



Warranty and Service Book  
ES 350 / ES 300h

# NEW VEHICLE INFORMATION STATEMENT

SELLING DEALER TO COMPLETE USING BLOCK LETTERS

## OWNER'S DETAILS

Name .....

Address .....

Town .....

State ..... Post Code .....

## SELLING DEALER'S STAMP:

## SELLING DEALER'S SIGNATURE:

## VEHICLE'S DETAILS

Model Name .....

Model Code .....

Registration Number .....

Built (Production) Date .....

Vehicle Identification Number (VIN):

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Warranty Commencement Date .....

## IMPORTANT NOTICE

In the event that we need to contact you about your Lexus, please notify us if there is any change to name, address or ownership. Use the "Change of Name, Address, Owner Registration Cards" at the end of this book or contact the toll-free Lexus 1800 Customer Assistance Centre number given on your Lexus DriveCare card.

# FOREWORD

The Lexus commitment is to provide the ultimate in warranty, service and customer satisfaction to ensure your driving experience with Lexus is far beyond your expectations of driving pleasure, safety and trouble free motoring.

The following pages outline the Lexus commitment to each Lexus vehicle and its owner. We recommend you read these carefully to understand and appreciate the unique benefits offered by Lexus and the periodic service requirements of your Lexus vehicle.

Your Lexus Dealer is available for all service and maintenance requirements of your Lexus vehicle. Each service performed is documented in this book using a unique service seal signifying the completion and authenticity of the service performed.

Should you require assistance at any time, such as in an emergency, please call the toll-free Lexus 1800 Customer Assistance Centre number given on your Lexus DriveCare card (1800 023 009).

# LEXUS AND PRIVACY

Lexus has had a comprehensive privacy policy in place since the brand was established in 1990.

Lexus is committed to protecting your privacy and is required to comply with the Australian Privacy Principles in the Privacy Act 1988 (Cth) when it collects and handles your personal information. This includes providing you with the right to access and correct your personal information (subject to some exceptions allowed by law).

For further information about Lexus and privacy, please see the Lexus Privacy Policy (available at [www.lexus.com.au](http://www.lexus.com.au)). You can also contact us by calling 1800 023 009, or by sending your query to the Lexus Customer Assistance Centre, Lexus Australia, PO Box 1676, North Sydney, NSW, 2059, Australia.

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# LEXUS WARRANTY

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# LEXUS WARRANTY

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## IMPORTANT NOTICE

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

No Lexus Warranty and nothing in this Warranty and Service Book limits the consumer guarantees under the Australian Consumer Law in any way. In some circumstances your rights under those guarantees may be greater than your rights under the applicable Lexus Warranty, in which case Lexus will always honour your rights under the guarantees.

The Lexus warranties do not limit and may not necessarily exceed your rights under the Competition and Consumer Act 2010.

## DEFINITIONS

### Warranty Commencement Date

The Warranty Commencement Date means the date the vehicle is either:

- (a) delivered to its first owner, or
- (b) first put into service by Lexus or an authorised Lexus Dealer as a company or demonstration vehicle,

whichever date is the earlier.

### Warranty Repair

Warranty Repair means a repair performed during the Warranty Period under the Lexus New Vehicle Warranty to rectify a defect caused by faulty materials and or workmanship at the time of vehicle manufacture.

### Maintenance Service

Maintenance Service means the regular inspections, adjustments, changes of oils, coolant, fluids and lubricants, and the regular replacement of expendable items, necessary due to the passage of time and or the accumulation of kilometres travelled by the vehicle.



# LEXUS WARRANTY

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## WARRANTY PERIOD

### Warranty Commencement Date

The "Warranty Commencement Date" is shown on the "New Vehicle Information Statement" on the inside front cover of this book.

### Vehicle Warranty

This warranty applies to all new Lexus vehicles sold in Australia for 4 years or 100,000 kilometres, whichever occurs first, from the "Warranty Commencement Date".

### Paint Defect and Surface Rust

Paint defect or surface rust is warranted for 4 years or 100,000 kilometres, whichever occurs first, from the "Warranty Commencement Date".

### Corrosion Perforation Warranty

This warranty is in addition to the "Vehicle Warranty" and applies for 6 years unlimited kilometres from the "Warranty Commencement Date".

### HV Battery Warranty (Hybrid Vehicles Only)

The HV battery is warranted for 8 years or 160,000 kilometres, whichever occurs first, from the "Warranty Commencement Date". The warranty is comprised of the 4 year Lexus New Vehicle Warranty and an additional 4 year Lexus Australia battery warranty. The Auxiliary Battery (12 volt) is covered by different conditions to the HV battery. Please refer to "What is Covered".

