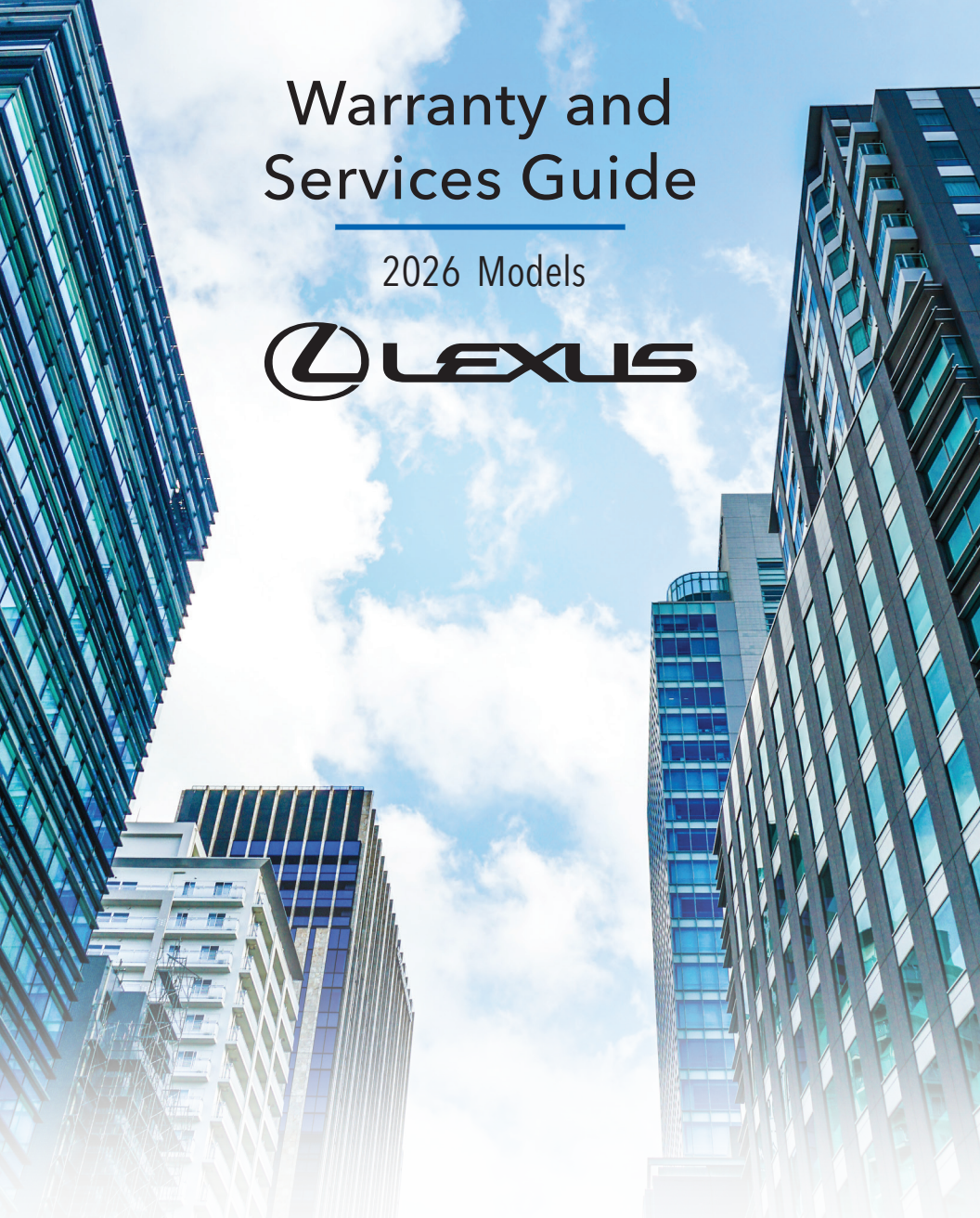
Warranty and Services Guide

2026 Models



THIS MANUAL INCLUDES INFORMATION ABOUT:

Warranty · Owner's Responsibilities · Factory Recommended Maintenance Services
Special Services · Mediation and Arbitration · Roadside Assistance Program
Lexus Extra Care Protection (ECP) Service Agreement · Hybrid Vehicles
Battery Electric Vehicles · TireCare · Lexus Certified Collision Centres

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NOTICE TO QUEBEC CONSUMERS:

Lexus Canada is pleased to offer a 48 month / 80,000 km (whichever occurs first) limited new-vehicle warranty on your vehicle. This limited warranty covers repairs on any part of the vehicle supplied by Lexus Canada that is defective in material or workmanship, subject to certain exceptions that are stated in your warranty manual. For more details of the warranty, check the Warranty and Services Guide included with your vehicle, or visit lexus.ca.

Quebec's *Consumer Protection Act* requires Lexus Canada to disclose whether we guarantee the availability of replacement parts, repair services, and information necessary to maintain or repair the vehicle or its components. While Lexus Canada is pleased to honour the terms of our limited warranty, **please note that Lexus Canada in no way guarantees the availability of replacement parts, repair services and information necessary to maintain or repair the vehicle or its components.**

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WELCOME TO THE LEXUS FAMILY

Lexus Canada would like to take this opportunity to thank you for purchasing your new Lexus; this is a statement 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.

