

Recall Campaign
Warranty Claim Preparation Procedures
for All Weather Floor Mat on 2007-2008MY LEXUS ES350, Camry and Camry HV

In accordance with the following coverage and procedures, the costs will be reimbursed **by means of TWC**.

1. Parts and Labor Costs:

These costs will be reimbursed for corrected vehicles at the following rates:

<u>Op. No.</u>	<u>Operation</u>	<u>Flat Rate Time</u>
7519J1	Replace the driver's floor mat by dealership.	0.2 hr/vehicle
7519J2	Recover the driver's floor mat by dealership based on customer requests.	0.1 hr/vehicle

Notes : a) The flat rate time for Op. No. above includes 0.1 hour of administrative cost per unit for the dealership.

b) Actual expenses for the floor mat will be reimbursed under the sublet cost column for Op. No. 7519J2.

2. Administrative Cost for TMS:

Administrative cost for TMS in bulk will be reimbursed under the sublet cost column for corrected vehicles.

<u>Op. No.</u>	<u>Operation</u>	<u>Flat Rate Time</u>
7519JA	Administrative cost in sending Owner Letter to the Owners.	0.1 hr/vehicle

Note: Enter calculation formula [number of vehicles x hourly labor rate x administrative cost (0.1 hour) = claim amount] in the comment column to show its amount.

<u>Op. No.</u>	<u>Operation</u>	<u>Labor Time</u>
7519J9	Administrative cost for corrected vehicles.	0.2 hr/vehicle

Note: Enter calculation formula [number of vehicles repaired x hourly labor rate x administrative cost (0.2 hour) = claim amount] in the comment column to show its amount.

3. Registration Information Fee:

Should you obtain any information of owner addresses for vehicles within the affected frame number range from certain authorities and the like, registration information fees in bulk will be reimbursed under the sublet cost column at one time.

<u>Op. No.</u>	<u>Reimbursable Amount</u>
7519J7	Actual expenses incurred

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4. Owner's Letter Preparation Fee and Postage Fee:

The postage fee, printing and miscellaneous expenses in bulk will be reimbursed under the sublet column.

<u>Op. No.</u>	<u>Reimbursable Amount</u>
7519J8	Actual expenses incurred

5. Lexus Touch

The expenses incurred in the following **Lexus Touch** activities will be reimbursed in bulk under the sublet cost column after collecting costs from your dealers.

<u>Op. No.</u>	<u>Expenses</u>
7520J1	Field repair costs for customers
7520J2	Half the amount of pick up and delivery of customer vehicles
7520J3	Half the amount of rental car costs for customers (for the rental period of maximum three days and the rental rate of maximum cost US\$30.00 per day)
7520J4	Filling 5 gallons of fuel per vehicle
7520J5	Video & campaign booklet for dealer instructions

- Notes :
- a) One of the Op. No. 7520J1, 7520J2 and 7520J3 will be provided for the customers if necessary.
 - b) As for Op. No. 7520J4, enter the calculation formula in the comment column to show its amount.
 - c) Please note that no rental car will be, in general, provided for this campaign because of short operation time for correction.

6. When processing TWCs, please note;

- a) Any invoices for all the items are not necessary to attach to TWCs. However, please file them at your end and submit them if so required by TMC.
- b) For distributors who use computer readable media, assign the Type & Classification Code 31 to the TWC.

- c) If the claim amount for one TWC exceeds US\$50,000.00 or equivalent to US\$50,000.00, please divide and limit the amount for one TWC to US\$50,000.00 or equivalent to US\$50,000.00 or less. In this case, allocate the different TWC number to each claim.