### Accessory Warranty

All Lexus Genuine Accessories purchased and fitted to a Lexus are warranted for the remainder of the New Vehicle Warranty or 12 months, whichever is greater. Lexus Genuine Accessories purchased from an authorised Lexus Dealer over the counter are warranted from the date of purchase for one year (unlimited kilometres). Conditions apply. The Lexus Genuine Accessories Warranty does not limit and may not necessarily exceed your rights under the Competition and Consumer Act 2010.

## WHAT IS COVERED

### Vehicle Warranty

Lexus warrants that within the warranty period it will repair or replace free of charge any Lexus components (except those items listed under "What is Not Covered" ) installed in your vehicle as original equipment found to be defective in materials or workmanship under normal use and operation in Australia.

# LEXUS WARRANTY

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## **Paint Defect and Surface Rust**

Any paint defect or surface rust appearing on any of the painted body panels is warranted for the duration of the warranty period, except in those instances listed under "What is Not Covered".

For information on how to protect your vehicle from corrosion, see the section entitled "Corrosion Prevention and Appearance Care" in the Owner's Manual.

## **Corrosion Perforation Warranty**

Lexus warrants that within the warranty period it will repair or replace any original body panel that develops perforation from corrosion (rust-through), except in those instances listed under "What is Not Covered".

## **Accessory Warranty**

Genuine Lexus accessories are warranted against defect for the duration of the warranty period, except in those instances listed under "What is Not Covered".

## **Towing**

Where a warranted part has failed, and the vehicle is inoperative or unsafe to drive, towing of a vehicle to the nearest authorised Lexus Dealer is covered under the terms and conditions of this warranty.

## **Battery (Auxiliary Battery - Hybrid Vehicles) - 12 Volt**

During the first 3 years or 100,000 kilometres of service, a defective original equipment battery (12 Volt) will be replaced with a comparable replacement free of charge. Should the battery fail after 3 years or 100,000 kilometres of service but before the 4 years or 100,000 kilometres of service, 50% of the replacement cost will be covered by the warranty.

## **HV Battery Warranty (Hybrid Vehicles Only)**

The HV battery is warranted against defect for the duration of the HV battery warranty period, except in those instances listed under "What is Not Covered".

## **WHAT IS NOT COVERED\***

### **General**

Under normal circumstances, no responsibility will be accepted where a part has required repair or replacement as a direct or indirect result of:

- the failure by a non-Lexus repairer, owner or operator to follow the manufacturer's recommendations; or
- the use of non-genuine Lexus parts or accessories; or
- the faulty workmanship, default or negligence of a non-Lexus Dealer.

# LEXUS WARRANTY

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## **Tyres**

The Lexus New Vehicle Warranty does not cover tyres. They are covered by the tyre manufacturer's warranty.

## **Factors Beyond the Manufacturer's Control Including but Not Limited to:**

- Repairs and service adjustments required due to vehicle misuse or negligence are not covered.

Misuse and negligence includes the following:

- Formal or informal competitive events, such as racing.
  - Off-road use where the vehicle is not designed or marketed for that purpose.
  - Water ingress from floods or deep water fording.
  - Overloading - permissible loads are covered in the vehicle Owner's Manual.
  - Improper adjustment, repair, tampering or modifications by a non-Lexus repairer.
  - Accident damage.
  - Lack of proper care and attention as defined in the vehicle manuals and instructions.
- Cosmetic or surface corrosion from stone chips or scratches in the paint are not covered.
  - Damage or surface corrosion from the environment such as acid rain, airborne fall-out (chemicals, tree sap, etc.), salt, hail, windstorms, lightning, floods, or other like acts are not covered.
  - Incidental and consequential damages such as telephone calls, car rental charges, hotel bills, loss of income or time, inconvenience or commercial loss are not covered.

## **Lack of Maintenance Service or Use of Incorrect Fuel, Oils, Lubricants, Coolant or Fluids Including but Not Limited to:**

Repairs caused by improper maintenance, lack of Maintenance Service and the use of other than the fuel, oils, lubricants, coolant or fluids specified in the Owner's Manual are not covered.

## **Normal Wear and Tear Components Such as but Not Limited to:**

Engine tune-ups, lubrication, replacement of expendable parts such as filters, coolant, spark plugs, fuses, wiper blades, brake discs, brake drums, brake pads and brake shoes are not considered warrantable items where replacement is in line with operational maintenance.

# LEXUS WARRANTY

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## **Normal Noise, Vibration and Deterioration Including but Not Limited to:**

Normal noise, vibration, wear and tear, and deterioration such as discolouration, flaking, deformation or blur are not covered.

## **Altered Odometer**

Failure of a vehicle in which the odometer has been altered, tampered with or defaced so that the number of kilometres travelled by the vehicle cannot be readily ascertained is not covered.

\* The Lexus warranties do not limit and may not necessarily exceed your rights under the Competition and Consumer Act 2010.

