

Warranty and Services Guide

LEXUS

IMPORTANT NOTICE
FOR THE
DELIVERING SALES CONSULTANT

Please affix the New Vehicle Information
Statement in this area

IMPORTANT: Vehicle Delivery Certificate to be completed and signed at the time of delivery.

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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 a vehicle 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 the optimum satisfaction with your purchase of this high-performance luxury vehicle. To ensure this level of satisfaction, please invest a small amount of time to:

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

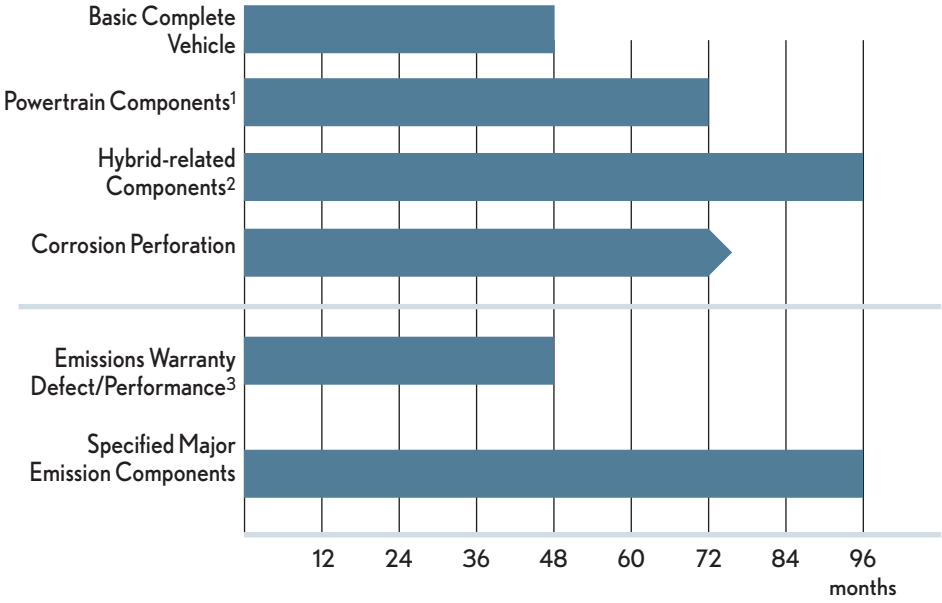
Please accept our best wishes for many years of pleasurable and safe driving in your new Lexus.

This guide is a supplement to your Owner's Manual

As you will find warranties and general information about Lexus parts and service in this guide, we recommend this guide be kept in your vehicle.

- Warranty information is provided to protect your investment with an outline of procedures to provide answers to any questions 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.
- Please be aware that any modifications to your Lexus could affect its performance, safety or durability, and may even violate government regulations.
- There can be times when Lexus may introduce special policy adjustments, which will pay for all or part of repairs required when your vehicle is beyond its warranty coverage. Please check with your Lexus dealer when having your vehicle serviced, or call our Customer Interaction Centre at 1-800-26-LEXUS (1-800-265-3987) to determine if any special policy adjustment is applicable to your vehicle.

Warranty at a Glance



1 Transaxle (w/motor) is covered by Powertrain warranty.
2 Includes: HV Battery, Battery Control Module, Hybrid Control Module, Inverter with Converter.
3 Performance warranty (related parts) coverage is for 24 months or 40,000 km, whichever comes first.

New Vehicle Warranty

Warranty Explanation

Warrantor

Lexus warrants each new vehicle. For the purpose of warranty in Canada, Lexus is a division of Toyota Canada Inc.

Warranty Begins

The warranty period begins on the warranty registration date as shown on the new vehicle information statement. The warranty registration date is the original in-service date and may be earlier than the date of sale.

Basic Vehicle Coverage

This warranty covers repairs on any original Lexus part of the vehicle that is defective in material or workmanship under normal use for a period of 48 months (from the warranty registration date) or 80,000 km, whichever comes first, subject to the following exceptions.

Exceptions

The following specified items are covered for periods other than the basic coverage.

Wheel Alignment and Wheel Balancing

- Adjustment of the vehicle wheel alignment and wheel balance if required, is covered for 12 months (from the warranty registration date) or 20,000 km, whichever occurs first.

Corrosion perforation

- Any body sheet metal found, under normal use, to have developed a perforation (hole through the body panel) from corrosion due to defects in material or workmanship is warranted for 72 months (from the warranty registration date) regardless of distance travelled.

Powertrain components

- Powertrain components are covered up to a total of 72 months (from the warranty registration date) or 110,000 km, whichever comes first.

See page 7 for specific components covered.

Emission Control Components

- Emission control components are covered against defects for 48 months (from the warranty registration date) or 80,000 km, whichever comes first, and 24 months (from the warranty registration date) or 40,000 km, whichever comes first, for performance. See detailed emission coverage on page 8.

  In addition, specified major emission control components will be covered for 96 months (from the warranty registration date) or 130,000 km, whichever comes first. See page 10 for specific component coverage.

Towing

- When your vehicle is inoperative due to a warranty part failure, towing service is covered to the nearest authorized Lexus dealership or service establishment authorized by Lexus.

No Charge

Warranty repairs and adjustments (parts and/or labour) will be made at no charge.

Warranty Application

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

Statutory Warranties

The provisions of the above-written warranties are in addition to and not a modification of or subtraction from any statutory warranties or other rights or remedies as may exist according to law. Provincial legislation may give you greater rights than are contained in these additional written warranties. In the event of conflict in these additional written warranties and Provincial legislation relating to consumer product, the latter shall prevail.

Where to go for warranty service

Lexus recommends that you return to the dealership that sold you your vehicle because of their continued and personal interest in you. If you are unable to return to your dealer, any Lexus dealer will make the necessary repairs or adjustments using new or remanufactured Lexus approved parts.

You are responsible for delivering your vehicle to an authorized Lexus dealer in order to obtain warranty service. You are responsible for keeping maintenance records since it may be necessary in some instances for you to show that the required maintenance has been performed.

NEW VEHICLE WARRANTY (Cont'd.)

Warranty Exceptions

What is Not Covered

Factors beyond the manufacturer's control

- Repairs, tire damage and/or adjustments required as a result ofmisuse (e.g., racing, overloading) negligence, modification, alteration, tampering, disconnection, improper adjustments or repairs, accident, and use of non-Lexus add-on parts are not covered.
- Cosmetic flaws, surface corrosion, or perforation attributable to stone chips or paint surface damage are not covered.
- Damage or surface corrosion from the environment, such as acid rain, bird droppings, airborne fallout (chemicals, tree sap, etc.), salt, hail, windstorms, lightning, floods, acts of God and similar unpreventable events are not covered.
- Any vehicle that is declared to be a total loss by any insurance company, is rebuilt after being declared to be a total loss, or is otherwise designated as "salvage", "scrap", "rebuilt" or words of similar impact will no longer have any warranty coverage.

Lack of maintenance or use of wrong fluids, fuel, oil or lubricants

- Repairs and adjustments caused by improper maintenance, lack of required maintenance, and the use of fuel or fluids other than specified in your Owner's Manual are not covered.