This booklet is a supplement to your Owner's Manual. We recommend that this booklet be kept in your vehicle as it is a valuable reference for Lexus parts and service information.

Lexus Dealers are committed to providing you with excellent service by Lexus trained technicians.

We offer a range of Lexus Extra Care Protection (ECP) Service Agreements to provide you with additional protection against unexpected repair costs. This booklet will introduce you to the advantages of ECP. Your dealership can help you select the best agreement for you.

We wish you many kilometers of safe and pleasurable driving, and we look forward to serving you in the years ahead.

Lexus wishes to ensure your continued satisfaction; therefore, we may need to contact you regarding special warranty enhancement programs designed to pay for repairs beyond the normal warranty coverage period. When we establish these programs, we send details to all applicable owners we have on record by mail.

Thank you again for having selected Lexus. Please accept our best wishes for many years of pleasurable and safe driving in your new vehicle.

Every effort has been made to ensure the content in this Owner's Manual Supplement is accurate based on information available at the time of printing.

Your Lexus Dealer and www.lexus.ca is your best source for up to date information.

TOURING/RELOCATING OUTSIDE CANADA, THE UNITED STATES AND U.S. TERRITORIES

If you are touring or relocating outside Canada, the United States or U. S. Territories, and a problem arises, please consult a local Lexus Dealer.

Please note: Warranty service may not be provided by the local dealer because the local Lexus distributor may have no obligation to provide warranty service to your vehicle, and/or your Lexus may not comply with the regulatory and environmental requirements

In the United States, you may contact:
LEXUS
WWW.LEXUS.COM
CONTACT US Section

FIND IT ONLINE

To update your contact and vehicle information please visit:
http://www.lexus.ca/lexus/en/know-your-lexus/address-ownership-update

To access a variety of useful owner information such as:	
Recalls and Campaigns	**Owners Manuals**
Maintenance Schedules	**Connected Services**

Please visit Lexus's official website, www.lexus.ca

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. As a responsible corporate citizen, Lexus Canada Inc. is committed to protecting human health, natural resources, and the local and global environment. This dedication reaches further than compliance with the law. It encompasses the integration of sound environmental practices into our business decisions.

THE NEW WORLD OF ANTI-THEFT TECHNOLOGY

This Lexus vehicle may be equipped with an electronic "immobilizer" anti-theft system. When the key is inserted into the ignition switch, it transmits an electronic code to an immobilizer computer. The engine will only start if the code in the key matches the code in the immobilizer.

If the code does not match, the immobilizer disables the ignition and fuel systems. While an exact physical copy of the key will open the door and allow retrieval of the items locked in the vehicle, it won't start the vehicle unless the key has the same code as the immobilizer.

SECURITY

For security purposes, access to key codes and service procedures for electronically registering replacement keys is restricted. Only a Lexus Dealer or certain bonded/ registered independent locksmiths can generate replacement keys.

REPLACING THE KEY

Upon purchase each vehicle should have two master keys and an aluminum tag with a key-code imprinted on it.

To generate a fully functional replacement key (one that will both open the doors and start the engine), one of the master keys is required. To make a key that will open the door for retrieval of items locked inside the vehicle, the aluminum key-code tag can be used. If the master key or the aluminum key-code tag is not registered, locksmiths can obtain the key code. These businesses can also access a service utility to reprogram the immobilizer if all registered master keys have been lost. If a Lexus Dealer is not available, please contact **Lexus Guest Relations at 1 800 26-LEXUS (1-800-265-3987).**

KEEPING THE KEY SAFE

Replacing an immobilizer key may be costly. It is advisable to keep a spare master key and the aluminum key-code tag in a safe place. If you record the key-code in more than one place, do not record it in a way that can be easily identified and associated with the vehicle. It is wise to keep a copy of the key-code outside of the vehicle.

If the vehicle was delivered with less than two keys and the aluminum key-code tag, consider having the Lexus Dealer or a qualified independent automotive locksmith make a duplicate key before you need it.

WHO IS THE WARRANTOR?

For the purpose of warranty in Canada, Lexus is a division of Toyota Canada Inc. and they provide warranty for all of the new vehicles.

WHEN DOES THE WARRANTY BEGIN?

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.

WHICH VEHICLES ARE COVERED?

These warranties apply to vehicles distributed by Lexus, which are originally sold by an authorized dealer in Canada and normally operated or touring in Canada, United States or U.S. Territories.

REPAIRS MADE AT NO CHARGE

Repairs and adjustment covered by these warranties are made at no charge for parts and labour.

Components will be repaired or replaced with new or remanufactured parts at the option of Lexus. Replaced components are warranted for 90 days or the balance of the applicable New Vehicle Limited Warranty.

TOWING

When your vehicle is inoperative due to a warranted part failure, towing service is covered to the nearest Lexus Dealer. The towing coverage is dependent on the warranty coverage of the failed part. Should you require towing, contact Lexus Roadside Assistance 1 800 26 LEXUS (1 800 265 3987).

COMPLIMENTARY VEHICLE MAINTENANCE SERVICES

In addition to the terms of the Lexus New Vehicle Limited Warranty, Lexus provides you with 2 complimentary vehicle maintenance services.