## **OWNER'S RESPONSIBILITIES**

- You must present this book to any authorised Lexus Dealer whenever Warranty Repair is required
- You must deliver the vehicle to any authorised Lexus Dealer in order to obtain the Warranty Repair
- You must properly operate, maintain and care for your Lexus in accordance with the instructions contained herein and in the Owner's Manual
- When you change your name and or address, you are requested to complete the "Owner Information Change Form" in this book and return it to Lexus as outlined. Likewise, new owners of the Lexus vehicle are also requested to complete the form.

## **ODOMETER CHANGE RECORD**

If at any time it becomes necessary for a new odometer to be installed in your vehicle, please have your Lexus Dealer record the date of the change and the kilometres shown on the original odometer below.

Odometer changed at:.....km

Date odometer changed: .....

Lexus Dealer's name: .....

Lexus Dealer's signature:.....

Date .....

04/10/16 - STD/HYBRID

# LEXUS 1800 CUSTOMER ASSISTANCE

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# LEXUS 1800 CUSTOMER ASSISTANCE

## LEXUS 1800 CUSTOMER ASSISTANCE CENTRE 1800023009

MON - FRI 8:00 a.m. - 6:00 p.m.

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Designed for convenience and peace of mind, The Lexus Customer Assistance Centre is your centralised point of contact for all Lexus related enquiries and information.

Whether requiring a service or wishing to contact or locate your preferred Lexus Dealer, the Lexus Customer Assistance Centre is on-hand to manage your requirements in an efficient and friendly manner.

Upon taking ownership of your Lexus you may elect to be enrolled into the exclusive Lexus Encore Privileges Programme. To take advantage of any of the benefits extended through the programme, contact Lexus Customer Assistance Centre and your requirements are immediately taken care of.

You can also contact the Lexus Customer Assistance Centre online via the "contact us" page on [www.lexus.com.au](http://www.lexus.com.au)

Just another way Lexus ownership takes the driving experience to a whole new level.

# LEXUS 1800 CUSTOMER ASSISTANCE

## THE LEXUS 1800 24 HOUR ROADSIDE ASSISTANCE PROGRAMME – LEXUS DRIVECARE

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No matter how far you drive, you always have the reassurance of Lexus DriveCare. It means more than peace of mind. We'll not only look after your Lexus vehicle but safeguard you and your passengers as well.

### **Assistance above and beyond the call**

The Lexus 4-year/100,000 km warranty includes the DriveCare programme, providing you with 24-hour roadside assistance during your Lexus Warranty period.

Lexus has access to over 800 response centres around the country so you are assured of prompt assistance on almost every occasion when you need it.

### **The DriveCare programme\***

- Breakdown assistance with fuel, battery or tyre/wheel replacement
- Towing as required to a Lexus dealer or nominated technical centre
- One-way metropolitan taxi fare up to \$150 (including GST)
- Entry assistance if you are locked out of your car (selected Lexus models only)
- Off-road patrols for 4WDs
- Courier service for urgent small parcels or documents
- Clothing and personal effects cover up to \$250
- Basic medical assistance
- Accident assistance
- Personal Assist.

\* Conditions apply

# LEXUS 1800 CUSTOMER ASSISTANCE

You are eligible for Personal Assist when you are travelling and breakdown more than 100 km from your home and your Lexus is immobile for more than three days. This includes:

- Accommodation for up to 10 nights
- Medical repatriation up to \$5,000
- Car rental for up to 10 days
- Vehicle recovery to your home or destination.

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17/11/14



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# LEXUS SERVICE INFORMATION

## SERVICE SUPPORT PROGRAMME

You can be assured that we at Lexus will provide you with the ultimate in service support, far beyond customer expectations.

Any service or repairs are performed by highly trained Lexus master technicians who are proficient in every aspect of service and repair of your Lexus vehicle. Lexus master technicians have use of the best possible facilities, state of the art electronic diagnostic equipment specially designed for the service and repair of your Lexus and comprehensive back up assistance from the Regional Diagnostic Centre to ensure your Lexus is repaired to the highest possible standard and in the shortest possible time.

Lexus offer a specialist After Sales Service System to ensure any Lexus vehicle component or part is available to the customer with the minimum delay. If a customer's vehicle requires body repairs, Lexus have identified "authorised" body repair shops equipped to repair Lexus vehicles to the specified standard.

### **Service Support Programme guidance**

Should you want to arrange for work to be carried out on your Lexus or discuss a warranty or service subject, you need only contact the Service Manager available at any Lexus Dealer.

For contact, refer to the Lexus Service Directory (section 6) or ring your Lexus 1800 Customer Assistance Centre number - 1800 023 009.

## MAINTENANCE REQUIREMENTS

The maintenance requirements are an integral design feature of your Lexus contributing to overall safety and reliability. Maintenance requirements have been designed to a minimum, however the specified scheduled maintenance, as well as the general maintenance care, are very important requirements of your Lexus. To maintain optimum vehicle efficiency, reliability and safety, it is recommended that you follow the maintenance requirements as outlined in this book.