Maintenance

- Maintenance, after the first two scheduled services, is at the owner's expense. Engine tune-up, lubrication, cleaning and polishing, replacement of filters, coolant, spark plugs, fuses, remote key/key fob batteries, worn wiper blades, worn brake pads and linings, are some of the normal maintenance services allvehicles require.

Normal sound/vibration/deterioration

- Conditions related to normal wear and tear, noise, vibration, deterioration, discolouration, distortion, deformation and fading, are not covered by this warranty.

Altered odometer reading

- Failure on a vehicle on which the odometer reading has been altered or changed so that vehicle kilometrage cannot be readily ascertained is not covered.

Extra expenses

- Lexus does not authorize any person or corporation (including Lexus dealers) to assume for it any greater obligation or liability. Any implied warranty of merchantability or fitness for a particular purpose applicable to this vehicle is, where permitted by law, limited in duration to the duration of this written warranty. The performance of repairs and needed adjustments is the exclusive remedy under this written warranty or any implied warranty. Lexus shall not be liable for incidental or consequential damages resulting from the application of this written warranty or any implied warranty.

Powertrain Components

What Is Covered

Listed below are the powertrain components covered under the powertrain warranty for a period of 72 months (from the warranty registration date) or 110,000 km, whichever occurs first.

- **Engine**
  - Cylinder block, head and all internal parts, intake manifold, timing gear chain/belt and cover, flywheel, valve covers, oil pan, oil pump, water pump, fuel pump, supercharger/turbocharger housing and all internal parts, engine control computer, engine mounts, seals and gaskets.

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

- **Front wheel drivetrain**
  - Final drive housing and all internal parts, axle shafts, constant velocity joints (excluding boots), front hub and bearings, seals and gaskets.

- **Rear wheel drivetrain**
  - Axle housing and all internal parts, propeller shafts, "U" joints, axle shafts, driveshafts, bearings, driveshaft centre supports, seals and gaskets.

- **Safety Restraints**
  - Seat belts (front and rear).
  - Air bags and air bag system.

What Is Not Covered

Any component not specifically enumerated above is not covered.

Emission Control Warranty

Emission Defect Warranty

Lexus warrants to owners of new vehicles that the Lexus vehicle:

- Was designed, built and equipped so as to conform, at the time of sale, with all applicable emission standards.
- Is, at the time the warranty commences, free from defects in materials and workmanship which may cause the vehicle to fail to conform with the above-mentioned applicable emission standards during the warranty period.

Lexus will provide you with coverage for the emission control parts listed under Emission Warranty Parts List on page 9 and 10 for 48 months (from the warranty registration date) or 80,000 kilometres, whichever occurs first, under the terms of the New Vehicle Warranty (Basic Vehicle Coverage). In addition, specific components may be entitled to additional coverage under the terms of the New Vehicle Warranty (Powertrain Component Coverage).

Emission standards also require that the specified major emission control components listed under Major Emission Warranty Parts List on page 10 are covered for 96 months (from the warranty registration date) or 130,000 kilometres, whichever occurs first.

Emission Performance Warranty

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

If the vehicle fails to conform to the applicable emission standards during the warranty period and such failure results or will result in you having to bear any penalty or other sanctions under local, provincial or federal law, Lexus will make all adjustments, repairs, or replacements that are necessary to ensure that the vehicle conforms to the applicable standard at no cost to you if:

- The vehicle has been maintained and operated in compliance with the instructions for proper maintenance and use contained in your Owner's Manual;
- the vehicle has not been misused or tampered with in a manner which caused the vehicle to fail to comply with the applicable emission standards; and
- fuel other than that specified in the Owner's Manual has not been used.

Lexus will provide you with this coverage for 24 months (from the warranty registration date) or 40,000 kilometres, whichever occurs first.

Statement of Emission Performance Warranty Entitlement

A claim under this warranty will only be available if the vehicle fails an emission short test used by a provincial emission inspection/maintenance program which has been approved of by Lexus. Usually this means that an Owner could be subject to a penalty under provincial law because of such failure. At the date of printing this warranty, some provinces did not have vehicle inspection/maintenance programs and had not enacted laws subjecting vehicle Owners to such penalties. Therefore, it is possible that in some provinces or local areas, this warranty will not apply as a matter of law.

Emission Warranty Parts List

Emission components covered against defects for 48 months (from the warranty registration date) or 80,000 kilometres or 24 months (from the warranty registration date) or 40,000 kilometres for performance:

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

- **Air Induction System**
  - Intake Manifold and Intake Surge Tank
  - Charge Air Cooler

- **Ignition System**
  - Distributor and Internal Parts
  - Ignition Coil and Igniter
  - Ignition Wires
  - Spark Plugs

- **Positive Crankcase Ventilation System (PCV)**
  - PCV Valve or PCV Orifice
  - Oil Filler Cap

- **Evaporative Control System**
  - Charcoal Canister
  - Diaphragm Valve
  - Vapour Liquid Separator
  - Fuel Tank
  - Fuel Filler Cap

- **Exhaust Gas Recirculation System (EGR)**
  - EGR Valve
  - EGR Gas Temperature Sensor
  - Associated Parts

- **Hybrid Vehicle System**
  - Battery Cooling Fan
  - Battery Air Duct
  - System Main Relay & Battery Current Sensor
  - HV Battery Thermistor

- **Catalyst System**
  - Constricted Fuel Filler Neck
  - Exhaust Manifold
  - Exhaust Pipe (Manifold to Catalyst and/or Catalyst to Catalyst)

- **Miscellaneous Items Used in Above Systems**
  - Sensors, Switches, and Valves
  - Hoses, Clamps, Fittings, Tubing, Sealing Gaskets or Devices, and Mounting Hardware
  - Pulleys, Belts and Idlers

Major Emission Warranty Parts List

Specified Major Emission Control Components covered for 96 months (from the warranty registration date) or 130,000 kilometres:

- Engine Control Module
- Catalytic Converter and Protector
- Data Link Connector
- Bulbs for Malfunctioning Indicator (Engine System warning light)

Facts About the Emission Defect and Performance Warranty

Replacement Parts

The emission control systems of your vehicle were designed, built and tested using genuine Lexus parts. Your vehicle is certified as conforming to applicable emission control standards. It is recommended that genuine Lexus parts be used as replacement parts.

The use of non-Lexus parts and the performance of any maintenance or repair by other than a Lexus dealer will not affect your emission defect or performance warranty coverage unless the replacement parts that are used are not of equivalent quality or the repairs are not performed at the standard required of Lexus dealers and the effectiveness of the emission control systems is impaired.

Warranty Claim Procedure

A claim may be submitted immediately upon the failure of the vehicle to conform to the applicable standards by following these steps:

1. Take the 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 dealer 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 dealer or within the time period required by local or provincial 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 period specified then Lexus shall be responsible for repairing the vehicle free of charge unless the delay is attributed to the Owner or factors beyond the control of Lexus or the Lexus dealer.

