the cabin air filter. Replacement may be needed if you notice reduced airflow from the air conditioner and heater or if the windows fog easily when you use the "Fresh" mode. Consult your dealer if any of these conditions occur.

**If you drive primarily under either of these special operating conditions, perform these additional items:**

**Driving on dirt roads or on dusty roads:**

- Tighten nuts and bolts on chassis and body

**Towing a trailer<sup>1</sup>, using a car-top carrier or heavy vehicle loading:**

- Tighten nuts and bolts on chassis and body

Date: _____	Mileage: _____
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**MAINTENANCE**

<sup>1</sup>Not all vehicles are designed for towing. See Owner's Manual for details.

The following descriptions are provided to give you a better understanding of the maintenance services that should be performed on your vehicle. The scheduled maintenance log indicates at which time/mileage intervals each service should be performed. Please note that many maintenance services should be performed only by a qualified technician.

For further information on maintenance services that you can perform yourself, see the maintenance sections of your *Owner's Manual*.

### **Air Conditioning Refrigerant**

Inspect and adjust refrigerant level at specified intervals. A qualified technician should perform these operations.

### **Axle Shaft Boots**

Check the axle shaft boots and clamps for cracks, deterioration and damage. Replace any deteriorated or damaged parts and, if necessary, repack the grease. A qualified technician should perform these operations.

### **Ball Joints and Dust Covers**

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

### **Brake Lines and Hoses**

Visually inspect for proper installation. Check for chafing, cracks, deterioration and signs of leakage. Replace any deteriorated or damaged parts. A qualified technician should perform these operations.

### **Brake Pads and Discs**

Check brake pads and rotors for excessive wear; check brake rotors for runout. Check brake calipers for fluid leakage. A qualified technician should perform these inspections.

### **Cabin Air Filter**

Replace at specified intervals. More frequent replacement may be required when driving in dusty conditions, heavy traffic areas, urban areas, desert areas or dirt roads. Refer to your *Owner's Manual* for service details.

**Driver's Floor Mat**

- Only use the driver's floor mat designed specifically for the model and model year of your vehicle, such as Lexus Genuine floor mats.
- Always properly secure the driver's floor mat using the retaining hooks.
- Never install another floor mat on top of the existing driver's floor mat.
- Never install the driver's floor mat upside down.

**e-transaxle Fluid**

Inspect or replace at specified intervals. When performing inspections, check each component for signs of leakage. If you discover any leakage, have it repaired by a qualified technician immediately.

**Heater Coolant**

Drain the cooling system and refill with an ethylene-glycol type coolant. Inspect hoses and connections for corrosion and leaks. Tighten connections and replace parts when necessary. A qualified technician should perform these operations. (For further details, refer to "Radiator, Condenser and Hoses" in the "Maintenance and Care" section of the *Owner's Manual*).

Your Lexus is equipped with Genuine Lexus Super Long-Life Coolant. The replacement intervals for heater coolant recommended in this booklet are based on replacement with Genuine Lexus Super Long-Life Coolant or similar high-quality non-silicate, non-amine, non-borate ethylene-glycol coolant with long-life hybrid organic acid technology (i.e., a combination of low phosphates and organic acids). If another type of ethylene-glycol coolant is used, replacement intervals may be different.

### **Nuts and Bolts on Chassis**

Check that tightness of the seat-mounting bolts and front/rear suspension-member retaining bolts matches torque measurements specified in the *Repair Manual*.

### **Steering Linkage and Boots**

With the vehicle stopped, check for excessive freeplay in the steering wheel. Inspect the linkage for bending and damage and the dust boots for deterioration, cracks and damage. Replace any damaged parts. A qualified technician should perform these operations.

### **Traction Battery Coolant**

Inspect hoses and connections for corrosion and leaks. Tighten connections and replace parts when necessary. A qualified technician should perform these operations.

In order to ensure maximum performance of the traction battery cooling system and limit risks of battery short-circuit and other damage to using “Lexus Genuine Traction Battery Coolant” or similar high-quality ethylene glycol-based, low electric conductivity coolant, non-amine and non-borate coolant withazole additives. Lexus cannot guarantee that the use of a product other than “Lexus Genuine Traction Battery Coolant” will prevent risks of battery short-circuit or other damage.

### **Wiper Blades**

The wiper blades should not show any signs of cracking, splitting, wear, contamination or deformation. The wiper blades should clear the windshield without streaking or skipping.

## VEHICLE IDENTIFICATION

Model \_\_\_\_\_

In-service date \_\_\_\_\_

Mileage at delivery \_\_\_\_\_

Selling dealership \_\_\_\_\_

Selling dealership phone number \_\_\_\_\_

Vehicle Identification Number \_\_\_\_\_

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\* See *scheduled maintenance log* for maintenance interval.

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\* See scheduled maintenance log for maintenance interval.



# Owner Information Change Form

FBC

If your name or address has changed or if you purchased your Lexus as a used vehicle, please complete and mail the attached card, even if your warranty coverage has expired. This will enable Lexus to contact you with important product or safety updates concerning your vehicle. If there is no longer a card attached, please call the Lexus Brand Engagement Center at (800) 255-3987. [lexus.com/contact](http://lexus.com/contact)

Check one:

- Same owner, name and/or address changed
- Same owner, additional driver who should receive product/safety updates
- New owner, purchased vehicle used from a Lexus dealership on this date: \_\_\_\_\_
- New owner, purchased vehicle used from other than a Lexus dealership on this date: \_\_\_\_\_

Vehicle Identification Number (required to process change) \_\_\_\_\_ Today's date: \_\_\_\_\_ Mo. \_\_\_\_\_ Day \_\_\_\_\_ Year \_\_\_\_\_

Mr.  Mrs.  Ms.  Miss  Dr.

First name \_\_\_\_\_ Last name \_\_\_\_\_  
M.I. \_\_\_\_\_

Company name \_\_\_\_\_  
Check here if address below is for company:

Street address or P.O. Box \_\_\_\_\_ Apt. or suite number \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip code \_\_\_\_\_

Primary phone number \_\_\_\_\_ Secondary phone number \_\_\_\_\_

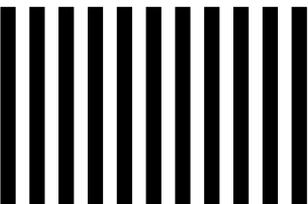
E-mail address: \_\_\_\_\_

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