# LEXUS SERVICE INFORMATION

## General maintenance

General maintenance are those items requiring periodic inspection such as weekly checks that are important to your vehicle for proper operation.

These inspections can be either made by yourself or your Lexus Dealer.

A full description of general maintenance items are given in the maintenance section of the Lexus Owner's Manual.

## Scheduled maintenance

Scheduled maintenance are those items requiring service at regular intervals. Scheduled maintenance is specified in section 4 of this book.

## RECOMMENDED WEEKLY CHECKS

In addition to the scheduled maintenance in this book, the following items should be checked at least weekly.

### Weekly checks

- Engine oil level
- Engine coolant level
- Cold tyre pressure, including spare
- Windscreen washer fluid level
- Operation of air conditioner for at least five minutes (moisture dripping onto the surface beneath the vehicle is normal when the air conditioner is operating)
- Operation of horn, all exterior and interior lights and service reminder indicators
- Vehicle exterior.

For further information, refer to the Lexus Owner's Manual, or contact your Lexus Dealer.

# LEXUS SERVICE INFORMATION

## ADDITIONAL MAINTENANCE RECOMMENDED BY YOUR LEXUS DEALER

In addition to the maintenance recommended by Lexus, your Dealer may recommend maintenance to ensure the continued efficiency and reliability of your Lexus according to your particular operating conditions.

This maintenance may include:

- Headlight realignment
- Replacement of wiper blades
- Brake system inspection
- Balance and rotation of wheels
- Wheel alignment
- Leak test and re-gas of air conditioner system
- Other maintenance or service work as recommended by your Lexus Dealer.

## YOUR LEXUS VEHICLE IDENTIFICATION

The Vehicle Identification number (VIN) is the primary identifier for your Lexus. It is stamped on the engine compartment bulkhead at the bottom of the windscreen.

The vehicle identification plate is mounted at the bottom of the passenger's side 'B' pillar and also contains the VIN and other model data such as date of manufacture.

Date of manufacture, hereinafter called the "Built Date", means the calendar month and year in which the body shell and power train sub-assemblies are conjoined and the vehicle is driven or moved from the production line.

Use the VIN, built date and other model data to identify your Lexus for registration, ordering of parts, etc.

# LEXUS SCHEDULED MAINTENANCE

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# LEXUS SCHEDULED MAINTENANCE

## LEXUS SCHEDULED MAINTENANCE

Lexus has developed a maintenance schedule incorporating two service programmes covering conditions you are likely to experience while driving your Lexus vehicle. To maintain your Lexus in optimum condition, it is recommended that you follow the service programme that best represents your driving conditions as outlined on the next page.

The time interval or odometer reading determines when service is necessary. For most people, the odometer will indicate when service is needed. If, however, you drive very little, your vehicle should be serviced at least every 12 months, as shown in the normal service. Under severe conditions, service is required more frequently as shown in the additional service.

### UNDERSTANDING THE MAINTENANCE SCHEDULE

Here is a guide to the codes defining what type of maintenance needs to be performed at each scheduled service. You'll find these marked on Maintenance Schedule pages.

- I = Inspect and correct or replace as necessary
- R = Replace
- T = Tighten
- L = Lubricate
- C = Clean

# LEXUS SCHEDULED MAINTENANCE

## Which service programme to follow?

Your Lexus needs to be serviced in accordance with the NORMAL SERVICE on pages 18 ~ 19.



If you normally operate your Lexus under any of the severe conditions listed below, some of the NORMAL SERVICE items need to be serviced more frequently as shown in the ADDITIONAL SERVICE schedule on page 20.

### ADDITIONAL SERVICE (SEVERE CONDITIONS)

#### OPERATING CONDITIONS

- Operating on rough, muddy or snow melted roads
- Operating on dusty roads
- Towing a trailer, camper or using a car top carrier
- Repeated short trips less than 8 km and outside temperature remains below freezing
- Continuous high speed driving (80% or more of maximum vehicle speed) for over 2 hours.

## MAINTENANCE SCHEDULE

(Months or odometer reading, whichever occurs first)	months		km x 1000																	
	12	24	36	48	60	72	84	96	108	120	132	144	156	168	180	192				
<b>Engine</b>																				
Drive belts (ES350)	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Engine oil	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Engine oil filter	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Cooling and heater system <sup>1</sup>	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Engine coolant (Lexus Genuine Super LLC (Pink)) <sup>2</sup>	I	I	I	I	I	I	I	I	I	R							I	R	I	I
Inverter coolant (hybrid vehicles only) (Lexus Genuine Super LLC (Pink)) <sup>3</sup>	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I				R
Exhaust pipes and mountings	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
<b>Electrical</b>																				
Spark plugs						R						R								
Battery	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
<b>Fuel System</b>																				
Fuel filter <sup>4</sup>						R				R										R
Air cleaner filter	I	I	R	I	I	R	I	I	R	I	I	R	I	I	R	I	I	R	I	I
Fuel tank cap, fuel lines, connections and fuel vapor control valve	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Charcoal canister	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I

<sup>1</sup> Check that the radiator, condenser and/or intercooler are not blocked with leaves, dirt or insects, and clean them if necessary. Also check the hose connection for the installation condition, corrosion etc.