5. If you wish to obtain further information regarding the emission performance warranty, or if you have failed to receive satisfactory assistance from your Lexus dealer then you may contact:

Lexus Customer Interaction Centre
1-800-26-LEXUS
(1-800-265-3987)

NEW VEHICLE WARRANTY (Cont'd.)

Accessories

Customize your Lexus to fit your lifestyle with useful and stylish vehicle accessories available through your local Lexus dealer. All Lexus accessories have been put through vigorous testing and scrutiny before being offered to you.

Lexus maintains the highest standard of excellence, even down to the tiniest parts. The accessories are designed to seamlessly match the styling of your Lexus model.

■ Please contact your local Lexus dealer for all available accessories for your specific model.

Accessory Warranty

Lexus warrants that it will either provide a replacement part or repair any genuine Lexus part or accessory that is defective in material or workmanship. The applicable time period and/or kilometrage limitations are:

1. Accessories installed at the time of retail delivery, are warranted for the same time as the new vehicle limited warranty.

2. Accessories installed by an authorized Lexus dealer after retail delivery, are warranted for 12 months, or 20,000 km, whichever occurs first, from the date of purchase or installation on a vehicle, or the remainder of any applicable new vehicle limited warranty, whichever provides greater coverage.

3. Accessories purchased over-the-counter, are covered for 12 months from the date of purchase.

4. The following exceptions are warranted for 12 months unlimited kilometres from the date of purchase

   • Block Heaters
   • Gold and Black Emblem Kits
   • Car Covers

Audio Components

Radio and sound systems

Your Lexus' original equipment radio and sound system components are covered under the terms of the Lexus basic vehicle warranty.

In the unlikely event your radio does require service, any authorized Lexus dealer is prepared to minimize inconvenience by replacing your radio/sound system rather than sending it out for repair.

How it works

- If the dealership determines that the problem cannot be repaired at the dealership, they will order a replacement radio and return your vehicle to you.
- Once your replacement radio arrives at the dealership (usually just a few days), it will be installed in your vehicle at your convenience and you're on your way.

In general, radio performance and particularly FM reception may be affected by such factors as natural terrain, man-made obstacles and your distance from the radio station's transmitter. Please consult your Owner's Manual for further information on radio operation and performance.

NOTE: Dealer-installed or non-Lexus-supplied radio and sound equipment are not covered by warranty.



NEW VEHICLE WARRANTY (Cont'd.)

Tires

Tire Manufacturer's Warranty Contact Information

Tires originally installed on a new 2018 model year Lexus vehicle are warranted by the respective tire manufacturer. When a tire is removed from service due to a covered warranty condition under a tire manufacturer's limited warranty program, you may be eligible for a tire replacement or a comparable new tire on a prorated basis. The tire manufacturer's limited warranty program information can be obtained by contacting the tire manufacturer's website or authorized dealer.

COMPANY	WEBSITE	TOLL-FREE NUMBER
Bridgestone/Firestone	www.bridgestonetire.com	1-800-267-1318
Continental	www.continentaltire.ca	1-855-453-1962
Goodyear/Dunlop	www.goodyeartires.ca www.dunloptires.com	1-800-387-3288
Hankook	English: www.hankooktire.com/ca-en/ French: www.hankooktire.com/ca-fr/	1-800-843-7709
Michelin/Uniroyal/Goodrich	www.michelinman.com	1-888-871-4444
Nitto Tire	www.nittotire.com/	1-888-529-8200
Toyo Tires	www.toyotires.ca	1-877-682-8696
Yokohama	https://tire.yokohama.ca/	1-800-810-9656

OWNER'S RESPONSIBILITIES

It is the Owner's responsibility to ensure that the vehicle is maintained and operated in accordance with the written instructions for proper maintenance and use contained in your Owner's Manual and this supplement.

In an emergency situation, 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 paid repair invoices to an authorized Lexus dealer for reimbursement of the emergency repair cost. You will be reimbursed for warranted parts at the maximum manufacturer's suggested retail price and warranted labour at a geographically appropriate hourly rate multiplied by Lexus's recommended time allowance for the repair.

Maintenance records and receipts should be transferred to each subsequent owner. Lexus will not refuse warranty service solely on the basis of lack of records showing that the maintenance was performed, except when the failures are caused by the lack of maintenance.

You and your Lexus' service needs

- You are responsible for properly operating, maintaining and caring for your Lexus in accordance with the instructions contained in your Owner's Manual.

Scheduled maintenance

- Your Lexus has been designed to need as little maintenance as possible. The service intervals are extended to save you time and money, but each scheduled regular maintenance is now more important!
- As the owner, it is your responsibility to see that the needed maintenance is done.
- Please see your dealer for a customized copy of the maintenance menu, specific to your vehicle and tailored to your driving habits.
- (See your maintenance schedule and page 17-19 for details on the maintenance performed at each recommended service interval).

Look and listen

- You should always be alert for these warning signs: They are visual and audible indicators that service may be needed.

  - Engine ping or stumble
  - Engine loss of power or unusual sounds
  - Oil or fluid leaks
  - Underinflated tires
  - Vehicle pulls to one side on level pavement
  - Noisy or ineffective brakes
  - Abnormal fuel consumption
  - Abnormal temperature indication

OWNER'S RESPONSIBILITIES (Cont'd.)

The general day-to-day care for your vehicle is also up to you, so we are including for you a checklist to consider.

Exterior
- Tire inflation & condition
- Wheel nuts
- Wiper blades
- Fluid leaks
- Locks and latches
- Lights & signals

Under hood
- Engine oil
- Brake fluid
- Automatic transmission fluid
- Power steering fluid
- Windshield washer fluid
- Engine coolant
- Inverter coolant
- Battery fluid

Interior
- Horn / warning buzzers
- Wiper / washer
- Defroster
- Seat belt system
- Seat components
- Mirrors
- Visors

General
- Brake operation
- Steering / handling
- Radiator hoses
- Drive belts
- Exhaust system condition
- Overall vehicle finish and appearance

Explanation of Scheduled Maintenance Items

The regular inspection and approved maintenance of your Lexus is essential to your enjoyment of this quality automobile. When properly maintained, your Lexus will perform better and last longer.

Please see your dealer for a customized copy of the maintenance menu, specific to your vehicle and tailored to your driving habits.

Engine Components and Emission Control Systems

- **Valve Clearances**
  - Inspect for valve noise and engine vibration, and adjust if necessary. A qualified technician should perform this operation.

- **Drive Belts**
  - Inspect the drive belts for cracks, excessive wear or contamination. (Replace the belts if damaged.) Check the belt tension and adjust it if necessary.

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

- **Engine Coolant/Inverter Coolant**
  - Drain and flush the cooling system when scheduled. 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.

- **Air Cleaner Filter**
  - Clean up or replace the air cleaner filter when scheduled.

- **Fuel Lines and Connections, Fuel Tank Vapour 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.

- **Fuel Tank Cap Gasket**
  - Visually inspect the fuel tank cap gasket for cracks, deterioration or damage.

FACTORY RECOMMENDED MAINTENANCE SERVICES (Cont'd.)