1,600 KILOMETRE OR 1 MONTH CHECK-IN

Our Lexus Academy Trained Technicians and service advisors provide a vehicle walk around and address any questions or concerns that you may have, plus:

- Help you set-up or adjust your personal vehicle settings
- Answer any questions about your vehicle's operation

For 2016 and newer Model years, certain exceptions apply, speak to your Lexus Dealership for more details.

8,000 KILOMETRE OR 6 MONTH CHECK-IN

We inspect and service many maintenance components, such as:

- Check installation of driver's floor mat
- Reset Maintenance Reminder Light or system
- Inspect wiper blades, linkage and washers for proper operation
- Inspect and change engine and cabin air filters
- Rotate tires (applicable to same size wheels, front & rear)
- Remove wheels and visually inspect brake pads, calipers, rotors, brake lines and hoses
- Record inspection results, measurements and component condition on inspection form and/or repair order

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 Lexus Dealer for more details. Some restrictions may apply.

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.

WARRANTY COVERAGE AT A GLANCE

The coverages displayed expire either on the months or kilometres published, whichever occurs first.

Lexus New Vehicle Limited Warranty

COVERAGE	TERM
New Vehicle Limited Warranty	48 months or 80,000 km
Powertrain New Vehicle Limited Warranty[1]	72 months or 110,000 km
Paint Defect Warranty	48 months or 80,000 km
Corrosion Perforation Warranty	72 months unlimited km
Safety Restraint System Warranty	72 months or 110,000 km
Lexus Roadside	48 months or 80,000 km
EMISSIONS WARRANTY	
Defect/Performance	48 months or 80,000 km
Specified Major Emission Control Components	96 months or 130,000 km



(1) Hybrid Transaxle (w/motors) is covered by Powertrain Warranty

Lexus New Vehicle Limited Warranty

The new vehicle limited warranty covers repairs on any part of the vehicle supplied by Lexus Canada that is defective in material or workmanship, subject to the exclusions listed under Warranty Exceptions. Coverage is for a period of 48 months or 80,000 km, whichever occurs first.

Powertrain New Vehicle Limited Warranty

The powertrain components listed below are covered for defects in materials or workmanship for a period of 72 months or 110,000 km, whichever occurs first, subject to the exclusions listed under Warranty Exceptions.

Engine - Cylinder block and head and all internal parts, intake manifold, timing gears, timing chain/belt and cover, flywheel, valve covers, oil pan, oil pump, mechanical water pump, fuel pump, engine control module, engine mounts, seals and gaskets.

Powertrain New Vehicle Limited Warranty (continued)

Transmission And Transaxle - Transfer case and all internal parts, transmission/transaxle and all internal parts, hybrid transaxle (w/motor), clutch cover, torque converter transmission/transaxle mounts, seals and gaskets.

Front Wheel Drive – Final drive housing and all internal parts, axle shafts, driveshafts, constant velocity joints, front hub and bearings, seals and gaskets.

Rear Wheel Drive – Axle housings and all internal parts, propeller shafts, "U" joints, axles shafts, driveshafts, bearings, driveshaft centre supports, seals and gaskets.

PAINT DEFECT WARRANTY

Paint defects are warranted for 48 months or 80,000 km, whichever occurs first. The Paint Defect Warranty covers defects in materials or workmanship on all exterior body panels, subject to the exclusions listed under Warranty Exceptions.

PAINT DEFECT EXCEPTIONS:

Paint blemish due to external damages caused by stones, gravel, accident impact, industrial fallout or pollution, bird droppings, paint chips, chemicals, previous repairs or modifications to the same body panel, industry acceptable paint finish variations, normal paint aging conditions fading, etc.

CORROSION PERFORATION WARRANTY

Corrosion Perforation Warranty is for a period of 72 months unlimited km. This warranty covers repair of any original 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. Subject to the exclusions listed under Warranty Exceptions.

The application of additional rust inhibiting material is not required in order to maintain the Corrosion Perforation Warranty.

CORROSION PERFORATION WARRANTY EXCEPTIONS:

- Corrosion as a result of a non-Lexus rust inhibiting material that causes moisture and or contamination to be retained between the rust inhibitor and body sheet metal causing corrosion
- Corrosion other than perforation is not warranted
- Corrosion perforation due to external damages caused by stones, gravel accident or other forms of impact, industrial fallout or pollution, previous repairs or any modifications not authorized by Lexus is not warranted
- External surface rust left un-repaired developing into perforation due to neglect of vehicle care
- Non-Lexus parts and accessories resulting in perforation

SAFETY RESTRAINT SYSTEM WARRANTY

Safety Restraint System Warranty is for a period of 72 months or 110,000 km, whichever occurs first. This warranty covers repairs needed to correct defects in materials or workmanship of any seatbelt or airbag system components.

EMISSION DEFECT WARRANTY

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

- Was designed, built and equipped 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 applicable emission standards during the warranty period

Lexus will provide you with coverage for the emission control parts listed under **ITEM 1** for 48 months or 80,000 km, whichever occurs first, under the terms of the New Vehicle Limited Warranty. In addition, specific components may be entitled to additional coverage under the terms of the New Vehicle Limited Warranty - Powertrain Component Coverage.

Emission Standards also require that the specified major emission control components listed under **ITEM 2** are covered for 96 months or 130,000 km, 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 standard

- 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 km, whichever occurs first.