<sup>2</sup> Replace the engine coolant initially at 120 months or 150,000 km (whichever occurs first), then every 60 months or 75,000 km (whichever occurs first). \*

<sup>3</sup> Hybrid Vehicles - Replace the inverter coolant initially at 192 months or 240,000 km (whichever occurs first), then every 60 months or 75,000 km (whichever occurs first). \*

<sup>4</sup> Including the filter in fuel tank.

\* Use Genuine Lexus Super Long Life Coolant (SLLC) or a similar high quality ethylene glycol based non-silicate, non-amine, non-nitrite, and non-borate coolant with long-life hybrid organic acid technology. (Coolant with long-life hybrid organic acid technology consists of the combination of low phosphates and organic acids.)



## MAINTENANCE SCHEDULE

	months		km x 1000																			
	(Months or odometer reading, whichever occurs first)																					
Chassis and Body																						
Brake pedal and parking brake		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Brake linings and drums		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
(Include parking brake linings and drums)																						
Brake pads and discs		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Brake fluid		I	R	I	R	I	R	I	R	I	R	I	R	I	R	I	R	I	R	I	R	
Brake pipes and hoses		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Steering wheel, linkage and steering gear		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Drive shaft boots		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Suspension ball joints and dust covers		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Automatic transmission fluid		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Front and rear suspension		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Bolts and nuts on chassis and body <sup>5</sup>										T						T						
Accessory items <sup>6</sup>		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Tyres and inflation pressures		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Rotate wheels		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Balance front wheels		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Lights, horns, wipers and washers		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Seatbelt, webbing condition, buckle and retractor mechanism operation		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Air conditioner filter		R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	
Refrigerant amount of air conditioner		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	
Road Test																						
Road test		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	

<sup>5</sup> For seat mounting bolts, front and rear suspension retaining bolts.

<sup>6</sup> Visual inspection of towbar, bullbar and nudge bar.

## ADDITIONAL MAINTENANCE SCHEDULE

(Months or odometer reading, whichever occurs first)	6 months	12 months	18	24	30	36	42	48	54	60	66	72	7	84	90	96	102	108
km x 1000	7.5	15	22.5	30	37.5	45	52.5	60	67.5	75	82.5	90	97.5	105	112.5	120	127.5	135
<b>Engine</b>																		
Engine oil	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Engine oil filter	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
<b>Fuel System</b>																		
Air cleaner filter	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
<b>Chassis and Body</b>																		
Brake linings and drums (Include parking brake linings and drums)	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Brake pads and discs	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Brake pipes and hoses	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Steering wheel, linkage and steering gear	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Drive shaft boots	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Suspension ball joints and dust cover	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Automatic transmission fluid	I	I	I	I	I	I	I	I	I	R	I	I	I	I	I	I	I	I
Front and rear suspension	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Bolts and nuts on chassis and body <sup>5</sup>	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Accessory items <sup>6</sup>	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Lights, horns, wipers and washers	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Seatbelt, webbing condition, buckle and retractor mechanism operation	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Air conditioner filter	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
<b>Road Test</b>																		
Road test	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I

<sup>5</sup> For seat mounting bolts, front and rear suspension retaining bolts.<sup>6</sup> Visual inspection of towbar, bullbar and nudge bar.

# LEXUS SERVICE SEALS

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# LEXUS SERVICE SEALS

## LEXUS SERVICE SEALS

The Lexus Service Seals provide a simple method of documenting the service history of your Lexus vehicle. When your Lexus Dealer completes a service the appropriate service will be embossed with a unique seal signifying the completion and authenticity of the service performed.

The Lexus Service Seals are applied to the two types of service seal as follows.

## LEXUS SERVICE SEALS FOR NORMAL OR NORMAL PLUS ADDITIONAL SERVICE

The Lexus Service Seals for Normal or Normal plus Additional Service cover items serviced under normal and severe conditions. For individual items requiring service at each interval, refer to "Lexus Scheduled Maintenance" section 4.

## LEXUS SERVICE SEALS FOR ADDITIONAL SERVICE

The Lexus Service Seals for Additional Service cover service items such as engine oil and engine oil filter changed every 6 months or 7500 km under severe operating conditions only.