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

Chassis and Body

Brake Linings, Drums, Pads and Discs
- Check the brake lining and drums for scoring, burning, leaking fluid, broken parts, and excessive wear. Check the pads for excessive wear, discs for run-out and wear, and leaking fluid. A qualified technician should perform this operation.

Brake Fluid
- Check for signs of leakage of brake fluid at 1,600 km. If you discover any leakage, have it repaired by a qualified technician. Replace the brake fluid as scheduled. 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.

Steering Linkage
- With the vehicle stopped, check for excessive free-play in the steering wheel. Check the linkage for bending or damage. Replace any damaged parts.

Steering Gear Box
- Inspect the steering gear box and rack and pinion assemblies for signs of leakage. If you discover any leakage, have it repaired by a qualified technician immediately.

Ball Joints and Dust Cover
- 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.

Driveshaft Boots
- Check the driveshaft boots and clamps for cracks, deterioration, or damage. Replace any damaged parts and, if necessary, repack the grease. Check the torque of the driveshaft to differential or side gear shaft bolts. A qualified technician should perform these operations.

Transmission and Differential Oil
- Inspect the transmission and differential(s) for signs of leakage. If you discover any leakage, have it repaired by a qualified technician, immediately.

- **Transfer Case Oil**
  - Inspect the transfer case for signs of leakage. If you discover any leakage, have it repaired by a qualified technician, immediately.

- **Wheel Bearings and Driveshaft Bushings**
  - Check the wheel bearings and steering bushings for looseness, damage and any evidence of leakage. A qualified technician should perform the inspection and clean/lubricate the bearings and bushings.

- **Steering Knuckle**
  - Check for signs of grease at the steering knuckle. A qualified technician should perform the inspection and clean/lubricate the knuckle.

- **Propeller Shaft**
  - Check for signs of damage, looseness or evidence of leakage. A qualified technician should perform the inspection and lubricate the propeller shaft.

- **Bolts and Nuts on Chassis and Body**
  - Retighten the seat mounting bolts and front and rear suspension member retaining bolts to the specified torque. A qualified technician should perform these operations.

- **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.

- **Cabin Air Filter**
  - Inspect or replace the filter when scheduled. A qualified technician should perform this operation.

- **Rotate Tires**
  - Rotate the tires when scheduled. A qualified technician should perform this operation.

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

Interior Electrical Component Precautions

To avoid damaging electrical components and switches, by using non-approved and commercially available sprays (e.g. lubricants and greases), and non-approved operations (e.g. interior steam-cleaning and non-approved parts disassembly for reconditioning), the above-mentioned are strongly discouraged, as such activities may increase the risk to guest safety and vehicle longevity.

Special Services

In addition to the terms of the Lexus New Vehicle Warranty, Lexus is proud to provide the following services and benefits to our guests 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 maintenance services at no charge to you.

The first service at 1,600 kilometres will include a thorough vehicle inspection and a road test. Please see your Owner's Manual and maintenance schedule for specific information for your automobile.

The second service at 8,000 km will include a vehicle inspection and tire rotation. Please see your Owner's Manual and maintenance schedule for specific information for your automobile.

NOTE: For GS-F and RC-F models, the second service at 8,000 km will include a change of engine oil and oil filter. Please see your Owner's Manual and maintenance schedule for specific information for your automobile.

Alternate Transportation Program

Providing Lexus guests with alternate transportation is a standard at all Lexus dealers. When making a service appointment for your Lexus vehicle, dealers can offer a variety of alternate transportation services. This may include a loaner vehicle, shuttle service and/or valet pick-up/delivery service. Please contact your local dealer for more details, some restrictions may apply.

When You Need Help, We're Here To Help You

Your satisfaction with your Lexus automobile and your Lexus dealership is very important to every member of the Lexus team, whether they are located at your dealership or the national headquarters. We are committed to providing all our valued guests with a superior level of luxury and performance in both product and personalized service throughout your Lexus experience.

Your Lexus dealer's sales and service personnel are empowered to resolve any issues that may arise regarding your sales experience or with the servicing of your Lexus. However, despite the best intentions of all concerned, misunderstandings may occur. In these instances we recommend that you take the following steps to help ensure your satisfaction.

Contact Your Dealer

If you have any questions or concerns regarding your Lexus vehicle, your Lexus Sales Manager, Service Manager, and Customer Relations Manager are there to help you. In most instances, your dealership's management personnel will be able to work with you to resolve your concern quickly and to your satisfaction.

Everyone at your Lexus dealership is truly interested in your satisfaction, so we would ask that you allow your Lexus dealer the opportunity to demonstrate their commitment to you as a valued Lexus guest.

Contact the Lexus Canada Customer Interaction Centre

If you still require assistance or have further questions after discussing your concerns with your dealer management personnel, Lexus Canada's Customer Interaction Centre Representatives are available to help you. You may reach them by calling 1-800-26-LEXUS (1-800-265-3987) or via email through the Contact Us section of our website: www.lexus.ca

If you would prefer to write, our address is:

Lexus,
A Division of Toyota Canada Inc.
One Toyota Place,
Scarborough, ON M1H 1H9

MEDIATION/ARBITRATION (Cont'd.)

To help us assist you promptly, please provide the following information when you contact us:

- Vehicle Identification Number (VIN). It's the 17 digit number which you will find when looking through the windshield at the lower corner driver's side. It is also listed on your sales agreement.
- The name of your Lexus dealer
- The kilometres on your vehicle

CAMVAP – Third Party Arbitration

Occasionally a guest concern cannot be resolved through Lexus Canada's Customer Interaction Centre. If the first two steps of our commitment outlined above have not provided you with a solution that meets with your satisfaction, you may wish to contact the Canadian Motor Vehicle Arbitration Plan (CAMVAP). CAMVAP is an independent organization that assists in resolving disputes regarding defects with your vehicle's assembly and/or materials as well as the application and administration of your Lexus New Vehicle Warranty.

CAMVAP will advise you about how your concern can be reviewed and resolved by an independent third party through binding arbitration. There is no charge for using CAMVAP. Results are fast, fair and final as the award is binding on both you and Lexus Canada.\

CAMVAP is available across Canada. For more information and to obtain a copy of the CAMVAP consumer guide entitled "Your Guide to CAMVAP", please call CAMVAP directly at 1-800-207-0685 or visit CAMVAP's website at www.camvap.ca

Emergency Road Services

As the proud owner of your Lexus, you won't have to worry about where you can obtain assistance when mishaps requiring Emergency Road Service or Mechanical Breakdown Towing occur. Throughout North America, our Central Emergency Road Services Operator will always be there to ensure you receive prompt, efficient service from one of the many facilities qualified under our approved Roadside Assistance Program. 24 hours a day, 365 days a year, we will be there to help.

Emergency Service Calls

- Cold weather starting
- Changing tire from rack to wheel
  (Does not include repairs)
- Delivery of gas to stranded vehicle

Lockout Assistance

- **Less than 80 km from home**
  Should you lock your keys in your Lexus, we will reimburse the cost of commercial transportation (bus, train, taxi) to retrieve your spare key from your home. If it is not possible to obtain a spare key, we will arrange to have an emergency key made and delivered to you. If required, we will also arrange to have your Lexus towed to your home or dealer location while you await the arrival of the key.