In addition, the specified major emission control components listed under **ITEM 2** will be covered for 96 months or 130,000 km, 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 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, some provinces did not have vehicle inspection/maintenance programs and had not enacted laws subjecting vehicle owners to such penalties. Therefore, in some provinces or local areas, this warranty will not apply.

EMISSION WARRANTY PARTS LIST

ITEM 1

Emission components covered against defect for 48 months 80,000 km or 24 months 40,000 km for performance:

AIR/FUEL METERING SYSTEM
- EFI Components
- Airflow Sensor
- Throttle Body
- Related throttle body components
- Air/Fuel Ratio Feedback Control System

AIR INDUCTION SYSTEM
- Intake Surge Tank
- Charge Air Cooler
- Air Intake Temperature Sensor

IGNITION SYSTEM
- Direct Ignition Coils
- Ignition Wires
- Spark Plugs

POSITIVE CRANKCASE VENTILATION SYSTEM (PCV)
- PCV Valve or PCV Orifice
- Oil Filler Cap

EVAPORATIVE CONTROL SYSTEM
- Charcoal Canister and Filter
- Fuel Tank
- Fuel Filler Cap
- Vapour Liquid Separator
- Fuel Pipes
- Fuel Tank Pressure Sensor
- Fuel Vapour Containment Valve
- Purge Valve

EXHAUST GAS RECIRCULATION (EGR) SYSTEM
- EGR Valve
- EGR Gas Temperature Sensor
- EGR Pipe
- Associated Parts

HYBRID VEHICLE SYSTEM
- Battery Cooling Fan
- Battery Air Duct
- System Main Relay and Battery Current Sensor
- HV Battery Thermistor

CATALYST SYSTEM
- Exhaust Manifold (without Catalytic Converter)
- Exhaust Pipe (Manifold to Catalyst and/or Catalyst to Catalyst)
- Constricted Fuel Filler Neck

MISCELLANEOUS ITEMS USED IN ABOVE SYSTEMS
- All Sensors, Switches and Valves
- Hoses, Clamps, Fittings, Tubing, Sealing Gaskets or Devices and Mounting Hardware, Pulleys, Belts and Idlers related to emission control components

ITEM 2

Specified Major Emission Control Components covered for 96 months or 130,000 km:
- Engine Control Module
- Catalytic Converter and Protector
- Data Link Connector
- Bulbs for Malfunctioning Indicator Lamp (Check Engine 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 Lexus Genuine Parts. Your vehicle is certified as conforming to applicable emission control standards. It is recommended that Lexus Genuine Parts be used as replacement parts.

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

If Your Vehicle Fails An Emission Test

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, an 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 attributable 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 Relations Department
1-800-26-LEXUS
(1-800-265-3987)
www.lexus.ca

WARRANTY EXCEPTIONS

NON-WARRANTABLE PARTS AND MATERIALS

The following parts shall not be covered by the warranty as they are part of regular maintenance service or replacement parts:

- Bulbs (excluding Halogen Bulbs, High Intensity Discharge-HID, Light Emitting Diode-LED)
- Fuses
- Spark Plugs (excluding Platinum, Iridium)
- Drive Belts (except Timing Belts)
- Oil Filter, Fuel Filter, Cabin Air Filter, Engine Air Filter and Fuel Pump Filter
- Brake Shoes and Brake Pads
- Clutch Linings
- Wiper Blades and/or Rubbers
- Transmitter Battery/Key/Key Fob Batteries
- Electrolyte, Air Conditioning Refrigerant, Fuel, Fluids, Oil, Grease, Lubricants and Additives

FACTORS BEYOND THE MANUFACTURER'S CONTROL

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

- Fire, accident or theft
- Abuse or negligence
- Misuse – for example, racing & competitive events, off-roading or overloading
- Improper adjustments or repairs
- Modification, alteration or tampering, disconnection, including installation of non-Lexus Accessories
- Repairs and adjustments caused by improper maintenance, lack of required maintenance and/or the use of fluids, fuel, oil or lubricants other than those recommended in your Owner's Manual
- Installation of non-Lexus Parts
- Airborne chemicals, bird droppings, tree sap, road debris (including stone chips), salt, hail, floods, windstorms, lightning and other environmental conditions
- Water contamination
- Dirty fuel or fuel other than that specified in the Owner's Manual
- The continued use of the vehicle once a problem has been detected (e.g. illumination of Malfunction Indicator Light, excessive vibration, poor performance, etc.) resulting in consequential damage beyond the covered component

- The replacement of simultaneous parts (e.g. front/rear, left/ right) where no defect is found. (e.g. cannot replace two shock absorbers, where only one is found to have a defect)
- Repairs conducted on vehicles designated at any time as salvaged, rebuilt or written-off
- Conditions related to normal noise, wear, vibration, deterioration, discoloration, distortion, deformation and fading
- Vehicles registered and normally operated outside Canada, the United States or the U.S. Territories
- Labour for removal or replacement of defective parts or accessories sold but not installed by the Lexus Dealer

VEHICLES WITH ALTERED ODOMETER READING

Failure of a vehicle on which the odometer has been altered or changed so that the actual kilometres driven cannot be determined.

VEHICLE REGISTRATION

Any vehicle not registered in the New Vehicle Warranty System.