## SERVICE LABEL

The service label is adhered to the windscreen on completion of each service performed. It serves as a reminder for when your next service is due and proves the authenticity of the last service performed by your Lexus Dealer.

# LEXUS SERVICE SEALS

## Service Seals for Normal or Normal plus Additional Service

12 MONTH  
or 0115000 km  
SERVICE SEAL

DATE \_\_\_\_\_  
Additional maintenance performed ☐

24 MONTH  
or 0130000 km  
SERVICE SEAL

DATE \_\_\_\_\_  
Additional maintenance performed ☐

36 MONTH  
or 0045000 km  
SERVICE SEAL

DATE \_\_\_\_\_  
Additional maintenance performed ☐

48 MONTH  
or 0060000 km  
SERVICE SEAL

DATE \_\_\_\_\_  
Additional maintenance performed ☐

60 MONTH  
or 0071500 km  
SERVICE SEAL

DATE \_\_\_\_\_  
Additional maintenance performed ☐

72 MONTH  
or 0090000 km  
SERVICE SEAL

DATE \_\_\_\_\_  
Additional maintenance performed ☐

# LEXUS SERVICE SEALS



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# LEXUS SERVICE SEALS

## Service Seals for Normal or Normal plus Additional Service

84 MONTH  
or 105000 km

SERVICE SEAL

DATE \_\_\_\_\_

Additional maintenance performed ☐

120 MONTH  
or 150000 km

SERVICE SEAL

DATE \_\_\_\_\_

Additional maintenance performed ☐

96 MONTH  
or 120000 km

SERVICE SEAL

DATE \_\_\_\_\_

Additional maintenance performed ☐

132 MONTH  
or 165000 km

SERVICE SEAL

DATE \_\_\_\_\_

Additional maintenance performed ☐

108 MONTH  
or 135000 km

SERVICE SEAL

DATE \_\_\_\_\_

Additional maintenance performed ☐

144 MONTH  
or 180000 km

SERVICE SEAL

DATE \_\_\_\_\_

Additional maintenance performed ☐

# LEXUS SERVICE SEALS



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# LEXUS SERVICE SEALS

## Service Seals for Normal or Normal plus Additional Service

156 MONTH	168 MONTH	180 MONTH																					
or <table border="1"><tr><td>1</td><td>9</td><td>5</td><td>1</td><td>0</td><td>0</td><td>0</td></tr></table> km	1	9	5	1	0	0	0	or <table border="1"><tr><td>2</td><td>1</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr></table> km	2	1	0	0	0	0	0	or <table border="1"><tr><td>2</td><td>2</td><td>5</td><td>1</td><td>0</td><td>0</td><td>0</td></tr></table> km	2	2	5	1	0	0	0
1	9	5	1	0	0	0																	
2	1	0	0	0	0	0																	
2	2	5	1	0	0	0																	
SERVICE SEAL	SERVICE SEAL	SERVICE SEAL																					
DATE _____	DATE _____	DATE _____																					
Additional maintenance performed <input type="checkbox"/>	Additional maintenance performed <input type="checkbox"/>	Additional maintenance performed <input type="checkbox"/>																					
192 MONTH	204 MONTH	216 MONTH																					
or <table border="1"><tr><td>2</td><td>4</td><td>0</td><td>1</td><td>0</td><td>0</td><td>0</td></tr></table> km	2	4	0	1	0	0	0	or <table border="1"><tr><td>2</td><td>5</td><td>1</td><td>5</td><td>0</td><td>0</td><td>0</td></tr></table> km	2	5	1	5	0	0	0	or <table border="1"><tr><td>2</td><td>7</td><td>0</td><td>1</td><td>0</td><td>0</td><td>0</td></tr></table> km	2	7	0	1	0	0	0
2	4	0	1	0	0	0																	
2	5	1	5	0	0	0																	
2	7	0	1	0	0	0																	
SERVICE SEAL	SERVICE SEAL	SERVICE SEAL																					
DATE _____	DATE _____	DATE _____																					
Additional maintenance performed <input type="checkbox"/>	Additional maintenance performed <input type="checkbox"/>	Additional maintenance performed <input type="checkbox"/>																					