- **More than 80 km from home**
  Should you lock your keys in your Lexus, we will arrange to either retrieve and deliver a spare key to you or we will arrange to have an emergency key made and delivered to you.

NOTE: Spare keys will be delivered as soon as reasonably possible. Cost of emergency key not included.

- **Vehicle Rental (Up to $200.00 per incident)**
  Should you be deprived of the use of your Lexus due to a lockout situation, and you are more than 80 km away from home, we will reimburse you for vehicle rental provided through a bona fide rental agency up to a total of $200.00 while you await the delivery of a spare or replacement key. Vehicle rental includes the basic daily vehicle rental rate, any kilometrage charges, collision damage waiver and applicable taxes.

How to Claim

1. Within 30 days from the date of lockout, forward the original invoices that indicate the costs incurred for vehicle rental.

2. Upon receipt and confirmation of the information, Lexus Roadside Assistance will send you a reimbursement cheque.

ROADSIDE ASSISTANCE PROGRAM (Cont'd.)

Mechanical Breakdown Towing
Should your Lexus experience a mechanical breakdown and be unable to proceed under its own power, we will arrange for a towing service to move your Lexus from the place of mechanical breakdown to the nearest Lexus dealership or service establishment as authorized by Lexus. Distance limitations may exist for some extreme cases and prior approval may be required.

Winching
We will arrange for service when your Lexus requires removal from a ditch and, once removed, can proceed under its own power.

NOTE: This benefit does not apply to vehicles immobilized in a snow-covered driveway or parking lot.

How to Obtain Service

1. Should you require any of our Emergency Road Services, simply call 1-800-26-LEXUS (1-800-265-3987).

   Provide the operator with your name, Vehicle Identification Number, location and the nature of your difficulty.

   The operator will arrange the appropriate services for you.

2. If you are unable to call or prefer to use the service establishment of your choice, follow these steps for reimbursement:

   Have the service establishment provide you with a detailed receipt indicating the cause of disablement, the service required and distance towed (if applicable).

   Claims under mechanical breakdown towing must be accompanied by a detailed repair bill.

   Make sure your full name, address and Vehicle Identification Number are printed on the receipt. Mail to the Lexus Roadside Assistance Program within thirty (30) days of the date of the mechanical breakdown.

NOTE: Services will not be covered if you have driven into an area that is inaccessible to the service vehicle or is not on a regularly travelled roadway. Cross-country, logging, autocross and any other form of off-road use is not covered.

All service operators providing service are independent contractors and are not employees of the Lexus Roadside Assistance Program. Therefore, the Lexus Roadside Assistance Program cannot and does not assume any liability or responsibility for any loss or damage to your Lexus or your personal property resulting from the rendering of such service.

Any loss or damage is the sole responsibility of the servicing facility and should be reported to the proprietor of the facility and your own insurance company within 24 hours and prior to any repairs being carried out.

Lexus recommends you retain a copy of all receipts for your records.

Mechanical Breakdown Services

Should your Lexus experience a mechanical breakdown making it unable to proceed under its own power, we will reimburse you for the following emergency expenses:

If You Are Less Than 80 km From Home

- **Emergency Owner Transportation**
  In case of mechanical breakdown less than 80 km from home, we will reimburse you for the cost of commercial transportation (taxi, bus, train) to take you from the problem site to your destination or your home.

If You Are More Than 80 km From Home

- **Vehicle Rental**
  We will provide reimbursement for vehicle rental provided through a recognized rental agency while your Lexus is being repaired. Vehicle rental benefits include basic daily vehicle rental rate, kilometrage charges, collision damage waiver and tax.

- **Emergency Transportation**
  If necessary, we will reimburse you for the cost of commercial transportation (taxi, bus, train or plane) to take you home or to your destination.

- **Accommodation**
  Should you stay at the repair site while your Lexus is being repaired, we will reimburse you for the cost of accommodation and meals for you and your passengers.

- **Special Return of Passengers**
  We will reimburse you for commercial transportation (taxi, bus, train or plane) for your passengers to return home should you decide to stay at the repair site while your Lexus is repaired.

- **Return to Repair Site**
  If you must leave your Lexus for repairs while you return home, we will reimburse you for the cost of commercial transportation (taxi, bus, train or plane) to take you back to the location of the repaired vehicle.

ROADSIDE ASSISTANCE PROGRAM (Cont'd.)

How to Claim

1. Contact us within thirty (30) days of the date of the Mechanical Breakdown.

2. Please indicate the cause and location of the breakdown. Towing claims must be accompanied by a photocopy of the detailed repair bill in addition to the original towing bill.

3. Enclose the original invoice(s) that indicate the costs incurred for lodging, meals, or commercial transportation. Note: This service applies to expenses incurred by you within seventy-two (72) hours from the time of your Lexus' breakdown. Lexus recommends you retain a copy of all receipts for your records.

4. Upon receipt and confirmation of the information, we will send you a reimbursement cheque.

Traffic Accident Services

A traffic accident can be a very frightening and unpleasant experience. We will be there to help by reimbursing you for the following accident expenses:

- **Accident Towing**
  Up to $200.00 per incident. We will pay to have your Lexus towed from the scene of the traffic accident to the Lexus selling dealer, or the nearest Lexus dealership, or other authorized service establishment up to a total of $200.00. (Accident Towing Benefits apply only when not covered by regular vehicle insurance).

How to Claim

1. Contact us within 30 days of the date of the Traffic Accident.

2. Please indicate the details of the accident.

3. Enclose a photocopy of the automobile repair shop invoice indicating the amount of damage done to your Lexus.

4. Enclose a copy of the police report.

5. Enclose the original invoice.
   Note: Reimbursement applies only to services engaged within 72 hours of the time of the traffic accident.

6. Retain a copy of all receipts for your records.

7. Upon receipt and confirmation of the information, we will reimburse you.

Travel Planning and Protection

- **Personalized Auto Trip Planning Services**
  Our Travel Planning specialists can help you make your next motoring vacation more enjoyable than ever. We'll provide you with maps with your route highlighted, accommodation and campsite directories, notes and brochures on points of interest at your destination and along the way, and handy facts and travel tips - all to make sure you get the most out of your next trip and all FREE of charge. Please make all travel requests at least 10 business days in advance of your departure date to ensure that you receive this valuable information in time to review it before your trip.

Our specially-trained travel counsellors are available to accept Travel Planner requests between 8:00 a.m. and 5:00 p.m. (E.S.T.) Monday through Friday.

To access the above services from anywhere in Canada, just call us at: 1-800-265-2609

General Conditions

All the benefits and services of Lexus Roadside Assistance Program are provided by Sykes Canada Corporation, 248 Pall Mall Street, P.O. Box 5845, London ON N6A 4T4.

Sykes Canada Corporation, hereinafter called Sykes, agrees to provide to the driver of the registered Lexus, the benefits as listed in this Warranty and Services Guide, subject to the terms and conditions as set out in this Warranty and Services Guide.

The records of Sykes determine the commencement and termination dates of your coverage and will be evidence of your eligibility to claim for benefits.

