



Thank you for contacting Lexus.

Below is a summary of your most recent email message received and our response.

We appreciate the continued opportunity to be of service to you.

Subject

Customer Support Program ZLZ

Response By Email (Cameron) (02/28/2019 12:11 PM)

Dear Mr. Marshall:

Thank you for contacting Lexus.

As a consumer myself, I can certainly understand you wanting to obtain more clarity around this Customer Support Program (CSP) that was recently announced for the melting interior in your 2008 LS 460.

We have checked your Vehicle Identification Number (VIN): JTHBL46F4*****, and have confirmed your vehicle is involved in the following Warranty Enhancement: ZLZ. A notice will be mailed to you within the next few weeks.

We invite you to have your vehicle inspected for this concern at your local Lexus dealership to confirm the issue. Service appointments can be scheduled by contacting the dealership directly. You can find Lexus dealership information at www.lexus.com/dealers.

Your email has been documented at our National Headquarters under file #1902581236. If we can be of further assistance, please feel free to [contact us](#).

Sincerely,

Cameron
Lexus Guest Experience Center