# LEXUS SERVICE SEALS



Not for Reproduction

# LEXUS SERVICE SEALS

## Service Seals for Additional Service

6 MONTH  
or 0 0 7 5 0 0 km  
SERVICE SEAL

DATE \_\_\_\_\_

42 MONTH  
or 0 5 2 5 0 0 km  
SERVICE SEAL

DATE \_\_\_\_\_

18 MONTH  
or 0 2 2 5 0 0 km  
SERVICE SEAL

DATE \_\_\_\_\_

54 MONTH  
or 0 6 7 5 0 0 km  
SERVICE SEAL

DATE \_\_\_\_\_

30 MONTH  
or 0 3 7 5 0 0 km  
SERVICE SEAL

DATE \_\_\_\_\_

66 MONTH  
or 0 8 2 5 0 0 km  
SERVICE SEAL

DATE \_\_\_\_\_

# LEXUS SERVICE SEALS



Not for Reproduction

# LEXUS SERVICE SEALS

## Service Seals for Additional Service

DATE \_\_\_\_\_

114 MONTH  
or 142500 km  
SERVICE SEAL

DATE \_\_\_\_\_

126 MONTH  
or 157500 km  
SERVICE SEAL

DATE \_\_\_\_\_

138 MONTH  
or 172500 km  
SERVICE SEAL

DATE \_\_\_\_\_

78 MONTH  
or 97500 km  
SERVICE SEAL

DATE \_\_\_\_\_

90 MONTH  
or 112500 km  
SERVICE SEAL

DATE \_\_\_\_\_

102 MONTH  
or 127500 km  
SERVICE SEAL

# LEXUS SERVICE SEALS



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# LEXUS SERVICE SEALS

## Service Seals for Additional Service

150 MONTH  
or 187,500 km  
SERVICE SEAL

DATE \_\_\_\_\_

162 MONTH  
or 210,000 km  
SERVICE SEAL

DATE \_\_\_\_\_

174 MONTH  
or 217,500 km  
SERVICE SEAL

DATE \_\_\_\_\_

186 MONTH  
or 232,500 km  
SERVICE SEAL

DATE \_\_\_\_\_

198 MONTH  
or 247,500 km  
SERVICE SEAL

DATE \_\_\_\_\_

210 MONTH  
or 262,500 km  
SERVICE SEAL

DATE \_\_\_\_\_

# LEXUS SERVICE SEALS



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## Notes

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# LEXUS SERVICE SEALS

## Notes

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# LEXUS SERVICE DIRECTORY

## LEXUS SERVICE DIRECTORY INFORMATION

The Lexus Service Directory lists the authorised sales and service centres throughout Australia and has been prepared for your convenience. The list is current at the time of printing, however, with expanding franchises, Dealer changes do occur. Should you be in an area that is not given in the directory, contact your nearest Lexus Dealer or call the Lexus 1800 Customer Assistance Centre. To contact your Lexus Service Manager at any of the following Lexus Dealers, please call the Lexus toll free number 1800 023 009.

## LEXUS SERVICE DIRECTORY LISTING

### NEW SOUTH WALES

#### CHATSWOOD

Lexus of Chatswood  
6 Barcoo Street,  
Roseville, 2069  
Telephone: 02 9410 3288

#### DUBBO

Lexus of Dubbo  
6-10 Bourke Street,  
Dubbo, 2830  
Telephone: 02 6881 8346

#### GREGORY HILLS

Lexus of Macarthur  
11-23 Lasso Road,  
Gregory Hills, 2557  
Telephone: 02 4660 0300

#### NEWCASTLE

Lexus of Newcastle  
104-106 Lambton Road,  
Broadmeadow, 2292  
Telephone: 02 4956 4388

#### PARRAMATTA

Lexus of Parramatta  
Cnr Church and Raymond Streets,  
Parramatta, 2150  
Telephone: 02 9204 6520

#### PORT MACQUARIE

Lexus of Port Macquarie  
181 Hastings River Drive,  
Port Macquarie, 2444  
Telephone: 02 6583 9122

#### SUTHERLAND

Lexus of Sutherland  
5-17 Waratah Street,  
Kirrawee, 2232  
Telephone: 02 9542 6167

#### SYDNEY

Sydney City Lexus  
824 Bourke Street,  
Waterloo, 2017  
Telephone: 02 8303 1900

# LEXUS SERVICE DIRECTORY

## AUSTRALIAN CAPITAL TERRITORY

### CANBERRA

Lexus of Canberra  
160 Melrose Drive,  
Phillip, 2606  
Telephone: 02 6222 1888

## VICTORIA

### BLACKBURN

Lexus of Blackburn  
146 Whitehorse Road,  
Blackburn, 3130  
Telephone: 03 9877 2788

### BRIGHTON

Lexus of Brighton  
99 Nepean Highway,  
Elsternwick, 3185  
Telephone: 03 9524 2099

### MELBOURNE

Melbourne City Lexus  
559 Elizabeth Street,  
Melbourne, 3000  
Telephone: 03 9282 8866

### WODONGA

Lexus of Wodonga  
171-173 Melbourne Road,  
Wodonga, 3690  
Telephone: 02 6055 9966

## QUEENSLAND

### CAIRNS

Lexus of Cairns  
235 Mulgrave Road,  
Cairns, 4870  
Telephone: 07 4030 7555

### INDOOROOPILLY

Lexus of Brisbane  
Cnr Moggill and Rennies Roads,  
Indooroopilly, 4068  
Telephone: 07 3327 1777