INCIDENTIAL DAMAGES

Incidental or consequential damages associated with a vehicle failure. Such damages include but are not limited to inconvenience, the cost of transportation (unless expressly provided in this warranty), telephone calls and lodging, the loss of personal or commercial property, and the loss of pay or revenue.

Any implied warranty of merchantability or fitness for a particular purpose applicable to this vehicle, where permitted by law, is 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 by reasons of this written warranty or any implied warranty.

The provision of the aforementioned written warranties is in addition to any statutory warranties or other rights or remedies as may otherwise exist at law.

Lexus does not authorize any person or corporation to assume for it any obligation or liability or make any representation in respect of the Lexus New Vehicle Limited Warranty.

If you find yourself in a situation that requires Emergency Road Service, or if you have encountered a mechanical breakdown of your vehicle, you are covered with our Road Assistance Program. Coverage is offered for 48 months, unlimited km and is transferable with the resale of the vehicle with the remaining original Lexus new vehicle limited warranty.

Throughout Canada, the United States or the U.S. Territories, our Roadside Assistance Representatives will always be there to ensure you receive prompt, efficient service from one of our approved service providers 24 hours a day, 365 days a year.

MECHANICAL BREAKDOWN TOWING (Reimbursement Option: Up To $250)

Should your Lexus experience a mechanical breakdown and be unable to proceed under its own power, Lexus Roadside Assistance will arrange for a towing facility to tow your vehicle from the place of mechanical breakdown to the nearest Lexus Dealership within 300 kilometres, or to your preferred Lexus Dealership within 50 kilometres. An alternative service facility may be used if there is no Lexus Dealership within 300 kilometres.

ACCIDENT TOWING (Reimbursement Option: Up To $250)

A traffic accident can be a very frightening and unpleasant experience, Lexus Roadside Assistance will be there to help. An accident is defined as the upset or collision of your Lexus with any object moving or stationary.

Lexus Roadside Assistance will arrange for a towing facility to tow your vehicle from the scene of the traffic accident to the nearest Lexus Dealership within 300 kilometres or to your preferred Lexus Dealership within 50 kilometres. An alternative service facility may be used if there is no Lexus Dealership within 300 kilometres.

In the event that your municipality requires you to report to an Accident Reporting Centre, a second tow will be provided from the Accident Reporting Centre to the nearest Lexus Dealer or alternative service facility (as specified above). The second tow from the Accident Reporting Centre must be arranged by calling Lexus Roadside Assistance at 1-800-26-LEXUS (1-800-265-3987) upon completion of the accident report.

REIMBURSEMENT OPTION:

In the event that alternative towing arrangements are made, Lexus Roadside Assistance will consider you for reimbursement to a maximum of $250, provided that your Lexus was towed by a dealer and that the following documents have been submitted:

- Original copy of the towing receipt
- Copy of the police report
- Letter from your insurance company stating what portion of the expenses have been covered
- Copy of the Lexus Dealer repair invoice (proof of destination)

EMERGENCY ROAD SERVICE (Reimbursement Option: Up To $100)

Lexus Roadside Assistance will provide the following emergency roadside services for the duration of the new vehicle limited warranty:

BATTERY BOOST: In the event that your Lexus fails to start after the boost, it will be towed according to your Mechanical Breakdown towing benefit as stated above.

LOCKOUT SERVICE: If you have locked your keys in your vehicle, Lexus Roadside Assistance will dispatch a service facility to attempt to gain entry into your vehicle. (Cost of labour and/or replacement keys not included). In the event that access cannot be gained, your vehicle will be towed according to your Mechanical Breakdown Towing benefit stated previously.

FUEL DELIVERY: In the event that you run out of fuel, Lexus Roadside Assistance will deliver gasoline to your stranded vehicle. (Cost of gasoline included for up to 5 litres).

TIRE CHANGE: If you have a flat tire, your usable spare will be installed. (Tire repairs are not covered).

WINCHING: If your vehicle becomes immobilized in a ditch, mud or snow, Lexus Roadside Assistance will arrange to have your vehicle winched on to the nearest roadway. The vehicle must be accessible and located on, or adjacent to a regularly travelled roadway, (This benefit does not apply to vehicles immobilized in a snow-covered driveway or parking lot). In the event that your Lexus is unable to proceed under its own power after winching, it will be towed according to your accident towing benefit's stated above.

HOW TO OBTAIN SERVICE

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

2. Provide the Lexus Roadside Assistance Representative with your name, vehicle identification number (VIN), the nature of your difficulty and the exact location of your vehicle.

3. An authorized service facility will be dispatched to provide you with the necessary Roadside Assistance.

In order to obtain service, you must remain with your vehicle. The approved service facility will not provide service to unattended vehicles.

How to claim for alternative service arrangements:

1. Lexus Roadside Assistance should be contacted prior to making any alternative service arrangements to ensure reimbursement for the services rendered.

2. In the unlikely event that an authorized service facility is not available in the area of your breakdown, the Lexus Roadside Assistance Representative will authorize you to obtain service from an alternative facility.

3. Obtain from the service facility a detailed receipt outlining the cause of disablement, the service required, and the distance towed, if applicable.