The benefits of the Lexus Roadside Assistance Program are transferred when the vehicle ownership is transferred.

Any fraudulent alterations made to bills for service will render them invalid for claims reimbursement.

Only originals of receipts and/or charge card copies submitted by you will be accepted for consideration for reimbursement. Originals will be returned upon request.

ROADSIDE ASSISTANCE PROGRAM (Cont'd.)

Benefits as described in this Warranty and Services Guide will not be provided:

A. Where there is any indication at the time of incident of your consumption ofalcoholic beverages or narcotics or where you are not in possession of a valid license to operate your Lexus, or when your license is under suspension.

B. While the Lexus is not insured by the minimum standards required by law.

C. In the event that the incident occurred while you were committing, or attempting to commit a criminal offence.

Services will not be covered if you have driven into an area that is inaccessible to the service vehicle or is not on a regularly travelled roadway.

Cross-country, logging, autocross and any other form of off-road use is not covered.

Sykes reserves the right to decline any claim presented for payment later than thirty (30) days from the date the service was performed or any claim not in conformity with the conditions of this coverage as stated.

The services contracted for shall not cover emergency claims caused directly or indirectly, wholly or partly by war, riot, floods, invasion, insurrection, civil commotion or while your Lexus is being used in military or police service.

All questions concerning the Lexus Roadside Assistance Program should be directed to:

Lexus Roadside Assistance Program
248 Pall Mall Street, P.O. Box 5845
London, ON N6A 4T4
1-800-26-LEXUS
(1-800-265-3987)

LEXUS EXTRA CARE PROTECTION

At Lexus, we take great pride in striving to create some of the world's finest automobiles, and in offering a manufacturer's warranty of equal calibre.

However, even the best warranties must expire.

For this reason, we offer Lexus Extra Care Protection, up to 96 months or 200,000 km. From Major Component and Powertrain coverage to Roadside Assistance and Emergency Service programs, it provides an extra measure of security to prolong your peace of mind.

For a more detailed explanation of specific coverages and exclusions, please consult with your Lexus dealer or call:

1-800-26-LEXUS
(1-800-265-3987)

LEXUS AND THE ENVIRONMENT

The Lexus Commitment:

When you buy a Lexus product, you can count on superb quality, reliability and dependability, the foundation upon which we have built our reputation. Lexus has always been committed to the principle of continuous improvement, such as more fuel efficient engines, enhanced safety features and environmentally friendly products.

Certain new Lexus vehicles have been classified as Ultra Low Emission Vehicles or ULEV's. Through advanced Lexus Variable Valve Timing technology and other advancements, these vehicles meet or surpass the North American standards for Low Emissions and help our environment by reducing the emission of Greenhouse gases that can lead to poor air quality and Global Warming.

Even if you do not own one of these new 'Green' Lexus vehicles, you can do your part to help improve the world we all live in by taking note of the following Driving Tips. These tips will help to reduce emissions and improve your fuel economy, so please take a moment to review these simple strategies to help our environment and enhance the quality of life for future generations.

You Can Be An ECO Driver!

Tips from Lexus that can save you money and reduce excessive emissions.

- **Get in the habit of not idling the engine.**
  When waiting for someone or stopped for an extended period of time, turn off the engine. Instead of running it for 5 minutes, you could save 65 cc of gas and reduce the CO_2 emissions by 420 grams (assuming 10 times per month).

- **Reduce the use of your air conditioner.**
  Turning off the air conditioner for 6 minutes could save 70 cc of gasoline and cut CO_2 emissions by 1340 grams (assuming a total of 3 hours per month).

- **Check your tire pressure regularly.**
  Driving for 50 km with tires inflated to the proper pressure could save 150 cc of gasoline and cut CO_2 emissions by 1250 grams (assuming a total of 650 km per month) compared to running on underinflated tires by 0.5 kg/cm2 or 3 PSI.

- **Drive at an economical speed.**
  You could boost your fuel economy by 10% to 30% by reducing speeds and not exceeding posted speed limits.

- **Remove unnecessary weight from your vehicle before driving.**
  Taking 10 kg of unnecessary luggage or sports equipment out of your vehicle before driving 50 km could save 15 cc of gasoline and cut emissions by 130 grams (assuming a total of 650 km per month).

- **Don't race the engine.**
  By not revving or racing the engine, you could save 6 cc of gasoline and cut emissions by 1150 grams (assuming 300 times per month).

- **Avoid 'Jack-Rabbit' starts and full throttle acceleration.**
  By avoiding 'foot to the floor' starts and accelerating, you could save 17 cc of gasoline and cut CO2 emissions by 360 grams (assuming a total of 40 times per month).

PLEASE NOTE: The fuel saving and emission reduction figures stated are for the purpose of example. They are meant to represent what an average vehicle under average conditions may expect to obtain by following the Lexus ECO Driving Tips guide. Your actual results may vary; but any attempt to reduce emissions will result in a cleaner world and we Thank You!

Up to $200.00 per incident. We will pay to have your Lexus towed from the scene of the traffic accident to the Lexus selling dealer, or the nearest Lexus dealership, or other authorized service establishment up to a total of $200.00. (Accident Towing Benefits apply only when not covered by regular vehicle insurance).

HYBRIDS...DRIVING INTO THE FUTURE

Lexus hybrids have been engineered to provide outstanding fuel economy and reduced exhaust emissions through the use of the "Hybrid Synergy Drive" System, while respecting the environment and preserving resources. They will also provide the comfort, convenience and reliability you expect from any Lexus vehicle.

While the automobile has made a tremendous contribution to worldwide development, it has also played a role in creating the current environmental situation, which requires better harmonization between man and the world. Electric and hybrid vehicles have the potential to greatly reduce the environmental challenges we now face. The "Hybrid Synergy Drive" combines a gasoline engine and electric motor to maximize energy efficiency and sharply reduce emissions.

About Your Hybrid...

Energy Saving Features
Include automatic engine shutdown when the vehicle is stopped and regenerative braking that converts kinetic energy into electricity to charge the battery. Under high speed and heavy load conditions, both the engine and the motor drive the wheels, so the engine always operates at peak efficiency.

Energy Flow
- The engine operates only in its most efficient range. So when the hybrid vehicle is starting from rest or moving slowly, the engine shuts down and the electric motor drives the wheels.
- During normal driving, a power-split device divides the engine output between the wheels and the generator, which supplies electricity for the motor.
- During full throttle acceleration or under heavy load, the motor gets a power boost from the battery.
- During deceleration or braking, the motor functions as a generator, turning kinetic energy from the wheels into electricity to charge the battery.
- The computer-controlled charging system maintains a constant charge in the battery.
- When the vehicle is at a standstill, the engine automatically stops.

General Precautions

- **Refuelling Your Hybrid**
  Be sure to fully insert the refuelling nozzle in the fuel inlet tube. Improperly inserting the refuelling nozzle may result in fuel spurting from the fuel inlet tube.

- **Operation Of Instruments & Controls**
  Ensure that vehicle is in "P" position when parking. With the selector lever in "N" position, the hybrid vehicle battery will not be charged even if the gasoline engine is operating.