### FORTITUDE VALLEY

Lexus of Brisbane  
Cnr Ann and James Streets,  
Fortitude Valley, 4006  
Telephone: 07 3620 8444

### MAROOCHYDORE

Lexus of Maroochydore  
63 Maroochy Boulevard,  
Maroochydore, 4558  
Telephone: 07 5452 8777

### ROCKHAMPTON

Lexus of Rockhampton  
127 Denison Street,  
Rockhampton, 4700  
Telephone: 07 4924 5200

### SOUTHPORT

Lexus of Southport  
161 Ferry Road,  
Southport, 4215  
Telephone: 07 5509 7000

# LEXUS SERVICE DIRECTORY

## QUEENSLAND (cont.)

### SPRINGWOOD

Lexus of Springwood  
3424 Pacific Highway,  
Springwood, 4127  
Telephone: 07 3489 6800

### TOWNSVILLE

Lexus of Townsville  
Cnr Duckworth and Dalrymple Roads,  
Townsville, 4810  
Telephone: 07 4759 4201

## SOUTH AUSTRALIA

### ADELAIDE

Lexus of Adelaide  
164 West Terrace,  
Adelaide, 5000  
Telephone: 08 8238 5400

## WESTERN AUSTRALIA

### PERTH

Lexus of Perth  
359 Scarborough Beach Road,  
Osborne Park, 6017  
Telephone: 08 9340 9000

## TASMANIA

### HOBART

Lexus of Hobart  
Cnr Argyle and Brisbane Streets,  
Hobart, 7000  
Telephone: 03 6230 1911

## NORTHERN TERRITORY

### DARWIN

Lexus of Darwin  
1-9 Stuart Highway,  
Darwin, 0800  
Telephone: 08 8946 0000

# OWNER INFORMATION CHANGE FORM

If your name or address has changed or you are the new owner of this Lexus, please complete the other side of this form and mail it in a stamped envelope to the following address:

**Lexus Australia**

**PO Box 1676**

**North Sydney**

**NSW 2059**

**or FAX to : 1800 684 775**

This will allow Lexus to make a record of your ownership of the vehicle, and to contact you with any important product or safety updates concerning your vehicle. Lexus will not disclose your information to anyone without your consent. If you are a new owner and your vehicle is still within its warranty period, you will also become a member of the Lexus Encore program which provides an exciting range of owner benefits.

Your information may also be used to send you material about Lexus products or services. If you do not wish to receive this information, please tick the box below. Lexus may provide your details to its contractors (including direct mailing houses), market research organisations, marketing and communications agencies and related bodies corporate for this purpose. Some of our service providers and related bodies corporate are located overseas, including our parent company Toyota Motor Corporation in Japan.

As a result, personal information collected and held by Lexus may be transferred overseas. In particular, we use service providers located overseas to store customer data, including in Japan. If you do not provide us with the information requested, Lexus will not be able to update its ownership records, contact you with important product or safety updates or send you information about Lexus products and services. If you have any concerns or queries about the way we manage your personal information, you should contact us at the address or fax number above or call us on **1800 023 009** or email **enquiries@lexusenquiries.com.au**.

Your information will be handled in accordance with the Lexus Privacy Policy. The Privacy Policy explains how you may access and seek correction of the information Lexus holds about you. The Privacy Policy also explains how you may complain about the manner in which Lexus has collected or handled your information and how Lexus will investigate and respond to your complaint. Our privacy policy is available on our website at **www.lexus.com.au/smallprint/privacy**.

☐

Please tick this box if you do not wish to receive marketing material about our products and services.

# OWNER INFORMATION CHANGE FORM

Please tick the appropriate square

☐ Name and or address change

☐ New owner

Please complete the following in BLOCK letters:

Engine Number\* .....

Vehicle Identification Number (VIN)\*

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Registration Number .....

Owner's Name .....

Address .....

..... Post Code .....

Phone Number .....

Mobile Phone No. ....

Facsimile No. ....

Email Address .....

\* Refer to 'Your Lexus Identification' in the Owner's Manual for location of VIN and engine number.



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As a result, personal information collected and held by Lexus may be transferred overseas. In particular, we use service providers located overseas to store customer data, including in Japan. If you do not provide us with the information requested, Lexus will not be able to update its ownership records, contact you with important product or safety updates or send you information about Lexus products and services. If you have any concerns or queries about the way we manage your personal information, you should contact us at the address or fax number above or call us on **1800 023 009** or email **enquiries@lexusenquiries.com.au**.

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Registration Number .....

Owner's Name .....

Address .....

..... Post Code .....

Phone Number .....

Mobile Phone No. ....

Facsimile No. ....

Email Address .....

\* Refer to 'Your Lexus Identification' in the Owner's Manual for location of VIN and engine number.

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Issue No. 1701-03