4. Submit the original receipts within thirty (30) days of the date of the incident. The original detailed repair invoice must accompany towing claims. Please submit claims for consideration 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)

5. Upon receipt and confirmation of the information, Lexus Roadside Assistance will send you a reimbursement cheque according to your reimbursement limits. Lexus Roadside Assistance reserves the right to decline any claim presented for payment later than thirty (30) days after the date the service was performed or any claim not satisfying the requirements of this coverage.

GENERAL CONDITIONS

Lexus Roadside Assistance agrees to provide the driver of the registered Lexus, the benefits as listed in this Owner's Manual Supplement. Subject to the terms and conditions as set out in this Owner's Manual Supplement.

The records of Lexus Roadside Assistance 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 alteration made to bills for service will render them invalid for claims reimbursement.

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

Benefits as described in this Owner's Manual Supplement will not be provided:

a) Where there is any indication at the time of the driver's consumption of alcoholic beverages or narcotics or where the driver was not in possession of a valid license to operate the vehicle or when the driver's license is under suspension.

b) While your Lexus is not insured as required by law.

c) In the event that the incident occurred while the driver was committing a criminal offence.

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

Cross-country, logging, auto-cross and any other form of offroad use is not covered.

The services that have been contracted shall not cover emergency claims caused directly or indirectly, wholly or partially by war, riots, floods, invasion, insurrection, civil commotion or while your Lexus is being used in military or police services.

All service providers are independent contractors and are not employees or agents of Lexus Canada. Any loss or damage to your Lexus or personal property, resulting from the roadside service, is the responsibility of the roadside provider. Report any damage or loss to the manager of the service provider and to your own insurance company within 24 hours.

Lexus Canada reserves the right to discontinue providing roadside service to you if in Lexus Canada's opinion there is abuse of roadside services.

All questions concerning Towing and Emergency Road Service 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)

EXTENDED COVERAGE

Extend your Roadside Assistance beyond the Basic Roadside Assistance warranty period. Available for a small annual fee, you can continue to use your Roadside Assistance beyond the 48 months/unlimited kilometres, whichever occurs first. Coverage includes:

- Mechanical breakdown towing
- Battery boost
- Lockout service
- Fuel delivery
- Tire change
- Winching
- Trip interruption
- Travel planning

For more information log on to: www.lexus.ca or visit your Lexus Dealer and inquire about the benefits of Lexus Roadside Assistance.

TIRE MANUFACTURERS WARRANTY

Tires originally installed on a new 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 visiting and reviewing the tire manufacturer's website or through an authorized dealer.

ACCESSORY WARRANTY

COVERAGE TERMS

IF YOU PURCHASE ACCESSORIES **DURING** YOUR NEW VEHICLE PURCHASE, YOUR COVERAGE IS:	IF YOU PURCHASE ACCESSORIES **AFTER** YOUR NEW VEHICLE PURCHASE, YOUR COVERAGE IS:
4 YEARS / 80,000 km*	THE BALANCE OF THE NEW VEHICLE LIMITED WARRANTY (up to 4 YEARS / 80,000km*) **OR*** 12 MONTHS / 20,000 km*

If you purchase Accessories from Lexus and have them installed elsewhere, your Accessory Warranty covers the PARTS only, for 12 MONTHS from date of purchase.

* Whichever is greater

In addition to the Lexus New Vehicle Warranties, your Hybrid vehicle has additional warranty coverage.

The coverages are displayed as months or kilometres, this indicates that the coverages expire either on the months or kilometres published, whichever occurs first.

COVERAGE	TERM
Hybrid-Related Components Warranty[2]	96 months or 160,000 km
HV Battery Warranty	120 months or 240,000 km



(2) Includes: Battery Control Module, Hybrid Control Module, Inverter with Converter

Hybrid - Related Components Warranty
The Hybrid -related components listed below are covered for defects in materials or workmanship for a period of 96 months or 160,000 km. whichever occurs first, subject to the exclusions listed under Warranty Exceptions.

- BATTERY CONTROL MODULE
- HYBRID CONTROL MODULE
- INVERTER WITH CONVERTER
- DC-DC CONVERTER CONTROL
- MOTOR GENERATOR ECU
- BOOST CONVERTER CONTROL

Hybrid Battery Warranty
The Hybrid Battery Warranty is in effect for 120 months or 240,000 km, whichever occurs first.

LEXUS BEV COMPONENT WARRANTY

In addition to the Lexus New Vehicle Warranties, your BEV vehicle has additional warranty coverage.

The coverages are displayed as months or kilometres, this indicates that the coverages expire either on the months or kilometres published, whichever occurs first.

COVERAGE	TERM
BEV Specific Components Warranty [3]	96 months or 160,000 km
EV Battery Warranty	96 months or 160,000 km
EV Battery Capacity Warranty[4]	96 months or 160,000 km

48 72 96 120
MONTHS

(3) Includes: Transaxle, Inverter with Converter

(4) Battery Capacity warranty coverage is applied to battery capacity below 70% of original capacity

Battery Electric Vehicle (BEV) – Specific Components Warranty
The Battery Electric Vehicle Specific Components listed below are covered for defects in materials or workmanship for a period of 96 months or 160,000kms, whichever occurs first, subject to the exclusions listed under WARRANTY EXCEPTIONS.