NOTE: Please refer to your Owner's Manual for information regarding precautions for use of your hybrid vehicle and precautions to follow if an accident occurs.

Lexus Replacement Keys

Lexus has designed a special vehicle key which incorporates many unique features. A transponder chip for the engine immobilizer system has been fitted in the head of the master and sub-keys. These chips are necessary for the system to function correctly. As an added security feature, the inner cut grooves of the Lexus key makes normal duplication difficult. As a result of this, several keys are supplied with each vehicle. Lexus recommends leaving one of the keys in a secure place in case of an emergency. Some Lexus models are equipped with Smart Key entry. The Smart key system also incorporates a sub-key. When replacement sub-keys are required, please see your Lexus dealer for details.

To provide a special service to our guests, Lexus has established a system which enables you to have additional keys made. Simply visit your Lexus dealer, and place an order for the number of additional keys you require. Please remember to bring your vehicle key code with you (as supplied with your new key sets and/or documented on your Flat Key Case) in order to facilitate a speedy delivery.

NOTE: Should you lose your keys, or lock the keys in your Lexus, contact Lexus Roadside Assistance at 1-800-26-LEXUS (1-800-265-3987). The Lexus Roadside Assistance Centre will assist you by arranging to have your extra keys sent to you.

Keys should never be left behind in the vehicle. Please ensure you retain spare keys somewhere other than in your Lexus. Please refer to your Owner's Manual for full instructions on keys and key replacement.

Wheel Locks

Your Lexus vehicle is equipped with one Anti-Theft Lug Nut per wheel. Each set of Anti-Theft Lug Nuts requires a special coded Key Tool. Your specially coded Key Tool is stowed in your tool kit, located in the vehicle's trunk. Do not remove the tool kit from the vehicle.

In the event that an Anti-Theft Lug Nut or the Key Tool has been misplaced, please contact your local Lexus Dealer for assistance. Each Anti-Theft Lug Nut has been registered. Your vehicle's I.D. registration number is located on the inside of the glove compartment door. Please refer to this I.D. registration number when replacement parts are required.

To remove or install the Anti-Theft Lug Nut, insert the Key Tool into the Anti-Theft Lug Nut. Place the lug nut wrench on the Key Tool and, while applying pressure on the Key Tool, turn the lug wrench to remove or to install the Anti-Theft Lug Nut.

CAUTION: Do not use a power wrench on the Anti-Theft Lug Nut Key Tool.

TIRE CARE

Protecting Your Tires Against Excessive Wear And Unexpected Problems

Any tire, no matter how well constructed, may be damaged in use by punctures, impact damage, improper inflation or other operating conditions. Tire damage may create a risk of property damage or personal injury. To reduce the risk of damage to your tires, you should consider the following:

- Tire Pressure: Check the tire pressure in your tires, including your spare, at least monthly and always before extended driving. Check the pressure when the tires are cool (at least 3 hours after the vehicle has been stopped or when the vehicle has been driven less than 1 mile at moderate speed). DO NOT reduce pressure when the tires are hot. Use a tire gauge to check pressures and maintain at the level recommended in your Owner's Manual or as indicated on the vehicle placard. Never inflate tires beyond maximum pressure limit molded on the tire sidewall.

- Tire Inspection and Rotation: Tires should be visually inspected for scrapes, bulges, separations, cuts, snags and proper wear patterns every 8,000 km and rotated if uneven wear is detected. This will allow all tires to wear evenly and will provide for optimum tire life.

- Tire Load: Never overload your tires. The maximum load carrying capability of your tires is moulded on the sidewall of the tire. Do not exceed these ratings. Tires which are loaded beyond their maximum allowable loads for the particular application will build up excessive heat which may result in sudden tire destruction.

- Driving Speeds: Never operate your vehicle in excess of speeds justified by driving conditions, or speeds recommended for the tire you are using.

- Driving Care: Make every effort to avoid running over objects that may damage the tire through impact or cutting, such as potholes, glass, metal, etc.

- Worn Tires: Never drive on worn tires. Tires should be replaced when 2/32 of an inch of tread remains, which is indicated by tread wear indicators moulded into the tread grooves.

- Performance Tires: Certain high performance low profile tires require a short "warm-up" period before optimum driving characteristics of the tires are achieved.

- Winter Driving: Lexus recommends that all vehicles utilize dedicated winter tires for optimum performance and safety during the winter season. It should also be noted that most high performance tires are designed as summer use tires only.

What You Can Do To Help Protect Your Lexus Against Corrosion

Your vehicle was designed and built to resist corrosion and use of additional rust inhibiting materials is therefore not necessary, nor is it required to keep your six year perforation warranty in effect.

In order to help protect your vehicle against corrosion, it is important that you wash your vehicle regularly, following these suggestions:

- Wash regularly using cold water and a mild vehicle 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 special 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 undercarriage 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.
- If your Lexus is damaged due to an accident or similar cause which destroys the paint and protective coating, have your vehicle repaired as soon as possible. The cost of such repairs is considered the responsibility of the owner.
- If you carry special cargo, such as chemicals, fertilizers, deicers, salt, etc., be sure that such materials are well-packaged and sealed.

Vehicle Storage

Lexus vehicles are designed for regular usage. Winter storage, or any prolonged period of storage can take its toll, unless precautions are taken to protect the vehicle while it's in storage.

Parasitic draw refers to normal constant current draw from some on-board electronic components. If the vehicle is used regularly, this small amount of current draw has little affect on battery performance. However, during prolonged vehicle storage, the battery's state of charge will decrease and permanent battery damage may result. In extreme cases, battery electrolyte can be reduced to water, presenting the possibility of freezing. In any such case, the use of an automatic battery charger/maintainer is recommended to ensure battery durability.

Speedometer Replacement Record

Speedometer replaced on _____ (date)

with _____ km on the odometer.

Dealer Code _____

Dealer Signature _____

Buckle up for safety!

In most Canadian and many American jurisdictions the use of seat belts and the use of restraints for smaller children are mandatory and penalties are provided for non-observance of this law. Apart from this, the importance of using seat belts cannot be overemphasized. Studies show that the safest place in a collision is generally inside your vehicle and seat belts help keep you there.

How to wear the seatbelts correctly



All passengers should correctly fasten their seatbelts before the vehicle starts moving and should not unfasten them while in the vehicle.

Observe the following precautions.
Failure to do so may cause serious injury or death.

- Passengers in rear seats who do not use their seatbelts may put not only themselves at risk, but those in front of them as well.



Sit with correct posture

- Sit upright with your back against the seatback.
- Adjust the position of the seatback. Sit up straight and well back in the seat.
- Avoid reclining the seatback any more than needed. In the event of an accident, if you are reclined, the lap belt may slide past your hips and apply restraint forces directly to your abdomen, or your neck may contact the shoulder belt, which could result in serious or life-threatening injuries.



Correctly fasten the seatbelt



For instructions on how to adjust the seatbelts, please refer to the Owner's Manual for your vehicle.

- Extend the shoulder belt so that it comes fully over the shoulder, but does not come into contact with the neck or slide off the shoulder.
- Be sure to position the lap belt low over the pelvis below the abdomen.
- Do not twist the seatbelt.
- To fasten the seatbelt, push the plate into the buckle until a click sound is heard.
- While driving, do not adjust the position of the seat or unbuckle the seatbelt.
- The seatbelts provided for your vehicle are designed for people of adult size. In the case of a child who cannot properly wear the seatbelts, please refer to "Safety Information" in your Owner's Manual.

Airbags do not replace seat belts

Airbags are a Supplementary Restraint System (SRS) that inflates in a severe frontal or side collision. Airbags may not inflate in a moderate frontal or side collision nor are they designed to inflate in a rear collision. Therefore, seat belts must be worn at all times.

Never put objects in front of or on top of the airbags because these objects may prevent deployment or cause serious injury. And never use rear-facing child restraint seats in the front passenger seat because the force and speed of the inflating bag could seriously injure a child.

CHILD SAFETY / PET SAFETY

Child Safety

Please be extremely careful when driving with young children.

Observe the following precautions.
Failure to do so may cause serious injury or death.

Do not allow children to play with parts that open and close

- Do not allow children to play with a door, window or moon roof that leads to the outside because there is a danger that children may injure themselves or other accidents may occur.







When driving with children

- Children should be seated in the rear seats, and not in the front passenger seat.
- An adult passenger should take a seat as close as possible to the child and pay attention to safety.
- To provide proper restraint, use a child restraint system following the manufacturer's instructions about the appropriate age and size of the child for the child restraint system. Install the child restraint system correctly, following the instructions provided by its manufacturer before placing the child in it.

Protect your child with an approved Child Restraint Seat:

Even though eight out of ten injury accidents occur at speeds under 65 km/h (40 mph), children can be injured during quick turns or sudden stops at speeds below 10 km/h (6 mph). Children who are too small to wear regular seat belts should always be provided with an approved Child Restraint System.

Child or Pet Safety

Never leave children or pets unattended in a vehicle

- The interior temperature of a vehicle parked in sunlight can become extremely high, and an unattended child or pet can suffer heatstroke and dehydration, which can be fatal. Hypothermia is also a danger in cold weather. Also, the child could be involved in an unexpected accident by playing with the vehicle controls and equipment. Do not leave a child or pet unattended in a vehicle.



- Do not leave cigarette lighters, matches or other flammable objects inside the vehicle, because an unexpected accident or fire could result.

If the accelerator pedal is caught under the floor mat and it is difficult to disengage

Step 1 Steadily step on the brake pedal firmly with both feet and firmly depress it.

Step 2 Shift the shift lever to N.

Step 3 After slowing down, stop the vehicle in a safe place.

Step 4 Stop the engine (or hybrid system).

Step 5 Remove the floor mat once in a safe place.

(If the shift lever cannot be shifted to N)

Step 1 Keep depressing the brake pedal with both feet to reduce vehicle speed as much as possible.

Step 2a Vehicles with a smart key system:
Stop the engine (or hybrid system) by pressing and holding the "ENGINE START STOP" (or "POWER") switch for 3 consecutive seconds or more.

Step 2b Vehicles without a Smart Key system:
Stop the engine by turning the engine switch to the "ACC" position.

Step 3 Stop the vehicle in a safe place.

Step 4 Remove the floor mat once in a safe place.

CAUTIONS WHEN DRIVING AND STOPPING

If the vehicle is submerged, calmly get out of the vehicle

- Unbuckle your seatbelt.
- If the volume of water does not prevent you from opening the door, open the door and immediately get out of the vehicle.
- If you cannot open the door, open the window and climb out the window.
  If you cannot open the window, break the glass, except the windshield, and climb out of the vehicle. At this time, be careful of the broken-out section of glass.
- If you cannot break the window, wait until the vehicle is flooded to the level that there is no difference in water pressure between the inside and outside of the vehicle, and immediately open the door and get out.







For more information on the operation of seatbelts, airbags and child restraint seats, please see your Owner's Manual.

FLOOR MAT INSTALLATION

Your vehicle may have been equipped with two sets of floor mats upon delivery which include the genuine Lexus Carpet Floor Mats and genuine Lexus accessory All-Weather Floor Mats that have been designed specifically for your model vehicle. You may also have purchased floor mats for your vehicle.

Caution

Please observe the following precautions when inserting the floor mat. Failure to do so may result in the floor mat slipping and interfering with the movement of the pedals during driving, resulting in an accident.

- Never install two floor mats on top of each other in the driver's seat position. Install only one floor mat in the driver's position: either the original Carpet Floor Mat, or a floor mat that matches the size of the space on the carpet such as the Genuine Lexus Accessory All-Weather Floor Mat.
- Ensure the Drivers side mat is properly positioned, with the correct side facing upward and that it is secured to the retention hooks provided.

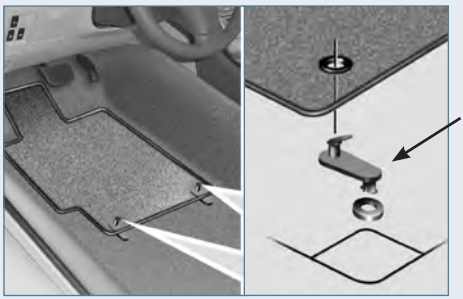


DRIVER"S FLOOR MAT CHECK ✓

✓PROPER MAT?
install only the floor mat specified

✓ONLY ONE?
never place one mat on top of another

✓SECURED PROPERLY?
use only retention hooks and secure it



Use only the genuine retention hooks specified. Retention Hooks may vary in design.

For further information concerning floor mats, please refer to your Owner's Manual.

SERVICE MAINTENANCE RECORDS

R. O. No.
Nº de R. O.

Performed by (Dealer Stamp with Code)
Effectué par (Étampe conc. avec code)

Date

Kilometrage / Kilométrage

Dealer Authorized Signature
Signature autorisée du concessionnaire

R. O. No.
Nº de R. O.

Performed by (Dealer Stamp with Code)
Effectué par (Étampe conc. avec code)

Date

Kilometrage / Kilométrage

Dealer Authorized Signature
Signature autorisée du concessionnaire

R. O. No.
Nº de R. O.

Performed by (Dealer Stamp with Code)
Effectué par (Étampe conc. avec code)

Date

Kilometrage / Kilométrage

Dealer Authorized Signature
Signature autorisée du concessionnaire

SERVICE MAINTENANCE RECORDS (Cont'd)

R. O. No.
Nº de R. O.

Performed by (Dealer Stamp with Code)
Effectué par (Étampe conc. avec code)

Date

Kilometrage / Kilométrage

Dealer Authorized Signature
Signature autorisée du concessionnaire

R. O. No.
Nº de R. O.

Performed by (Dealer Stamp with Code)
Effectué par (Étampe conc. avec code)

Date

Kilometrage / Kilométrage

Dealer Authorized Signature
Signature autorisée du concessionnaire

R. O. No.
Nº de R. O.

Performed by (Dealer Stamp with Code)
Effectué par (Étampe conc. avec code)

Date

Kilometrage / Kilométrage

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