• TRANSAXLE

• INVERTER WITH CONVERTER

Electric Vehicle Traction Battery Warranty
The Traction Battery (Lithium-ion) Warranty is in effect for 96 months or 160,000 km whichever occurs first.

Electric Vehicle Traction Battery Capacity Warranty
The Traction Battery (Lithium-ion) Capacity warranty is in effect for 96 months or 160,000km whichever occurs first.

Battery Capacity warranty coverage is applied to battery capacity below 70% of original capacity.

The measurement, repair, and replacement methods used to determine battery capacity are at the sole discretion of Lexus.

Note that the driving range estimates are an imperfect measure of Battery capacity because they are affected by additional factors separate from battery capacity. Therefore, the range in your display monitor doesn't show the capacity reduction condition.

The Traction Battery warranty replacement may not restore the vehicle to "as new" condition, however when replacing a battery, 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 while taking into consideration other factors, including the age and mileage of the vehicle.

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

Electric Vehicle Traction Battery Capacity Warranty Exceptions
Failure to follow appropriate usage and charging method, and charging devices as described in the Owner's Manual.

This gradual reduction of battery capacity is NOT covered under warranty beyond the terms and limits specified in the traction battery warranty.

See your Owner's Manual for important tips on how to maximize the life and capacity of the Traction Lithium-ion battery.

OWNER'S RESPONSIBILITIES

It is the owner's responsibility to ensure that the vehicle is maintained and operated in accordance with the published instructions for proper maintenance care and use which can be found in your owner's manual. Lexus recommends having maintenance performed by an authorized Lexus Dealership.

WHERE TO GO FOR MAINTENANCE

Lexus Dealership technicians are specifically trained to maintain and repair Lexus vehicles. They stay current on the latest service information through Lexus technical bulletins, service publications and training courses. Lexus Technicians are also certified through the Lexus Certified Technician Program, which involves a series of rigorous written examinations. Feel free to ask any Lexus Dealership to show you its technicians' credentials. You can be confident you're getting the best possible service for your vehicle when you take it to a Lexus Dealership.

REQUIRED MAINTENANCE

Maintenance of your Lexus vehicle is required every 6 months or 8,000 km, whichever occurs first and includes the services and inspections recommended by Lexus.

Additional services, if required due to individual operating conditions, may be recommended by your servicing dealer.

A maintenance schedule specific to your vehicle and tailored to your driving habits and driving conditions can be provided to you by your Lexus Dealer or by visiting www.lexus.ca.

ADDITIONAL MAINTENANCE

In addition to scheduled maintenance, your Lexus requires ongoing general maintenance, such as fluid checks and visual inspections. These procedures are explained in the "Maintenance and Care" section of the "Owner's Manual". Be sure to perform these procedures regularly to ensure the most trouble-free operation of your vehicle.

Maintenance records and receipts should be transferred to each subsequent owner.

BATTERY MAINTENANCE

Lexus vehicles are designed to be used on a regular basis. Parasitic draw refers to a normal constant draw from on-board electronic components. If the vehicle is used regularly, this small amount of current draw has little impact on battery performance. However, during prolonged vehicle storage or low kilometre usage, the battery's state of charge can be reduced.

The electrolytes can also be reduced to water, presenting the possibility of freezing. In either such case, the use of an automatic battery charger/maintainer is recommended to ensure battery durability.

SUPERCHROME AND ALLOY WHEEL CARE

If you purchased Genuine Lexus Accessory Aluminum Alloy Wheels, follow these cleaning guidelines to maintain the appearance of your alloy wheels:

- If wheels are hot, wait for them to cool before washing
- Use a soft sponge or cotton cloth to apply the same mild car-wash soap as used for the vehicle body
- DO NOT USE: Any type of chemical-based cleaners, alcohol, solvents, gasoline, steam cleaners, scouring pads, wire brushes or coarse abrasives to clean your wheels

At Lexus, service isn't just something we provide, it is a commitment we live by. We are committed to providing the very best product quality and guest care throughout your sales and service experience.

Your dealer's sales and service personnel are empowered to resolve any inquiries or concerns you may have with 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:

1. CONTACT YOUR LEXUS DEALER

If you have any questions or concerns surrounding your Lexus vehicle, 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 please allow your Lexus Dealer the opportunity to demonstrate their commitment to you as a valued member of the Lexus family.

2. CONTACT LEXUS CANADA'S GUEST RELATIONS DEPARTMENT

If for any reason you still require assistance or have further questions after discussing your concerns with your dealer management personnel, Lexus Canada's Guest Relations Department Representatives are available to help you.

3. TO HELP US PROVIDE PROMPT ASSISTANCE, 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

Call 1-800-26-LEXUS (1-800-265-3987)
or www.lexus.ca - Contact Us section

CAMVAP

If the first two steps of our commitment have not provided you with a solution that is to 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 Limited Warranty.

CAMVAP will advise you how your complaint 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 to 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**.

EXTRA CARE PROTECTION (ECP) SERVICE AGREEMENT

WE HAVE YOU COVERED! With Extra Care Protection (ECP) Service Agreement, your new Lexus has inflation protected coverage on mechanical failures. It's the affordable and cost-effective way to guarantee your peace of mind and protect your investment whether you buy or lease.

ECP Gold Plans cover you on up to 17 major mechanical component groups after the manufacturer's warranty expires, along with Vehicle Rental Assistance and Tire Road Hazard Protection.

Drive with confidence knowing that you are totally covered with an ECP Platinum Plan. ECP gives you the ultimate protection for your new vehicle.

Platinum takes the Gold Plan to a new level, delivering the worry-free motoring experience you want. Platinum is so comprehensive there are only a few components we don't cover! Please consult your Lexus Dealer for further details on this very valuable and affordable option. At ECP, we really do have YOU covered!

BUT MY LEXUS ALREADY HAS A FACTORY WARRANTY!? Yes, and it's one of the best! However, ECP Service Agreement is not a warranty... it's much more. It can provide you and your new Lexus with coverage such as:

- Mechanical, accident towing and emergency road service
- Vehicle rental assistance
- Tire road hazard protection
- Trip interruption assistance
- Travel planning assistance
- Covers your vehicle with mechanical protection for up to seven years or 200,000 km*
- Maintenance benefit program**

* Whichever occurs first.
** See your dealer for more details.

EXTRA CARE PROTECTION SERVICE AGREEMENT ENHANCES YOUR DRIVING EXPERIENCE.

- Lexus Genuine Parts
- Factory-Trained Lexus Technicians
- Assured, worry-free motoring
- Potential higher resale value
- Protects your budget against unexpected expenses
- Protects against the rising cost of vehicle repairs
- No deductible*
- Maintenance benefit program included (If purchased within 31 days of vehicle sale)**

* No deductible on all New ECP Service Agreement programs.
** See your dealer for more details.

KNOW YOUR RIGHTS AS A LEXUS OWNER

Unfortunately, accidents can happen, and when they do, it's important to restore your vehicle to its Original Factory Specifications using Lexus Recommended Repair Procedures.

If your Lexus cannot be driven, and your Lexus is within the 4 year/80,000 km new vehicle limited warranty, or if you have purchased Roadside Assistance, just call Lexus Roadside Assistance at 1-800-26LEXUS (1-800-265-3987), or press the Emergency SOS button if your vehicle is equipped with Lexus Safety System+. An approved roadside assistance provider will arrange to tow your vehicle to a Lexus Dealer or Lexus Certified Collision Centre free of charge*. Even if you are not covered by either of these 2 options, an approved towing company will be arranged on the guest-pay basis.

Your insurance provider may direct your vehicle to a predetermined body shop. You are not obligated to take your vehicle to this body shop. It is your right to choose the collision repair facility that follows Lexus repair procedures to restore your Lexus.

TRUST LEXUS

Your Lexus has been engineered and manufactured to exacting standards and tolerances. This requires in-depth knowledge of Lexus products, with parts manufactured specially for your vehicle, and repair equipment that is developed with the same degree of sophistication as your vehicle itself. Using aftermarket or salvaged parts may alter the performance of your Lexus, the safety of you and your passengers, and may even affect the warranty on your vehicle. Only the experts at Lexus Certified Collision Centres have the specialized tools, equipment, and training to repair and refinish your Lexus a to the same standards to which it was manufactured.

To find a Lexus Certified collision centre near you, you can use the locator available on the lexus.ca website.

* Accident towing to your preferred Lexus Dealership or Lexus Certified Collision Centre within 50 kms, or to the nearest Lexus Dealership or Lexus Certified Collision Centre within 300 kms.

LEXUS GENUINE COLLISION PARTS

Lexus Genuine Collision Parts are designed to meet the exacting standards Lexus's stringent safety standards embody. Lexus Genuine Replacement Parts go through the same tests and assessments as those conducted on original factory installed parts. You can count on the quality and reliability built into every Lexus Genuine Collision Part.

And, Lexus Genuine Service Replacement Parts carry a 2 year/40,000 km warranty of the repair when performed at Lexus Dealership. See your Dealership for details.

Make sure that your insurance company knows that your expectations as a Lexus owner are that:

- Your vehicle has to be restored to its Original Factory Specifications using Lexus Genuine Parts and Lexus Recommended Repair Procedures;
- The repairs should be carried out by a Collision Centre recommended by your T Lexus Dealer or a Lexus Certified Collision Centre;
- The expert Technicians who work on your Lexus vehicle follow approved repair methods from Lexus.

WHAT TO DO IN CASE OF AN ACCIDENT

1. **Stay calm** – Make sure no one is injured. If there are injuries, call for assistance immediately.

2. **Report the accident immediately** – A police report will assist in filing an accident claim with your insurance company.

3. **Take pictures, or make a sketch of the accident site** – A visual illustration of the site showing the position of all vehicles and people involved will help when reporting details of the accident.

4. **Exchange information** – Get appropriate information from all parties involved, including witnesses; name, address, phone, insurance, etc.

5. **Contact Lexus Roadside Assistance** at 1-800-26LEXUS (1-800-265-3987) or press the Emergency SOS button if your vehicle is equipped with Lexus Safety System+

6. **Know the facts** – As the vehicle owner and holder of the insurance policy, it is your right to choose the collision repair facility to complete the repair of your Lexus.

Remember, your Lexus Dealer and your Lexus Certified Collision Centre are your best partners in this situation.

Lexus vehicles are their business. It just makes sense to select a specialist. For more information visit the collision page on the lexus.ca website: