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NEW MOTOR VEHICLE BOARD

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FILED
NEW MOTOR VEHICLE BOARD
DATE 12-22-15
BY MT.

STATE OF CALIFORNIA
NEW MOTOR VEHICLE BOARD

PUTNAM MOTORS, INC., dba PUTNAM
LEXUS,

Protestant,

v.

TOYOTA MOTOR SALES, U. S. A, INC.,

Respondent.

Protest No.: PR-2428-15

SECOND AMENDED PROTEST

[Vehicle Code Section 3065]

Protestant, PUTNAM AUTOMOTIVE GROUP, INC., dba PUTNAM LEXUS ("Putnam" or "Protestant") through its attorney, files this Second Amended Protest under the provisions of California Vehicle Code section 3065 and alleges as follows:

1. Protestant is a new motor vehicle dealer selling and servicing the Lexus brand of motor vehicles, and is located at 390 Convention Way, Redwood City, California 94063-1405. Protestant's telephone number is (650) 363-8500.

2. Respondent TOYOTA MOTOR SALES, U. S. A., INC. ("TMS" or "Respondent") is a distributor of the Lexus brand of motor vehicles, and is the franchisor of Protestant. Respondent's address is 209 Technology Drive, Irvine, California 92618, with a telephone number of (949) 727-1977.

1 3. On or about June 12, 2015, Putnam submitted to TMS a request for increase in the
2 labor rate schedule for the warranty diagnostics, repairs and servicing performed by Putnam on behalf
3 of TMS and for which TMS is legally required to reimburse Putnam. Putnam included with its request
4 all documentation sufficient to justify the increase requested.

5 4. By letter dated July 13, 2015, TMS advised Putnam's that it was denying the requested
6 increase in the warranty reimbursement labor rate. Few if any of the grounds listed by TMS in its
7 letter denying the increase have any relationship on whether the current warranty reimbursement
8 schedule is reasonable with respect to the compensation allowed to Putnam. Attached hereto and
9 marked as Exhibit A is a true and correct copy of the letter of denial from TMS.

10 5. The current warranty labor rate paid by TMS to Putnam is unreasonably low,
11 inadequate and unfair in consideration of Putnam's effective labor rate charged its various retail
12 customers and other relevant criteria as set forth in Vehicle Code Section 3065.

13 6. As required by Vehicle Code Section 3065(a), TMS has filed with the Board its
14 warranty reimbursement and PDI schedule / formula. Attached hereto and marked as Exhibit B is a
15 true and correct copy of this schedule / formula. In paragraph 3 on page 2 of the March 21, 2014 letter
16 to the Board in which TMS provides its required information to the Board, TMS responds that it does
17 not pay the dealer's posted retail shop rate, nor does it have a "formula" that is used to determine each
18 dealer's labor rates, but instead describes the process in which this labor rate is calculated. This
19 process includes consideration of the dealer's effective labor rate (retail) as well as information
20 contained in a competitive market survey. TMS directs the Board to the attached Warranty Labor Rate
21 Increase Request Form, pages 18 through 19, a copy of which is attached to the March 21, 2014 TMS
22 response.¹ TMS indicates that the information contained on pages 18 through 19 of the Warranty
23 Rate Increase Request Form is specifically utilized by TMS in determining the reimbursement rate for
24 a specific dealer.
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¹ Many of the documents included in Exhibit B pertain to Pre-Delivery Inspection reimbursement. PDI is not an issue in the present protest.

1 7. Pursuant to the schedule / formula filed by TMS with the Board, specifically the
2 Warranty Labor Rate Increase Form, TMS considers the dealer's current retail labor rate, and the labor
3 rates in the Competitive Market Survey section as set forth in the form (LEXUS 000018-000019) in
4 determining whether to approve the requested increase in the rate. Putnam provided this information
5 to TMS. TMS denied the requested increase. (See Exhibit A hereto). The "formula" utilized by
6 TMS, as applied to Putnam, is unreasonable and does not adequately and fairly compensate Putnam
7 for the labor required to complete the warranty repairs.

8
9 8. Vehicle Code Section 3065 requires that the formula, as applied, provides reasonable
10 and fair compensation "*to the franchisee* (singular) for warranty, diagnostics, repair and servicing".
11 (emphasis added). By this protest, Putnam is seeking an order from the Board that the formula, as
12 applied to Putnam, is unreasonable.

13 9. The original protest in this matter was filed on July 31, 2015, and raised the issues set
14 forth above as well as a second issue related to the policies and practices of TMS pertaining to the
15 nonavailability of technician training which is a condition precedent to the qualification of Putnam to
16 receive reimbursement for warranty and recall work performed by Putnam. A prehearing conference
17 on the original protest was held before the Board on September 18, 2015. As a result of discussions
18 held during that prehearing conference, Putnam filed an amended protest on or about October 7, 2015.
19 On or about October 22, 2015, Respondent filed a motion to dismiss the protest in its entirety. After
20 briefing and arguments on Respondent's motion, Board ALJ Anthony M. Skrocki issued his order
21 dated December 16, 2015 entitled "Order Denying Respondent's Motion to Dismiss Amended Protest"
22 (the "Order"). In the Order, ALJ Skrocki determined that "[t]he Board does not have jurisdiction to
23 hear and consider the issues as stated in the Protest and Amended Protest relating to the alleged failure
24 of TMS to pay Putnam the higher warranty labor rate Putnam seeks". (Order at para. 44). The Order
25 further states that "the hearing on the merits of the Protest and Amended Protest shall be limited to the
26 issues encompassed within the language of whether "...[t]he warranty reimbursement schedule or
27 formula [is] reasonable with respect to...all...conditions of the obligation". (citing Section 3065(a)).
28

1 (Order at p. 14, lines 9-12).

2 10. By the Order, ALJ Skrocki has effectively dismissed the portion of the Protest and
3 Amended Protest which challenged the hourly warranty labor rate paid by TMS to Putnam (based
4 upon the ALJ's determination that the Board lacks jurisdiction to hear this dispute), but denied the
5 motion to dismiss the portion of the Protest and Amended Protest which challenges the training
6 conditions imposed by TMS. It is intended by Protestant that this Second Amended Protest only
7 address the dispute related to the hourly warranty rate. The issues related to the training requirement
8 as a condition imposed by TMS for Protestant to be entitled to reimbursement for warranty and recall
9 work shall be raised in a separate protest filed concurrently herewith. Furthermore, Putnam does not
10 seek additional proceedings *before the Board's ALJs* regarding the ruling to dismiss the protest related
11 to the hourly warranty labor rate, but instead seeks Board member review of this jurisdictional issue in
12 compliance with the mandate of *Automotive Management Group, Inc. v. New Motor Vehicle Board*
13 (1993) 20 Cal.App.4th 1002, 24 Cal.Rptr.2nd 904.

15 11. Subsequent to Board Member review of the jurisdictional issue, Protestant and its
16 attorneys desire to appear before the Board and estimate that the hearing in this matter will take 8 days
17 to complete.

18 12. A Pre-Hearing Conference is requested.

20 WHEREFORE, Protestant prays as follows:

- 21 1. That the Board conduct a hearing on this matter pursuant to Vehicle Code Sections
22 3065, 3066 and 3067.
 - 23 2. That the Board sustain this protest and order Respondent to correct the failure of
24 TMS to provide adequate and reasonable compensation to Putnam based upon
25 Putnam's request for an increase in its warranty reimbursement labor rate, consistent
26 with California Law.
 - 27 3. For such other and further relief as the Board deems appropriate.
- 28

1 DATED: December 22, 2015



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3 MICHAEL M. SIEVING
4 Attorney for Protestant
5 PUTNAM MOTORS, INC., dba PUTNAM LEXUS
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PROOF OF SERVICE

STATE OF CALIFORNIA)
)
NEW MOTOR VEHICLE BOARD)

I am employed in the County of Sacramento, State of California, I am over the age of 18 years and not a party to the within action; my business address is 8865 La Riviera Drive, Unit B, Sacramento, California 95826.

On this date, December 22, 2015, I served the foregoing documents described as:

SECOND AMENDED PROTEST [Vehicle Code Section 3065]

I enclosed a true copy of said documents in a sealed envelope or package addressed to the persons noted below.

XX (By United States Mail) I placed the envelope for collection and mailing, following our firm's ordinary business practices. I am familiar with our firm's practice for collecting and processing correspondence for mailing. On the same day that correspondence is placed for collection and mailing, it is deposited in the ordinary course of business with the United States Postal Service, in a sealed envelope with postage fully prepaid.

 (By overnight delivery) I enclosed the documents in an envelope or package provided by an overnight delivery carrier and addressed to the persons listed below. I placed the envelope or package for collection and overnight delivery at an office or a regularly utilized drop box of the overnight delivery carrier.

 (By messenger service) I served the documents by placing them in an envelope or package addressed to the persons at the addresses below and providing them to a professional messenger service for service.

 (By fax transmission) Based on agreement of the parties to accept service by fax transmission, I faxed the documents to the persons at the fax numbers listed below. No error was reported by the fax machine that I used. A copy of the record of the fax transmission, which I printed out, is attached.

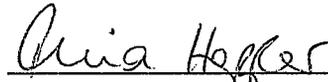
 (By electronic service) Based on a court order or an agreement of the parties to accept service by electronic transmission, I caused the documents to be sent to the persons at the electronic notification addresses listed below.

 (By personal service) I served the documents by delivering the envelope, by hand, to the persons listed below.

By ATT E-Mail I caused the above-entitled documents to be served through ATT E-Mail addressed to all parties appearing on the ATT E-Mail electronic service list for the above-entitled case. The file transmission was reported as completed and a copy of the ATT E-Mail pages will be maintained with the original documents in our office. Service will be deemed effective as provided for in the Electronic Case Management

Order. I have complied with California Rules of Court, Rule 2.257(a) and the original, signed Proof of Service is available for review and copying at the request of the court or any party.

I declare under penalty of perjury under the laws of the State of California I am a member of the State Bar of California and that the above is true and correct.


TINA HOPPER

SERVICE LIST

Steven B. McFarland
Steven.McFarland@nelsonmullins.com
Nelson Mullins Riley & Scarborough, LLP
1320 Main St. 17th Floor
P.O. Box 11070 (29211-1070)
Columbia, SC 29201



July 13, 2015

**VIA ELECTRONIC MAIL AND
FEDERAL EXPRESS/OVERNIGHT DELIVERY**
marty@putnamlexus.com

Marty Putnam, President
Putnam Lexus
390 Convention Way
Redwood City, CA 94063

Re: Request for Adjustment to Warranty Labor Reimbursement Rate

Dear Mr. Putnam:

Thank you for your recent request for Lexus, a Division of Toyota Motor Sales, U.S.A., Inc. ("Lexus") to consider an adjustment to the warranty labor reimbursement rate of Putnam Lexus ("Dealer"). Dealer submitted its request under Lexus Warranty Policy & Procedures, including Policy 7.4, and Lexus has reviewed Dealer's submission under these Policies. Lexus' review is also in accord with California law, and Lexus' March 21, 2014 filing with the California New Motor Vehicle Board.

We have carefully reviewed the information you have submitted, and regret that Lexus is unable to accommodate your request, or provide any adjustment to Dealer's warranty labor reimbursement rate. This decision by Lexus is based on the fact that your submission does not satisfy Lexus' policies. The Repair Orders and other information submitted, and the computations based thereon, do not comply with Policy 7.4. Examples of these deficiencies are summarized below, and are examples only, and not meant to include each and every deficiency in the submission. Lexus is providing this information so that you will be fully informed, although it has no obligation to do so.

1. **Market Survey Analysis** – Dealer's submission listed Carlsen Audi's retail labor rate as \$205.00, and its warranty labor rate as \$195.00. Lexus called Carlsen Audi to verify these rates and was informed that the retail labor rate for this dealer is \$200.00 and the warranty labor rate is \$165.00. When these corrected rates for Carlsen Audi are included, the average retail labor rate is \$196.19 and the average warranty labor rate is \$167.52.

2. **Repair Order Worksheet** – Dealer's repair order worksheet contained the following deficiencies:

A. **Failure to include eligible Repair Orders and repairs.** Repair Orders 323989, 324050, and 324127 were for customer-paid Alignments. These repairs should have been included on Dealer's worksheet and in the rate calculation. Repair Order 323996 was included on dealer's worksheet, but Dealer failed to include the customer-paid Alignment repair on the worksheet or in the rate calculation.

B. **Inclusion of Ineligible Repair Orders and repairs.** Repair Orders 324019, 324041, and 324114 are for bulb replacements. Maintenance Operations, including light bulbs, are specifically excluded from the calculation of Dealer's effective labor rate in Policy 7.4. Repair Order 324072 indicates that an independent body shop reported that the AFS light was on, but Dealer's technician reported that the AFS light was not on, and no repair was done. In addition, the Repair Order indicates that the body shop would be billed, not the customer. This Repair Order should not have been included in Dealer's worksheet because no repair work was done, and it was not a customer-pay repair.

C. **Failure to include discounts.** Repair Orders 323992, 323995, 324003, 324004, 324010, 324057, and 324150 contain discounts that were improperly excluded from Dealer's rate calculation. Under Policy 7.4, any miscellaneous labor discounts that appear on Repair Orders in Dealer's submission must be counted as a reduction of

the Dealer's overall labor rate for the repair included in the submission. As an example, Repair Order 323992 on Dealer's worksheet indicated a total labor amount of \$1,669.63, which reflected a discount of \$87.87 off the total labor charges of \$1,757.50. The total miscellaneous labor discounts on the Repair Order totaled \$175.75, so Dealer's worksheet should have listed \$1,581.75 as the labor amount.

D. Inclusion of incorrect labor time. Repair Order 323996 listed .1 as the labor time. In the National Service History, the labor time is listed as .2, so .2 should have been included in Dealer's calculation, not .1.

Based on the deficiencies noted above, which include examples and not a complete recitation of all errors, Dealer's submission and its warranty labor rate calculation are erroneous and do not comply with Lexus' policies. In addition, Dealer's Competitive Market Survey contains erroneous rates for Carlsen Audi and its average retail and warranty labor rates are erroneous. Therefore, Lexus denies Dealer's request for an adjustment to its warranty labor reimbursement rate.

It is Dealer's responsibility to submit a complete and accurate request and Lexus has no obligation to correct Dealer's submission. Although under no obligation to do so, Lexus has corrected some of the errors in Dealer's submission, and has calculated Dealer's effective labor rate as \$158.10, which is below Dealer's current approved warranty labor rate of \$160.00. In addition, Dealer's current approved warranty labor rate of \$160.00 is well within the range of rates of the competitive luxury brand dealers listed by Dealer in the Market Survey, and is only \$7.52 less than the average warranty labor rate for all of these dealers. These are additional reasons for Lexus' decision to deny Dealer's request for an increase in its warranty labor reimbursement rate.

In your June 10, 2015 submission, you include Repair Orders for the month of May, 2015. You acknowledge that these Repair Orders are not within the February time period elected by Lexus as the start date for the Repair Orders included in Dealer's submission, as provided in Policy 7.4. However, you claim that the May Repair Orders reflect a recent increase in Dealer's labor rate after the February Repair Orders included in the submission, and "support the requested rate increase."

Under Policy 7.4, Lexus specifies a date range for the Repair Orders to be included in the submission. Lexus selects the date range for the Repair Orders so that a representative sample of Repair Orders is obtained. This may also lessen the chance that labor rates in the submission Repair Orders have been increased in anticipation of a dealer's submission.

Dealer must complete the Repair Order Worksheet using Repair Orders within the selected date range. For Dealer's submission, Lexus specified a date range for the Repair Orders beginning on Monday, February 9, 2015, and continuing on subsequent days until the requisite 30 Repair Orders were obtained. Dealer then completed the worksheet utilizing Repair Orders within this date range.

Under Policy 7.4, Lexus' review of Dealer's submission is limited to the Repair Orders within the specified date range. Therefore, Lexus has no obligation to consider the May Repair Orders in reviewing Dealer's submission. However, so that Dealer will be fully informed, and despite having no obligation to do so, Lexus has reviewed the May Repair Orders and has determined that they do **not** support Dealer's requested rate increase to \$185.00.

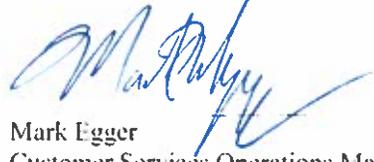
Dealer submitted May Repair Orders in a date range from May 16, 2015 to May 19, 2015 and beginning with Repair Order 330813 and ending with Repair Order 330999. However, 13 of the 30 Repair Orders listed by Dealer on the worksheet were not provided. In addition, 3 Repair Orders were entered twice on the worksheet, and only 14 of the required 30 Repair Orders were included on the worksheet. These deficiencies, in addition to Lexus not specifying a date range for the Repair Orders, render the May Repair Orders and worksheet invalid, and they do not support in any way Dealer's requested warranty labor rate increase.

Although under no obligation, Lexus also reviewed the "in between" May Repair Orders that were not part of the worksheet, and has determined that 3 of these Repair Orders had wheel alignments that should have been included in the worksheet, but were marked "internal."

In summary, based on the above, Lexus respectfully denies Dealer's request for a warranty labor rate increase, and Dealer's warranty labor rate will remain at \$160.00.

Sincerely,

LEXUS A DIVISION OF TOYOTA MOTOR SALES, USA



Mark Egger
Customer Services Operations Manager
Lexus Western Area

cc: Bruce Zellmer, Warranty Field Operations Manager

ME/: 51025

LEXUS

Tomono, Kathy@NMVB

From: John Lang (TMS) <John_Lang@Toyota.com>
Sent: Monday, March 24, 2014 11:05 AM
To: Tomono, Kathy@NMVB
Cc: Bruce Zellmer; Humma S Siddiqi (TMS)
Subject: Request for clarification regarding diagnostic time for dealer technicians for Toyota and Lexus

Good Morning Kathy

Thank you for your call this morning asking for clarification regarding how our Lexus and Toyota dealers are paid for diagnostic time for warranty claims. All Toyota and Lexus flat rate times contain three components:

1. Administrative time to submit a claim.
2. Diagnostic time to determine the cause of a failure.
3. Time to complete the repair.

We also provide additional diagnostic time if a dealership technician is required to use a diagnostic computer.

Thanks for call this morning. Please let me know if you require any additional information.

Sincerely

John Lang
National Warranty Manager
Toyota Motor Sales, USA, Inc.
310-468-0588

TOYOTA

UPS Next Day Delivery

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

March 21, 2014

Mr. William G. Brennan
Executive Director
California New Motor Vehicle Board
1507 21st Street, Suite 330
Sacramento, CA 95811

Re: February 19, 2014 Request for Information - Lexus

Dear Mr. Brennan:

Lexus, a division of Toyota Motor Sales U.S.A., Inc. ("Lexus") is in receipt of your February 19, 2014 letter requesting information concerning (1) Delivery and Preparation Obligations; (2) Schedule of Compensation for Delivery Preparation Obligations; and (3) Warranty Reimbursement Schedules or Formulas. You may consider this letter and the accompanying documents as Lexus's response for Lexus vehicles. A separate letter is being submitted for Toyota and Scion vehicles from Toyota Motor Sales U.S.A., Inc. The accompanying documents ("Documents") are numbered pages 1 through 19, and are identified below by the page numbers corresponding to each question, with the exception of the flat rate manual, which is not numbered.

Each question is stated below *in italics*, with Lexus's response **in bold**.

1. *Delivery and Preparation Obligations (also known as Pre-Delivery Inspections or PDI.*

Each manufacturer shall provide information to the Board explaining the obligations imposed on dealers by the manufacturer with regard to the delivery and preparation of the units the manufacturer sells through dealers in California. If your company uses a PDI Checklist and it encompasses the entire obligation imposed upon the selling dealer, you can simply submit a copy of the PDI Checklist. Information can also be submitted in the form of copies of sections of manuals or contracts that identify the obligations, or a letter to the Board on company letterhead detailing the obligations.

Lexus has Pre-Delivery Inspection ("PDI") Checklists for its vehicles, which checklists describe the entire obligation of the selling dealer for the preparation of and delivery of the vehicle to the retail customer. Your letter permits Lexus to submit copies of the PDI Checklists in lieu of explaining the dealer's obligations, and enclosed are Documents pages 1 through 16 containing the 2014 Model Year PDI Checklists for each Lexus model.

Mr. Brennan
Page 2
March 21, 2014

2. *Schedule of Compensation for Delivery Preparation Obligations (PDI Reimbursement)*

- *Does your company reimburse dealers for performance of PDI Obligations? Yes. If so, identify how they are compensated for the work. For example:*
- *Are dealers compensated different amounts based on the type of unit? No.*
- *Are dealers paid a flat dollar amount for performing PDI Obligations? No.*
- *Are dealers paid a flat time at a particular labor rate for performing the obligations, and if so, state what the values are? An example might be: The manufacturer pays 1.2 hours at the dealer's posted shop rate or agreed upon labor rate; or they pay \$50 per unit; or hours paid for each unit if they differ from model to model.*

Lexus pays a flat time for each model. Document page 17 is a spreadsheet stating the number of hours for each Lexus model for Model Year 2014. The flat time for vehicle preparation is multiplied by the dealer's labor rate in effect at the time of the submission of the claim. The labor rate in effect is the rate which has been requested by the dealer and approved by Lexus.

3. *Warranty Reimbursement Schedules or Formulas*

How your company reimburses for warranty repairs.

- *Report how your company determines the dollar amount or hourly rate that is paid to its dealers for performing warranty work. For example:*
 - *Does your company pay the dealer's posted retail shop rate? No.*
 - *Does your company have a formula that is used to determine each dealer's labor rate? No. If so, please provide the formula or information that is considered. Lexus does not use a mathematical formula in determining the dealer's labor rate. In determining a dealer's rate, Lexus uses the effective labor rate together with the information contained in a competitive market survey. The information used to compile this information is reflected on the attached Dealer's Warranty Labor Rate Increase Request Form, Document pages 18 through 19.*
 - *Does your company provide a mark-up on parts to the dealers? Yes.*
 - *If your company does not reimburse dealers for labor on warranty repairs, please so state in your filing. Not Applicable.*

Mr. Brennan
Page 3
March 21, 2014

- *Do you use an application for labor rate? Yes, see the form enclosed as Document pages 18 through 19.*
- *You must provide a copy of a flat rate manual, if one is used. Sometimes referred to as a time guide or tables; it is a document used to determine how many hourly units can be billed by a dealer for a given warranty repair item. If your company pages the straight time submitted by the dealer for any given repair instead of a flat rate manual (or similar publication) to calculate time paid for warranty repairs, please state so in your filing.*

Lexus's flat rate manual, described as the document used in determining how many hourly units can be billed by a dealers for a given warranty repair item, is enclosed. Under certain circumstances, dealers are permitted to request "straight time" rather than "flat time."

I trust this letter and the enclosed documentation adequately responds to your February 19, 2014 letter. If you have any questions, please do not hesitate to contact me.

Sincerely,

LEXUS, A DIVISION OF TOYOTA MOTOR SALES, USA, INC.


John Lang
National Warranty Manager
Toyota/Lexus/Scion

Enclosures

- Use the PDS Manual when performing this service. Download manual from TIS or Dealer Daily or order from MDC, 00242-PDSCT-MAN14.
- Check the Technical Information System (TIS) for PDS Technical Service Information Bulletins (TSIBs) that apply to the model you are servicing.
- Verify the Vehicle Identification Number (VIN) on repair order and vehicle match.

⚠ Do not touch orange high-voltage wiring (See Hybrid System Electrical Safety Precautions p. 2, also see TSIB)

<p>Check cleanliness, damage through entire process</p> <p>1. Prepare tools & supplies (p.2)</p> <p>2. Pull vehicle into bay, open hood</p> <p>3. Engine Compartment (Use fender covers) <input type="checkbox"/> Remove fuse cover <input type="checkbox"/> Short pin installation, if needed see TSIB Engine oil level (engine not running), pull dipstick Brake fluid level, visual Hybrid inverter, engine coolant levels, visual Add fluid to windshield washer to within 2" of cap Hoses - check for fluid leaks General wiring - check visually for damage Replace fuse cover</p> <p>4. Locks and Lights Remote Entry - lock and unlock all doors, sound theft deterrent system alarm Mirror outer foot light Remote Engine Starter* operation <input type="checkbox"/> Check headlights, turn signals and flashers</p> <p>5. Left Front (Protective covers on interior) A. SYSTEMS CHECK Check all systems with Techstream tester Activation & Initialization Tire Pressure Warning System, see TSIB (p.2 tire info label) - printout adjusted tire pressure Health Check - printout B. DRIVER'S SEAT Seatbelt - Latch and Unlatch Memory System - Program 3 position memory* steering wheel, seat, and outside mirror positions and activate Check seat adjustments C. DRIVER'S DOOR Check operation of all window switches on LF door Power door locks Door pocket D. INSTRUMENT PANEL Set mirror selector switch to R or L Fuel door Gauge lighting E. STEERING COLUMN CONTROLS Windshield wipers (front&rear), activate wipers with rain sensor*, headlight washers* Warning and indicator lights Multi-information display Steering wheel adjustments Steering wheel switches F. AIR CONDITIONING Temperatures - Set to 72F Mode - Check modes work Fan - Check speeds Leave on AUTO mode</p>	<p>G. CENTER INSTRUMENT PANEL Clock - Set time Audio - Set FM1, FM2, AM, SAT* station presets, check CD, mini & USB jacks* play Navigation* function and - - Set dealer POI & 5K/6-month service reminder - Menu, Setup, Vehicle, Maintenance - Check NavWeather* - Menu, Info Check backup monitor*</p> <p>H. CENTER CONSOLE Console cover, power outlet Cup holders, front Seat heaters*</p> <p>I. OVERHEAD Moonroof - check operation Visors and vanity lights Map lights Dome light(s) Inside rear view auto-dimming mirror HomeLink® garage door opener Safety Connect* - check green light by switch</p> <p>6. Left Rear Check operation of child door lock Close fuel door Rear seat - fold & unfold Power window - check operation, 1-touch Seatbelts, latch and unlatch</p> <p>7. Cargo Area Tonneau cover 12V Battery, 12.6V min. - printout Cargo area light Compact spare tire adjust pressure (p.2 tire info label) Jack, jack handle, towing eyelet, first aid kit, verify contents complete Trim appearance and cargo area carpet fit</p> <p>8. Right Rear Power window - check operation, 1-touch Seatbelts, latch and unlatch Check operation of child door lock Rear seat - fold & unfold</p> <p>9. Right Front Power window - check operation, 1-touch Power door lock switch Seatbelt, latch and unlatch Check seat adjustments Glovebox door</p> <p>10. Front Bumper <input type="checkbox"/> Front License Plate Mounting Bracket & License Plate Installation see TSIB</p>	<p>11. Under Vehicle (Safety/Damage) <input type="checkbox"/> Use proper lift boots to prevent damage Safety/Damage (Steering, Brakes, Tires, Wheels) visual Install wheel center caps Fluid leaks - visual engine transmission fuel lines front brake system front shocks Exhaust system tightness softly hit cold pipes with fist Fluid leaks - visual rear brake system rear shocks Front Wheel Opening Extension Pad Installation see TSIB Tire Positioning see TSIB</p> <p>12. Road Test <input type="checkbox"/> Add regular grade fuel <input type="checkbox"/> Check "READY" light Engine operation cold and hot Engine electric cooling fans Parking brake and brake operation Check mirror compass*, use magnetic zone on reverse, initialize if needed see TSIB Hybrid transaxle operation Cruise control operation Check EV, ECO, Normal, Sport mode & operation TRAC function and indicator lights Steering operation and off-center Air Conditioning/Heating - check all functions, cool, heat Squeaks and rattles (drive over Bott dots) Abnormal noise or vibration Check Vehicle Proximity Notification System Check brake lights, backup lights (use mirror at dealer) Check horn Turn off radio, air conditioning, seat heaters, lights</p> <p>Completion Review all codes, tire pressures, and temperature settings. Attach tire pressure; ECU health check, and 12V battery charge printouts to this check sheet and file with R.O. Submit product technical reports regarding quality issues, as applicable. Sign Teamwork in Quality Vehicle Delivery Certificate located in glovebox.</p> <p>Maintenance For HV & Auxiliary Batteries (See TSIB) Charge 12-Volt (Auxiliary battery) to 12.6 V before delivery. 5 amp (2 hours min - 10 hours max) Note: If parked 30+ days, disconnect 12-Volt battery. If parked long term, operate hybrid system every 2 months.</p> <p>Long Term (30+ days) Vehicle Storage Guidelines, See TSIB Before delivery: Battery Maintenance for In-stock Vehicles & Pre-Delivery see TSIB Floor Mat Installation see TSIB, p.2</p>
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- OFF mode, "READY" off * If equipped
- ON mode, "READY" off
- "READY" mode

I have attended the "Technical Introduction to Lexus Course L005" at the Lexus Area Office. I have read and understand the PDS Manual, PDS precautions, and applicable PDS TSIBs. I have lifted the vehicle and performed under vehicle safety/damage inspection. I have road tested vehicle long enough to test hot engine and driven over rough road/Bott dots to test for rattles/squeaks. I certify that I have checked all items on this form and all items have been corrected for proper operation as required.

Technician Name (please print) _____		Technician Signature _____	
Date: _____	Dealer Name: _____	R.O.: _____	Vehicle Identification Number (sticker) _____

⚠️ HYBRID SYSTEM ELECTRICAL SAFETY PRECAUTIONS (Also see TSIB)

- Do not touch the orange high voltage wiring and connectors (202-650 volts).
- The gasoline engine may start suddenly whenever the "READY" light is on. Before working under the hood, put the transmission selector lever in "P", apply the parking brake, and select the "POWER" switch in OFF to stop the hybrid system (the "READY" light goes off) before working in the engine compartment.
- The hybrid transaxle, engine radiator, and inverter radiator may reach high temperatures during inspection. Carefully observe all caution labels and instructions on these components.
- Be sure to keep the transmission selector lever in "P" at all times unless otherwise instructed. When the selector lever is in "N", the hybrid vehicle battery will not charge even if the gasoline engine is running.
- When leaving the vehicle, put the selector lever in "P", apply the parking brake, and select the "POWER" switch in OFF in order to stop the hybrid system (the "READY" light goes OFF).
- There is an air intake vent on the side of the rear left seatback for the purpose of cooling the hybrid battery (traction battery). Do not block this vent.
- Do not splash water on the electric components in the engine compartment.

LEXUS DAMAGE PREVENTION STANDARDS

Leave interior protection on driver's area until delivery to customer.

Fender Covers

MDC Supplies (800-622-2033):

Fender Cover 00242-FENDR-COVER

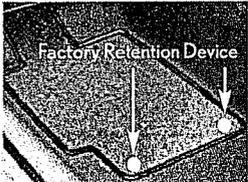
Non-scratch Belt (28"- 32") . . 00242-LBELT-2832

Non-scratch Belt (34"- 38") . . 00242-LBELT-3438

Non-scratch Belt (40"- 44") . . 00242-LBELT-4044

Non-scratch Belt (46"- 50") . . 00242-LBELT-4650

Ring Tape 00242-RNGTP



FLOOR MAT PROPER INSTALLATION & CARE

- Verify that the correct driver's floor mat is installed.
- Verify proper driver's floor mat installation using the factory retention device (clip or grommet style).
- Never install the driver's floor mat with the bottom-side up, do not place another floor mat(s) on top of an existing mat. (Note: You should always regularly verify a customer's driver's floor mat is properly secured after a car wash, interior cleaning, etc.)

TIRE PRESSURE
See tire info label

Tire and Loading Information Label

BATTERY CHARGE PRINTOUT-ATTACH

USER ID: PAGES: 11

TECHSTREAM TIRE PRESSURE PRINTOUT - ATTACH

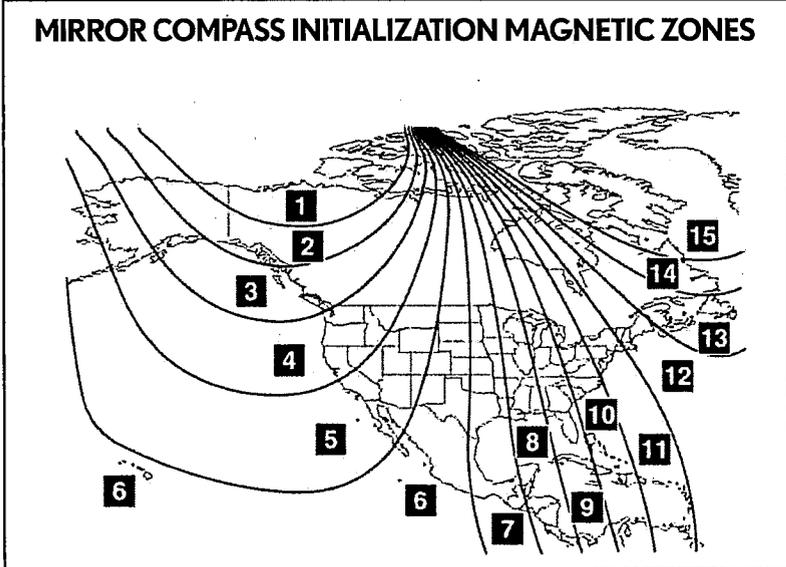
Vehicle VIN Tire Pressure Information

TECHSTREAM HEALTH CHECK PRINTOUT - ATTACH

Vehicle VIN

TPWS SWITCH

Tire Pressure Warning "SET" Switch



🔧 TOOLS AND SUPPLIES

- Techstream Diagnostic Tester
- Power port checker
- Digital tire pressure gauge
- 10mm socket wrench (license plate frame & bracket)
- Non-metallic fuse tool
- Flashlight with fresh batteries
- Clean gloves, clean shoes, ring tape, scratchless belt
- Clean rags, fender covers
- Writing pen
- Washer fluid; water (rain sensing wiper check)
- CD (for checking audio system)
- Convex mirror - use dealer mirror to check brake & reverse light if 2nd technician not available
- Bott dots if rough road not available

WORK FLOW

Under Vehicle Plugs

LEXUS 000002

LEXUS ES 350/300h PRE-DELIVERY SERVICE (PDS) CHECK SHEET 1 of 2

- Use the PDS Manual when performing this service. Download manual from TIS or Dealer Daily or order from MDC, 00242-PDSES-MAN14.
- Check the Technical Information System (TIS) for PDS Technical Service Information Bulletins (TSIBs) that apply to the model you are servicing.
- Verify the Vehicle Identification Number (VIN) on repair order and vehicle match.

⚠ ES 300h: Do not touch orange high-voltage wiring (See Hybrid System Electrical Safety Precautions p. 2, also see TSIB)

<p>Check cleanliness, damage through entire process</p> <p>1. Prepare tools & supplies (p. 2)</p> <p>2. Pull vehicle into bay, open hood</p> <p>3. Engine Compartment (Use fender covers) <input type="checkbox"/> OFF Remove fuse cover DCC fuse installation installation, if needed see TSIB Engine oil level (engine not running), pull dipstick Brake fluid level, visual Engine, inverter* coolant level, visual Add fluid to windshield washer to within 2" of cap Hoses - check for fluid leaks General wiring - check visually for damage Battery 12.3V min - printout (ES 350) Replace fuse cover</p> <p>4. Locks and Lights SmartAccess - lock and unlock all doors, unlock trunk Remote Entry - lock and unlock all doors, unlock trunk, sound theft deterrent system alarm Mirror outer foot light Remote Engine Starter* operation <input type="checkbox"/> RUN <input type="checkbox"/> READY Check headlights, turn signals and flashers</p> <p>5. Left Front (Protective covers on interior) A. SYSTEMS CHECK Check all systems with Techstream tester Activation & Initialization of Tire Pressure Warning system, (p.2 tire info label - printout adjusted tire pressure Tire Inflation Pressure Compensation & Adjustment) see TSIB Clear DTC Health Check - printout B. DRIVER'S SEAT Seatbelt - latch and unlatch Memory System - Program 3 position memory* steering wheel, seat, and outside mirror positions and activate Check seat adjustments C. DRIVER'S DOOR Check operation of all window switches on LF door Power door locks Door courtesy light Door pocket D. INSTRUMENT PANEL Set mirror selector switch to R or L Rear Sunshade* Park Assist* - check switch Trunk release Gauge lighting Heads-up display* E. STEERING COLUMN CONTROLS Windshield wipers, activate wipers with rain sensor, headlight washers* Warning and indicator lights Multi-information display Steering wheel adjustments Steering wheel switches F. AIR CONDITIONING Temperatures - Set to 72F Mode - Check modes work Fan - Check speeds Leave on AUTO mode</p>	<p>G. CENTER INSTRUMENT PANEL Clock - Set time Outside temperature Audio - Set FM, AM, SAT* station presets, check CD, mini & USB ports* play Navigation* function and: - Set dealer POI & 5K/6-month service reminder - Menu, Setup, Vehicle, Maintenance - Check NavWeather - Menu, Info/Apps Check backup monitor; tilt-down outside mirrors H. CENTER CONSOLE Console cover, console lights, power outlet Glovebox door Install shift-lock override button cover Cup holders, front Seat heaters* or ventilation/heaters* I. OVERHEAD Moonroof - check operation, 1-touch Visors and vanity lights Map lights Dome light(s) Inside rear view auto-dimming mirror HomeLink® garage door opener Safety Connect* - check green light by switch</p> <p>6. Left Rear Switch on child door lock, close door, then switch off Open & close fuel door Power window - check operation, 1-touch Seatbelts, latch and unlatch</p> <p>7. Trunk Battery 12.3V min - printout (ES 300h) Trunk light Compact spare tire* adjust pressure (p.2 tire info label) Tools, jack, jack handle, towing eyelet, first aid kit, verify contents complete Manual fuel door release lever Trim appearance and luggage carpet fit Power trunk lid closer*</p> <p>8. Right Rear Power window - check operation, 1-touch Switch on child door lock, then switch off Seatbelts, latch and unlatch</p> <p>9. Right Front Power window - check operation, 1-touch Power door lock switch Seatbelt, latch and unlatch Check seat adjustments Glove box</p> <p>10. Front Bumper <input type="checkbox"/> OFF Install front license plate bracket, frame, see TSIB, if required by state</p> <p><input type="checkbox"/> OFF OFF mode <input type="checkbox"/> ON ON mode, engine off (push twice) <input type="checkbox"/> READY "READY" mode (ES 300h) <input type="checkbox"/> RUN Engine running (ES350) * If equipped</p>	<p>11. Under Vehicle (Safety/Damage) <input type="checkbox"/> OFF Use proper lift boots to prevent damage Safety/Damage (Steering, Brakes, Tires, Wheels) visual Install wheel center caps Front wheel opening extension pad cover installation see TSIB Fluid leaks - visual engine fuel lines front brake system front shocks transmission Install rubber body plugs (locations p.2) Exhaust system tightness/rattle softly hit cold pipes with fist Fluid leaks - visual rear brake system rear shocks Tire positioning see TSIB</p> <p>12. Road Test Add regular fuel <input type="checkbox"/> READY Check READY light* (ES 300h) Engine operation cold and hot Engine electric cooling fans Parking brake and brake operation Check mirror compass*, see TSIB, magnetic zone p.2 Transmission operation Cruise control operation Check Drive Mode switch TRAC function and indicator lights Steering operation and off-center Air Conditioning/Heating - check all functions, cool, heat Blind Spot Monitor with Rear Cross-Traffic Squeaks and rattles (drive over Bott dots) Abnormal noise or vibration Check brake lights, backup lights (use mirror at dealer) Check horn Turn off radio, air conditioning, seat heaters, lights Set Drive Mode switch to NORMAL</p> <p>Completion Review all codes, tire pressures, and temperature settings Attach tire pressure, ECU health check, and battery charge printouts to this check sheet and file with R.O. Submit product technical reports regarding quality issues, as applicable Sign Teamwork in Quality Vehicle Delivery Certificate located in glovebox.</p> <p>Maintenance For HV & Auxiliary Batteries - ES 300h (See TSIB) Charge 12-Volt (Auxiliary battery) to 12.6 V before delivery. 5 amp (2 hours min - 10 hours max) Note: If parked 10+ days, disconnect 12-Volt battery. If parked long term, operate hybrid system every 2 months.</p> <p>Before delivery: Battery Maintenance for In-stock Vehicles & Pre-Delivery see TSIB Long Term Vehicle Storage Guidelines, see TSIB Floor Mat Installation see TSIB, p.2</p>
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I have attended the "Technical Introduction to Lexus Course L005" at the Lexus Area Office. I have read and understand the PDS Manual, PDS precautions, and applicable PDS TSIBs. I have lifted the vehicle and performed under vehicle safety/damage inspection. I have road tested vehicle long enough to test hot engine and driven over rough road/Bott dots to test for rattles/squeaks. I certify that I have checked all items on this form and all items have been corrected for proper operation as required.

Technician Name (please print)		Technician Signature	
Date:	Dealer Name:	RO:	Vehicle Identification Number (sticker)

⚠ ES 300h HYBRID SYSTEM ELECTRICAL SAFETY PRECAUTIONS (Also see TSIB)

- Do not touch the orange high voltage wiring and connectors (up to 650 volts).
- The gasoline engine may start suddenly whenever the "READY" light is on. Before working under the hood, put the transmission selector lever in "P", apply the parking brake, and set the power switch to "OFF" ("READY" light off) to stop the hybrid system.
- The hybrid transmission, engine radiator, and inverter radiator may reach high temperatures during inspection. Carefully observe all caution labels and instructions on these components.
- Be sure to keep the transmission selector lever in "P" at all times unless otherwise instructed. When the selector lever is in "N", the hybrid vehicle battery will not charge even if the gasoline engine is running.
- When leaving the vehicle, put the selector lever in "P", apply the parking brake, and press the power switch in the "OFF" mode in order to stop the hybrid system (the "READY" light goes OFF).
- Air vents are located on the package tray to cool the hybrid vehicle battery. Do not block these air vents.
- Do not splash water on the electric components in the engine compartment.

LEXUS DAMAGE PREVENTION STANDARDS

Leave interior protection on driver's area until delivery to customer.

Fender Covers

MDC Supplies (800-622-2033):

Fender Cover 00242-FENDR-COVER

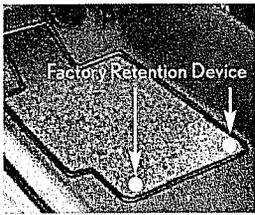
Non-scratch Belt (28" - 32") 00242-LBELT-2832

Non-scratch Belt (34" - 38") 00242-LBELT-3438

Non-scratch Belt (40" - 44") 00242-LBELT-4044

Non-scratch Belt (46" - 50") 00242-LBELT-4650

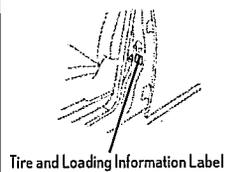
Ring Tape 00242-RNGTP



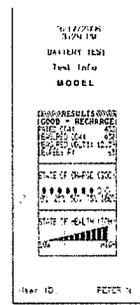
FLOOR MAT PROPER INSTALLATION & CARE

- Verify that the correct driver's floor mat is installed.
- Verify proper driver's floor mat installation using the factory retention device (clip or grommet style).
- Never install the driver's floor mat with the bottom-side up, do not place another floor mat(s) on top of an existing mat. (Note: You should always regularly verify a customer's driver's floor mat is properly secured after a car wash, interior cleaning, etc.)

TIRE PRESSURE
See tire info label



BATTERY CHARGE PRINTOUT - ATTACH



TECHSTREAM TIRE PRESSURE PRINTOUT - ATTACH

Item	Value	Unit	Unit	Unit
1. Tire Pressure	32.0	PSI	2.17	BAR
2. Tire Pressure	32.0	PSI	2.17	BAR
3. Tire Pressure	32.0	PSI	2.17	BAR
4. Tire Pressure	32.0	PSI	2.17	BAR

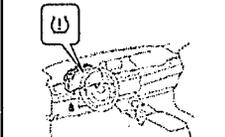
Vehicle VIN

TECHSTREAM HEALTH CHECK PRINTOUT - ATTACH

Item	Value	Unit	Unit	Unit
1. Health Check	Pass			
2. Health Check	Pass			
3. Health Check	Pass			
4. Health Check	Pass			

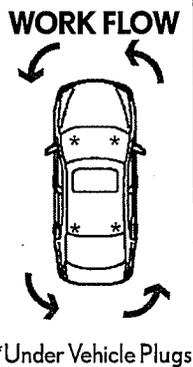
Vehicle VIN

TPWS - See TSIB

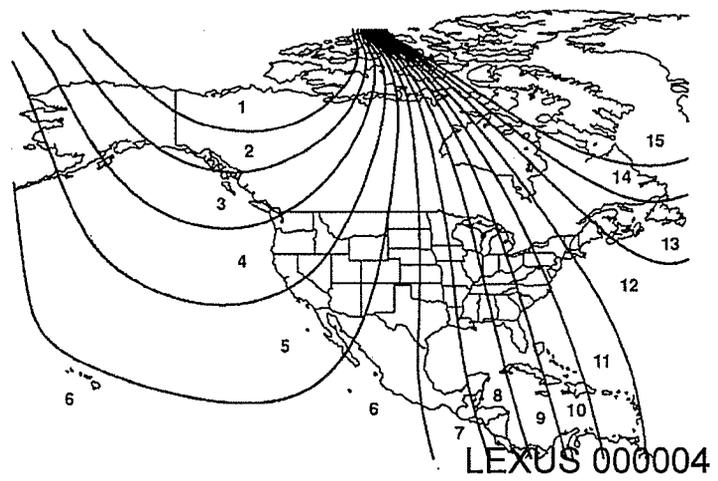


TOOLS AND SUPPLIES

- Techstream Diagnostic Tester
- Power port checker
- Digital tire pressure gauge
- 10mm socket wrench, 11mm drill (license plate frame & bracket)
- Non-metallic fuse tool
- Flashlight with fresh batteries
- Clean gloves, clean shoes, ring tape, scratchless belt
- Clean rags, fender covers
- Writing pen
- Washer fluid; water (rain sensing wiper check)
- CD (for checking audio system)
- Convex mirror - use dealer mirror to check brake & reverse light if 2nd technician not available
- Bott dots if rough road not available



COMPASS ZONES



LEXUS GS 350/450h PRE-DELIVERY SERVICE (PDS) CHECK SHEET 1 of 2

- Use the PDS Manual when performing this service. Download manual from TIS or Dealer Daily or order from MDC, 00242-PDSGS-MAN14.
- Check the Technical Information System (TIS) for PDS Technical Service Information Bulletins (TSIBs) that apply to the model you are servicing.
- Verify the Vehicle Identification Number (VIN) on repair order and vehicle match.

<p>Check cleanliness, damage through entire process</p> <p>1. Prepare tools & supplies (p.2)</p> <p>2. Pull vehicle into bay, open hood</p> <p>3. Engine Compartment (Use fender covers)</p> <p><input type="checkbox"/> Remove fuse cover DCC fuse installation, if needed see TSIB Engine oil level (engine not running), pull dipstick Brake fluid level, visual Engine, inverter* coolant level, visual Add fluid to windshield washer to within 2" of cap Hoses - check for fluid leaks VGRS*, visual General wiring - check visually for damage Battery 12.3V min - printout (GS350) Replace fuse cover</p> <p>4. Locks and Lights</p> <p>SmartAccess - lock and unlock all doors, unlock trunk Remote Entry - lock and unlock all doors, unlock trunk, sound theft deterrent system alarm Mirror outer foot light Mirror outer foot light Remote Engine Starter* operation <input type="checkbox"/> Check headlights, turn signals and flashers</p> <p>5. Left Front (Protective covers on interior)</p> <p>A. SYSTEMS CHECK Check all systems with Techstream tester Activation & Initialization of Tire Pressure Warning system, see TSIB (p.2 tire info label) - printout adjusted tire pressure Tire Inflation Pressure Compensation & Adjustment, see TSIB Health Check - printout</p> <p>B. DRIVER'S SEAT Seatbelt - latch and unlatch Memory System - Program 3 position memory* steering wheel, seat, and outside mirror positions and activate Check seat adjustments</p> <p>C. DRIVER'S DOOR Check operation of all window switches on LF door Power door locks Door courtesy light Door pocket</p> <p>D. INSTRUMENT PANEL Set mirror selector switch to R or L Power folding mirrors Rear Sunshade* Park Assist* - check switch AFS - check operation* Trunk release Gauge lighting Heads-up display*</p> <p>E. STEERING COLUMN CONTROLS Windshield wipers, activate wipers with rain sensor, headlight washers* Warning and indicator lights Multi-information display Steering wheel adjustments Steering wheel switches</p> <p>F. AIR CONDITIONING Temperatures - Set to 72F Mode - Check modes work Fan - Check speeds Leave on AUTO mode</p>	<p>G. CENTER INSTRUMENT PANEL Clock - Set time Outside temperature Audio - Set FM1, FM2, AM, SAT* station presets, check CD, mini & USB jacks* play Navigation* function and: - Set dealer POI & 5K/6-month service reminder - Menu, Setup, Vehicle, Maintenance - Check NavWeather - Menu, Info/Phone Check backup monitor, tilt-down outside mirrors</p> <p>H. CENTER CONSOLE Console cover, ashtray & console lights, power outlet Glovebox door Install shift-lock override button cover Cup holders, front Seat heaters* or ventilation/heaters*</p> <p>I. OVERHEAD Moonroof - check operation, 1-touch Visors and vanity lights Map lights Dome light(s) Inside rear view auto-dimming mirror HomeLink® garage door opener Safety Connect* - check green light by switch</p> <p>6. Left Rear Switch on child door lock, close door, then switch off Open & close fuel door Power window - check operation, 1-touch Seatbelts, latch and unlatch Center rear armrest, rear cupholders, seatback pockets</p> <p>7. Trunk 12V Battery, 12.3V min. - printout (GS450h) Trunk light Compact spare tire* adjust pressure (p.2 tire info label) Tools, jack, jack handle, towing eyelet, first aid kit, verify contents complete Active stabilizer* Manual fuel door release lever Trim appearance and luggage carpet fit Power trunk lid closer*/opener*</p> <p>8. Right Rear Power window - check operation, 1-touch Switch on child door lock, then switch off Seatbelts, latch and unlatch</p> <p>9. Right Front Power window - check operation, 1-touch Power door lock switch Seatbelt, latch and unlatch Check seat adjustments Glove box</p> <p>10. Front Bumper <input type="checkbox"/> Install front license plate bracket, frame, see TSIB, if required by state</p> <p><input type="checkbox"/> OFF mode, "READY" off <input type="checkbox"/> On mode, "READY" off <input type="checkbox"/> "READY" mode (GS450h) <input type="checkbox"/> Engine running (GS 350)</p> <p>* If equipped</p>	<p>11. Under Vehicle (Safety/Damage)</p> <p><input type="checkbox"/> Use proper lift boots to prevent damage</p> <p>Safety/Damage (Steering, Brakes, Tires, Wheels) visual</p> <p>Install wheel center caps Front wheel opening extension pad cover removal see TSIB Fluid leaks - visual engine fuel lines front brake system front shocks front differential* transmission center differential*</p> <p>Install rubber body plugs (locations p.2) Exhaust system tightness/rattle softly hit cold pipes with fist</p> <p>Fluid leaks - visual rear brake system rear shocks rear differential</p> <p>Tire positioning see TSIB</p> <p>12. Road Test Add premium fuel <input type="checkbox"/> Check READY light (GS 450h) Engine operation cold and hot Engine electric cooling fans Parking brake and brake operation Transmission operation Cruise control operation Check suspension settings switch ECT, TRAC function and indicator lights Steering operation and off-center Air Conditioning/Heating - check all functions, cool, heat Blind Spot Monitor with Rear Cross-Traffic Alert* Squeaks and rattles (drive over Bott dots) Abnormal noise or vibration Check brake lights, backup lights (use mirror at dealer) Check horn Turn off radio, air conditioning, seat heaters, lights Set drive position switch to NORMAL</p> <p>Completion Review all codes, tire pressures, and temperature settings Attach tire pressure, ECU health check, and battery charge printouts to this check sheet and file with R.O. Submit product technical reports regarding quality issues, as applicable Sign Teamwork in Quality Vehicle Delivery Certificate located in glovebox.</p> <p>GS 450h: Maintenance For HV & Auxiliary Batteries (See TSIB) Charge 12-Volt (Auxiliary battery) to 12.6 V before delivery. 5 amp (2 hours min - 10 hours max) Note: If parked 10+ days, disconnect 12-Volt battery. If parked long term, operate hybrid system every 2 months.</p> <p>Before delivery: Battery Maintenance for In-stock Vehicles & Pre-Delivery see TSIB Long Term Vehicle Storage Guidelines, see TSIB Floor Mat Installation see TSIB,p.2</p>
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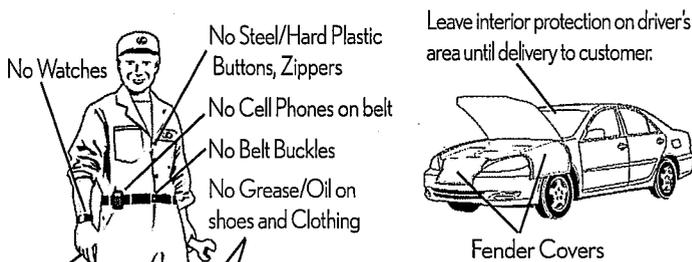
I have attended the "Technical Introduction to Lexus Course L005" at the Lexus Area Office. I have read and understand the PDS Manual, PDS precautions, and applicable PDS TSIBs. I have lifted the vehicle and performed under vehicle safety/damage inspection. I have road tested vehicle long enough to test hot engine and driven over rough road/Bott dots to test for rattles/squeaks. I certify that I have checked all items on this form and all items have been corrected for proper operation as required.

Technician Name (please print)		Technician Signature	
Date:	Dealer Name:	R.O.:	Vehicle Identification Number (sticker)

⚠️ GS450h HYBRID SYSTEM ELECTRICAL SAFETY PRECAUTIONS (Also see TSIB)

- Do not touch the orange high voltage wiring and connectors (up to 650 volts).
- The gasoline engine may start suddenly whenever the "READY" light is on. Before working under the hood, put the transmission selector lever in "P", apply the parking brake, and set the power switch to "OFF" ("READY" light off) to stop the hybrid system.
- The hybrid transmission, engine radiator, and inverter radiator may reach high temperatures during inspection. Carefully observe all caution labels and instructions on these components.
- Be sure to keep the transmission selector lever in "P" at all times unless otherwise instructed. When the selector lever is in "N", the hybrid vehicle battery will not charge even if the gasoline engine is running.
- When leaving the vehicle, put the selector lever in "P", apply the parking brake, and press the power switch in the "OFF" mode in order to stop the hybrid system (the "READY" light goes OFF).
- Air vents are located on the package tray to cool the hybrid vehicle battery. Do not block these air vents.
- Do not splash water on the electric components in the engine compartment.

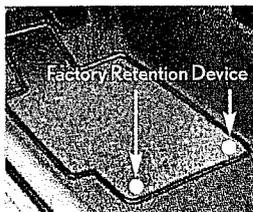
LEXUS DAMAGE PREVENTION STANDARDS



MDC Supplies (800-622-2033):

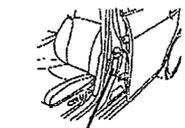
Fender Cover	00242-FENDR-COVER
Non-scratch Belt (28"-32")	00242-LBELT-2832
Non-scratch Belt (34"-38")	00242-LBELT-3438
Non-scratch Belt (40"-44")	00242-LBELT-4044
Non-scratch Belt (46"-50")	00242-LBELT-4650
Ring Tape	00242-RNGTP

FLOOR MAT PROPER INSTALLATION & CARE



- Verify that the correct driver's floor mat is installed.
- Verify proper driver's floor mat installation using the factory retention device (clip or grommet style).
- Never install the driver's floor mat with the bottom-side up, do not place another floor mat(s) on top of an existing mat. (Note: You should always regularly verify a customer's driver's floor mat is properly secured after a car wash, interior cleaning, etc.)

TIRE PRESSURE
See tire info label



Tire and Loading Information Label

TPWS SWITCH



Tire Pressure Warning "SET" Switch

BATTERY CHARGE PRINTOUT - ATTACH



Vehicle VIN

TECHSTREAM TIRE PRESSURE PRINTOUT - ATTACH

Vehicle VIN	Pressure	Temp	Pressure	Temp	Pressure	Temp	Pressure	Temp
1G8JG1E5300000000	32	58	32	58	32	58	32	58
1G8JG1E5300000000	32	58	32	58	32	58	32	58
1G8JG1E5300000000	32	58	32	58	32	58	32	58
1G8JG1E5300000000	32	58	32	58	32	58	32	58

Vehicle VIN

TECHSTREAM HEALTH CHECK PRINTOUT - ATTACH

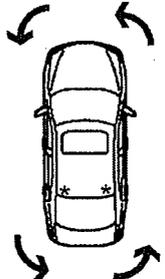
Vehicle VIN	Health Check Results	Pass/Fail	Pass/Fail	Pass/Fail	Pass/Fail	Pass/Fail	Pass/Fail
1G8JG1E5300000000	Pass	Pass	Pass	Pass	Pass	Pass	Pass
1G8JG1E5300000000	Pass	Pass	Pass	Pass	Pass	Pass	Pass
1G8JG1E5300000000	Pass	Pass	Pass	Pass	Pass	Pass	Pass
1G8JG1E5300000000	Pass	Pass	Pass	Pass	Pass	Pass	Pass

Vehicle VIN

TOOLS AND SUPPLIES

- Techstream Diagnostic Tester
- Power port checker
- Digital tire pressure gauge
- 10mm socket wrench, 11mm drill (license plate frame & bracket)
- Non-metallic fuse tool
- Flashlight with fresh batteries
- Clean gloves, clean shoes, ring tape, scratchless belt
- Clean rags, fender covers
- Writing pen
- Washer fluid; water (rain sensing wiper check)
- CD (for checking audio system)
- Convex mirror - use dealer mirror to check brake & reverse light if 2nd technician not available
- Bott dots if rough road not available

WORK FLOW



*Under Vehicle Plugs

- Use the PDS Manual when performing this service. Download manual from TIS or Dealer Daily or order from MDC, 00242-PDSGX-MAN14.
- Check the Technical Information System (TIS) for PDS Technical Service Information Bulletins (TSIBs) that apply to the model you are servicing.
- Verify the Vehicle Identification Number (VIN) on repair order and vehicle match.

<p>Check cleanliness, damage through entire process</p> <p>1. Prepare tools & supplies (p.2)</p> <p>2. Pull vehicle into bay, open hood</p> <p>3. Engine Compartment (Use fender covers) (OFF) Remove fuse cover Short pin installation, if needed see TSIB Engine oil level (engine not running), pull dipstick Brake, power steering fluid levels, visual Engine coolant level, visual Add fluid to windshield washer to within 2" of cap (ON) Activate wipers with rain sensor, rear wiper Hoses - check for fluid leaks General wiring - check visually for damage Battery 12.6V min - printout Replace cover</p> <p>4. Roof, Locks and Lights (OFF) Roof rails/crossbars* Remote Entry - lock and unlock all doors, sound theft deterrent system alarm Check headlights, turn signals and flashers</p> <p>5. Left Front (Protective covers on interior) (RUN) A. SYSTEMS CHECK Check all systems with Techstream tester Activation & Initialization of Tire Pressure Warning system, see TSIB (p.2 tire info label) - printout adjusted tire pressure, Tire Inflation Pressure Compensation & Adjustment Health Check - printout B. DRIVER'S SEAT Seatbelt - Latch and Unlatch Memory System - Program 2 position memory* steering wheel, seat, and outside mirror positions and activate Check seat adjustments C. DRIVER'S DOOR LF 1-touch power window - check operation, initialize if needed Check operation of all window switches on LF door Power door locks Door courtesy light Door pocket D. INSTRUMENT PANEL Set mirror selector switch to R or L Initialize Parking Assist Monitor, see TSIB Auto mirror AC 115V Power windows Warning and indicator lights Headlight washers Fuel door Gauge lighting E. STEERING COLUMN CONTROLS Windshield wipers (front & rear) Steering wheel adjustments Multi-information display Steering wheel switches Wide view F. AIR CONDITIONING Temperatures - Set to 72F Mode - Check modes work Fan - Check speeds Leave on AUTO mode</p>	<p>G. CENTER INSTRUMENT PANEL Clock - Set time Outside temperature Audio - Set FM1, FM2, AM, SAT* station presets, check CD/DVD*, mini & USB ports* play Navigation* function and: - Set dealer POI & 5K/6-month service reminder - Menu, Setup, Vehicle, Maintenance - Check NavWeather Check backup monitor*, tilt-down outside mirrors H. CENTER CONSOLE Console armrests, console lights, power outlet Install shift-lock override button cover Cup holders, front Seat heaters - ventilators* I. OVERHEAD Moonroof - check operation, 1-touch, initialize if needed Visors and vanity lights Sunglasses holder/conversation mirror Map lights Dome light(s) Inside rear view auto-dimming mirror HomeLink® garage door opener Safety Connect* - check green light by switch</p> <p>6. Left Rear Close fuel door Check operation of child door lock 2nd row seat, slide, fold and unfold Power window - check operation, 1-touch, initialize if needed Rear air conditioning, check operation Rear seat audio, entertainment system operation* 2nd row seatbelts, latch and unlatch, dock Seat heaters* Center rear armrest, rear cupholders, seatback pockets</p> <p>7. Cargo Area Back door, lift window Cargo area light Adjust spare tire pressure (p.2 tire info label) 115V power outlet* Tools, jack, jack handle, first aid kit, verify contents complete Trim appearance and cargo area carpet fit 3rd row seats - fold and unfold 3rd row seatbelts - latch and unlatch Tonneau cover*</p> <p>8. Right Rear Power window - check operation, 1-touch initialize if needed 2nd row seatbelts, latch and unlatch Check operation of child door lock Rear seat fold and unfold</p> <p>9. Right Front Power window - check operation, 1-touch initialize if needed Power seat adjustments Power door lock switch Glovebox door Seatbelt, latch and unlatch</p> <p>10. Front Bumper (OFF) Install front license plate bracket, frame, see TSIB, if required by state</p>	<p>11. Under Vehicle (Safety/Damage) (OFF) Use proper lift boots to prevent damage Safety/Damage (Steering, Brakes, Tires, Wheels) visual Install wheel center caps Fluid leaks - visual engine front differential transmission transfer case fuel lines front brake system front shocks Exhaust system tightness softly hit cold pipes with fist Fluid leaks - visual rear brake system rear shocks rear differential Tire positioning, see TSIB</p> <p>12. Road Test Add premium fuel Engine operation cold and hot Engine electric cooling fans Parking brake and brake operation Check mirror compass*, use magnetic zone on reverse, initialize if needed see TSIB Transmission operation Center differential lock switch 4WD Low Cruise control operation Check suspension comfort/normal/sport settings ride height switches RSCA, off, then on TRAC function and indicator lights Steering operation and off-center L4+ crawl Blind Spot Monitor with Rear Cross Traffic* Air Conditioning/Heating - check all functions, cool, heat Squeaks and rattles (drive over Bott dots) Abnormal noise or vibration Check brake lights, backup lights (use mirror at dealer) Check horn Turn off radio, air conditioning, seat heaters, lights</p> <p>Completion Review all codes, tire pressures, and temperature settings Attach tire pressure, ECU health check and battery charge printouts to this check sheet and file with R.O. Submit product technical reports regarding quality issues, as applicable Sign Teamwork in Quality Vehicle Delivery Certificate located in the glovebox.</p> <p>Long Term (30+ days) Vehicle Storage Guidelines, See TSIB Before delivery. Battery Maintenance for In-stock Vehicles & Pre-Delivery (Revised), see TSIB Floor Mat Installation see TSIB, p.2 (OFF) Ignition OFF mode (ON) On mode, engine off (RUN) Engine running * If equipped</p>
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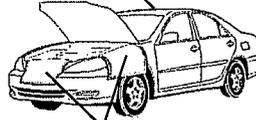
I have attended the "Technical Introduction to Lexus Course L005" at the Lexus Area Office. I have read and understand the PDS Manual, PDS precautions, and applicable PDS TSIBs. I have lifted the vehicle and performed under vehicle safety/damage inspection. I have road tested vehicle long enough to test hot engine and driven over rough road/Bott dots to test for rattles/squeaks. I certify that I have checked all items on this form and all items have been corrected for proper operation as required.

Technician Name (please print) _____		Technician Signature _____	
Date: _____	Dealer Name: _____	R.O.: _____	Vehicle Identification Number (sticker) _____

LEXUS DAMAGE PREVENTION STANDARDS



Leave interior protection on driver's area until delivery to customer.

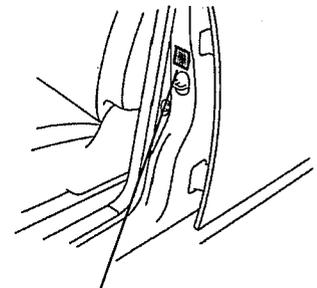


Fender Covers

MDC Supplies (800-622-2033):

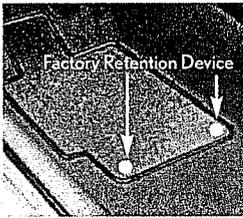
Fender Cover	00242-FENDR-COVER
Non-scratch Belt (28" - 32")	00242-LBELT-2832
Non-scratch Belt (34" - 38")	00242-LBELT-3438
Non-scratch Belt (40" - 44")	00242-LBELT-4044
Non-scratch Belt (46" - 50")	00242-LBELT-4650
Ring Tape	00242-RNGTP

TIRE PRESSURE - See tire info label



Tire and Loading Information Label

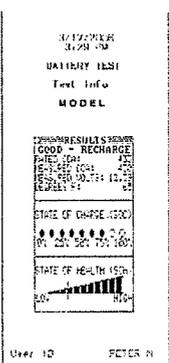
FLOOR MAT PROPER INSTALLATION & CARE



Factory Retention Device

- Verify that the correct driver's floor mat is installed.
- Verify proper driver's floor mat installation using the factory retention device (clip or grommet style).
- Never install the driver's floor mat with the bottom-side up, do not place another floor mat(s) on top of an existing mat. (Note: You should always regularly verify a customer's driver's floor mat is properly secured after a car wash, interior cleaning, etc.)

BATTERY CHARGE PRINTOUT - ATTACH



User ID: PETER N

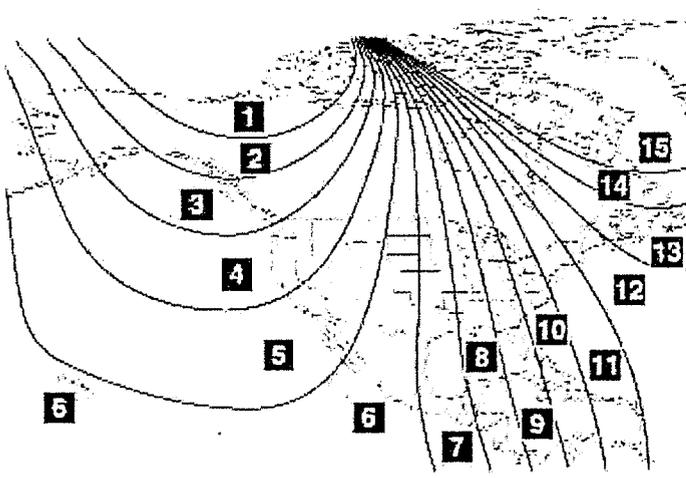
TECHSTREAM TIRE PRESSURE PRINTOUT - ATTACH

Vehicle VIN

TECHSTREAM HEALTH CHECK PRINTOUT - ATTACH

Vehicle VIN

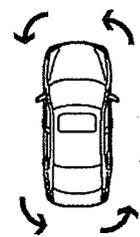
MIRROR COMPASS INITIALIZATION MAGNETIC ZONES



TOOLS AND SUPPLIES

- Techstream Diagnostic Tester
- Power port checker
- Digital tire pressure gauge
- 10mm socket wrench (license plate frame & bracket)
- Non-metallic fuse tool (short pin installation if needed)
- Flashlight with fresh batteries
- Clean gloves, clean shoes, ring tape, non-scratch belt
- Clean rags, fender covers
- Writing pen
- Washer fluid; water (rain sensing wiper check)
- CD, DVD movie (for checking audio & rear seat entertainment)
- Convex mirror - use dealer mirror to check brake & reverse light if 2nd technician not available
- Bott dots if rough road not available

WORK FLOW



No Under Vehicle Plugs

LEXUS IS 250/350/C/F PRE-DELIVERY SERVICE (PDS) CHECK SHEET 1 of 2

- PDS Manual: For sedans use 2014 IS250/350 manual (00242-PDSIS-MAN14). For convertible/F use 2013 IS350/350 Manual (00242-PDSIS-MAN13).
- Check the Technical Information System (TIS) for PDS Technical Service Information Bulletins (TSIBs) that apply to the model you are servicing.
- Verify the Vehicle Identification Number (VIN) on repair order and vehicle match.

Check cleanliness, damage through entire process

1. Prepare tools & supplies (p. 2)

2. Pull vehicle into bay, open hood

3. Engine Compartment (Use fender covers)
 (OFF) Remove fuse cover
 Short pin installation, if needed see TSIB
 Engine oil level (engine not running), pull dipstick
 Brake fluid level, visual
 Engine coolant level, visual
 Add fluid to windshield washer to within 2" of cap
 (ON) Activate wipers with rain sensor
 Hoses - check for fluid leaks
 General wiring - check visually for damage
 Battery 12.6V min - **printout**
 Replace fuse cover

4. Locks and Lights
 SmartAccess - lock and unlock all doors, unlock trunk
 Remote Entry - lock and unlock all doors, unlock trunk,
 sound theft deterrent system alarm
 Check headlights, turn signals and flashers

5. Left Front (Protective covers on interior)
 (RUN) **A. SYSTEMS CHECK**
 Check all systems with Techstream tester
 Activation & Initialization of Tire Pressure Warning system
 see TSIB, Tire Inflation Pressure Compensation & Adjustment
 (p. 2 tire info label) - **printout** adjusted tire pressure
 Health Check - **printout**
B. DRIVER'S SEAT
 Seatbelt - latch and unlatch
 Initialization of Front Seat Memory ECU (IS C only), see TSIB
 Memory System - Program position memory* steering
 wheel, seat, and outside mirror positions and activate
 Check seat adjustments, easy entry*
 Head restraint
C. DRIVER'S DOOR
 Initialization of Power Window (IS C Only), see TSIB
 LF power window - check operation, 1-touch
 Check operation of all window switches on LF door
 Power door locks
 Door courtesy light
 Door pocket
D. INSTRUMENT PANEL
 Set mirror selector switch to R or L
 Rear Sunshade*
 Fuel door and trunk releases
 Gauge lighting
 Park Assist*, Blind Spot Monitor*
 Headlight washers*, warning and indicator lights
 Multi-information display, outside temperature
E. STEERING COLUMN CONTROLS
 Windshield wipers
 Steering wheel adjustments
 Steering wheel switches
F. AIR CONDITIONING
 Temperatures - Set to 72F
 Mode - Check modes work
 Fan - Check speeds
 Leave on AUTO mode

G. CENTER INSTRUMENT PANEL
 Clock - Set time
 Outside temperature
 Audio - Set FM1, FM2, AM, SAT* station presets, check
 CD, DVD*, Aux & USB jacks* play
 Navigation* -
 - Set dealer POI & 1K/30-day (350C/F) or 5k/6-
 month service reminder (250/350/250C) - Menu,
 Setup, Vehicle, Maintenance
 - Check NavWeather - Menu, Info
 Check backup camera*, tilt-down outside mirrors
H. CENTER CONSOLE
 Console cover, console lights, power outlet
 Install shift-lock override button cover
 Cup holders, front
 Seat heaters* or ventilation/heaters* (see p.2)

I. OVERHEAD
 Moonroof* - check operation, 1-touch
 Visors and vanity lights
 Map lights
 Dome light(s)
 Inside rear view auto-dimming mirror
 HomeLink® garage door opener
 Safety Connect* - check green light by switch
 Retractable hardtop* - operate (see Owner's Manual
 on TIS)

6. Left Rear
 Switch on child door lock*, close door, then switch off
 Rear seat fold & unfold (locks in trunk)
 Close fuel door
 Power window* - check operation, 1-touch
 Seatbelts, latch and unlatch
 Center rear armrest, rear cupholders, seatback pockets

7. Trunk
 Trunk light
 Compact spare tire* adjust pressure (p.2 tire info label)
 Tools, jack, jack handle, towing eyelet, first aid kit (ISC, see
 p.2), verify contents complete
 Manual fuel door release lever
 Trim appearance and luggage carpet fit

8. Right Rear
 Power window* - check operation, 1-touch
 Switch on child door lock*, then switch off
 Seatbelts, latch and unlatch

9. Right Front
 Glovebox door
 Power window - check operation, 1-touch
 Power door lock switch
 Seat adjustments, easy entry
 Seatbelt, latch and unlatch

10. Front Bumper
 (OFF) Front license plate mounting bracket & license plate
 installation, if required by state see TSIB

(OFF) OFF mode
 (ON) ON mode, engine off (push twice)
 (RUN) Engine running

* If equipped

11. Under Vehicle (Safety/Damage)
 (OFF) Use proper lift attachments to prevent damage 
 Safety/Damage (Steering, Brakes, Tires, Wheels) visual
 Install wheel center caps
 Front Wheel Opening Extension Pad Installation during
 PDS see TSIB
 Fluid leaks - visual
 engine
 fuel lines
 front brake system
 front shocks
 front differential*
 center differential*
 transmission
 Install rubber body plugs (locations, p. 2)
 Exhaust system tightness/rattle
 softly hit cold pipes with fist
 Fluid leaks - visual
 rear brake system
 rear shocks
 rear differential
 Tire Positioning see TSIB
 IS F- Do not change tire/wheel position 

12. Road Test
 Add premium grade fuel
 Engine operation cold and hot
 Engine electric cooling fans
 Parking brake and brake operation
 Check mirror compass*, use magnetic zone on reverse,
 initialize if needed see TSIB
 Transmission operation
 Cruise control operation
 Check Drive Mode switch
 VSC, Snow function and indicator lights
 Steering operation and off-center
 Lane Departure Alert*
 Check VGRS*, initialize if needed see TSIB
 Air Conditioning/H-Heating - check all functions, cool, heat
 Squeaks and rattles (drive over Bott dots)
 Abnormal noise or vibration
 Check brake lights, backup lights (use mirror at dealer)
 Check horn
 Turn off radio, air conditioning, seat heaters, lights
 Set ECT switch to center position

Completion
 Review all codes, tire pressures, and temperature settings
 Attach tire pressure, ECU health check and battery
 charge printouts to this check sheet and file with R.O.
 Submit product technical reports regarding quality issues,
 as applicable
 Sign Teamwork in Quality Vehicle Delivery Certificate
 located in the glovebox.

Long Term (30+ days) Vehicle Storage Guidelines, see TSIB
 Before delivery: Battery Maintenance for In-stock Vehicles
 & Pre-Delivery (Revised), see TSIB
 Floor Mat Installation see TSIB, p.2

I have attended the "Technical Introduction to Lexus Course L005" at the Lexus Area Office. I have read and understand the PDS Manual, PDS precautions, and applicable PDS TSIBs. I have lifted the vehicle and performed under vehicle safety/damage inspection. I have road tested vehicle long enough to test hot engine and driven over rough road/Bott dots to test for rattles/squeaks. I certify that I have checked all items on this form and all items have been corrected for proper operation as required.

 Technician Name (please print) _____
 Technician Signature

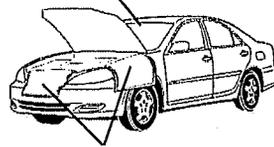
Date: _____ Dealer Name: _____ R.O.: _____ Vehicle Identification Number (sticker) _____

LEXUS DAMAGE PREVENTION STANDARDS



- No Steel/Hard Plastic Buttons, Zippers
- No Cell Phones on belt
- No Belt Buckles
- No Grease/Oil on shoes and Clothing

Leave interior protection on driver's area until delivery to customer.

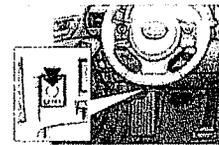


Fender Covers

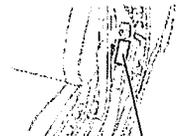
MDC Supplies (800-622-2033):

Fender Cover	00242-FENDR-COVER
Non-scratch Belt (28" - 32")	00242-LBELT-2832
Non-scratch Belt (34" - 38")	00242-LBELT-3438
Non-scratch Belt (40" - 44")	00242-LBELT-4044
Non-scratch Belt (46" - 50")	00242-LBELT-4650
Ring Tape	00242-RNGTP

TPWS SWITCH



TIRE PRESSURE
See tire info label



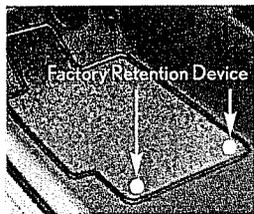
Tire and Loading Information Label

SEAT HEATER*

IS250/350 Only
Simultaneously press & hold both driver & passenger seat heater switches.

2 beeps: Timer is off.
Use this setting.
(1 beep: Timer is on.)

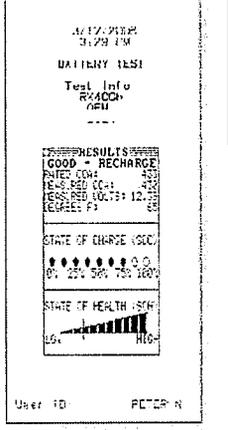
*If equipped.



FLOOR MAT PROPER INSTALLATION & CARE

- Verify that the correct driver's floor mat is installed.
- Verify proper driver's floor mat installation using the factory retention device (clip or grommet style).
- Never install the driver's floor mat with the bottom-side up, do not place another floor mat(s) on top of an existing mat. (Note: You should always regularly verify a customer's driver's floor mat is properly secured after a car wash, interior cleaning, etc.)

BATTERY CHARGE PRINTOUT - ATTACH



TECHSTREAM TIRE PRESSURE PRINTOUT - ATTACH

Vehicle VIN: []

Wheel	Pressure	Temp	Pressure	Temp	Pressure	Temp
FR-Left	32.0	55.0	32.0	55.0	32.0	55.0
FR-Right	32.0	55.0	32.0	55.0	32.0	55.0
RR-Left	32.0	55.0	32.0	55.0	32.0	55.0
RR-Right	32.0	55.0	32.0	55.0	32.0	55.0

Tire Pressure Information

TECHSTREAM HEALTH CHECK PRINTOUT - ATTACH

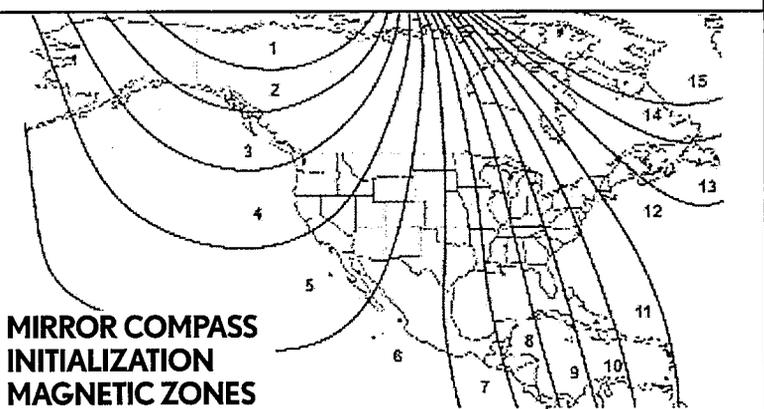
Vehicle VIN: []

System	Test	Result	Pass/Fail	Notes
Engine	Oil Pressure	Normal	Pass	
Brake	Brake Pressure	Normal	Pass	
Transmission	Transmission Fluid	Normal	Pass	
Washer	Washer Fluid	Normal	Pass	
Wiper	Wiper Blade	Normal	Pass	
Light	Headlight	Normal	Pass	
Light	Brake Light	Normal	Pass	
Light	Turn Signal	Normal	Pass	
Light	Reverse Light	Normal	Pass	
Light	Interior Light	Normal	Pass	
Light	Exterior Light	Normal	Pass	
Light	Door Lock	Normal	Pass	
Light	Door Unlock	Normal	Pass	
Light	Trunk Lock	Normal	Pass	
Light	Trunk Unlock	Normal	Pass	
Light	Washer	Normal	Pass	
Light	Wiper	Normal	Pass	
Light	Headlight	Normal	Pass	
Light	Brake Light	Normal	Pass	
Light	Turn Signal	Normal	Pass	
Light	Reverse Light	Normal	Pass	
Light	Interior Light	Normal	Pass	
Light	Exterior Light	Normal	Pass	
Light	Door Lock	Normal	Pass	
Light	Door Unlock	Normal	Pass	
Light	Trunk Lock	Normal	Pass	
Light	Trunk Unlock	Normal	Pass	

Vehicle VIN



FIRST AID KIT (ISC)
BE SURE TO INSTALL FIRST AID KIT IN THE DESIGNATED COMPARTMENT.

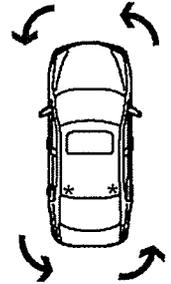


MIRROR COMPASS INITIALIZATION MAGNETIC ZONES

TOOLS AND SUPPLIES

- Techstream Diagnostic Tester
- Proper lift attachments
- Power port checker
- Digital tire pressure gauge
- 10mm socket wrench, 11mm drill (license plate frame & bracket)
- Non-metallic fuse tool
- Flashlight with fresh batteries
- Clean gloves, clean shoes, ring tape, scratchless belt
- Clean rags, fender covers
- Writing pen
- Washer fluid; water (rain sensing wiper check*)
- CD (for checking audio system)
- Convex mirror - use dealer mirror to check brake & reverse light if 2nd technician not available
- Bott dots if rough road not available

WORK FLOW



*Under Vehicle Plugs

- Use the PDS Manual when performing this service. Download manual from TIS or Dealer Daily or order from MDC, 00242-PDSLX-MAN14.
- Check the Technical Information System (TIS) for PDS Technical Service Information Bulletins (TSIBs) that apply to the model you are servicing.
- Verify the Vehicle Identification Number (VIN) on repair order and vehicle match.

Check cleanliness, damage through entire process

1. Prepare tools & supplies (p.2)

2. Pull vehicle into bay, open hood

3. Engine Compartment (Use fender covers)
 Remove driver's side engine cover
 Remove fuse cover
 Short pin installation, if needed see TSIB
 Suspension fluid level, visual
 Engine oil level (engine not running), pull dipstick
 Brake, power steering fluid levels, visual
 Engine coolant level, visual
 Add fluid to windshield washer to within 2" of cap
 Activate wipers with rain sensor, rear wiper
 Hoses - check for fluid leaks
 General wiring - check visually for damage
Battery 12.6V min - printout
 Replace covers

4. Roof, Locks and Lights
 Remote Entry - lock and unlock all doors, sound theft deterrent system alarm
 Check headlights, turn signals and flashers
 Roof rack cross bar installation see TSIB

5. Left Front (Protective covers on interior)
A. SYSTEMS CHECK
 Check all systems with Techstream tester
 Activation & Initialization of Tire Pressure Warning system, see TSIB (p.2 tire info label) - **printout** adjusted tire pressure
 Tire Inflation Pressure Compensation & Adjustment, see TSIB
 Health Check - **printout**
B. DRIVER'S SEAT
 Seatbelt - Latch and Unlatch
 Memory System - Program 3 position memory* steering wheel, seat, and outside mirror positions and activate
 Check seat adjustments
C. DRIVER'S DOOR
 LF 1-touch power window - check operation, initialize if needed
 Check operation of all window switches on LF door
 Power door locks
 Door courtesy light
 Door pocket
D. INSTRUMENT PANEL
 Set mirror selector switch to R or L
 Auto mirror
 AC 115V
 AFS off
 Power rear door
 Power windows
 Wide view
 Fuel door
 Gauge lighting
 Multi-information display
E. STEERING COLUMN CONTROLS
 Windshield wipers (front & rear), headlight washers
 Warning and indicator lights
 Steering wheel adjustments
 Steering wheel switches
F. AIR CONDITIONING
 Temperatures - Set to 72F
 Mode - Check modes work
 Fan - Check speeds
 Leave on AUTO mode

G. CENTER INSTRUMENT PANEL
 Clock - Set time
 Outside temperature
 Audio - Set FM1, FM2, AM, SAT* station presets, check CD/DVD*, mini & USB jacks* play
 Navigation* -
 - Set dealer POI & 1K/30-day service reminder - Menu, Setup, Vehicle, Maintenance
 - Check NavWeather - Menu, Info/Phone
 Check backup monitor*, tilt-down outside mirrors
H. CENTER CONSOLE
 Console armrests, console lights, power outlet
 Install shift-lock override button cover
 Cup holders, front
 Seat heaters*
I. OVERHEAD
 Moonroof - check operation, 1-touch, initialize if needed
 Visors and vanity lights
 Sunglasses holder
 Map lights
 Dome light(s)
 Inside rear view auto-dimming mirror
 HomeLink® garage door opener
 Safety Connect* - check green light by switch

6. Left Rear
 Check operation of child door lock
 2nd row seat, slide, fold and unfold
 Power window - check operation, 1-touch, initialize if needed
 Rear air conditioning, check operation
 Rear seat audio, entertainment system operation*
 2nd row seatbelts, latch and unlatch, dock
 Center rear armrest, rear cupholders, seatback pockets

7. Cargo Area
 Power back door
 Cargo area light
 Adjust spare tire pressure (p.2 tire info label)
 115V power outlet*
 Tools, jack, jack handle, first aid kit, verify contents complete
 Trim appearance and cargo area carpet fit
 3rd row seats - fold and unfold
 3rd row seatbelts - latch and unlatch
 Hitch* plug, install

8. Right Rear
 Close fuel door
 Power window - check operation, 1-touch initialize if needed
 2nd row seatbelts, latch and unlatch, dock
 Check operation of child door lock
 Rear seat fold and unfold

9. Right Front
 Power window - check operation, 1-touch initialize if needed
 Power seat adjustments
 Power door lock switch
 Glovebox door
 Seatbelt, latch and unlatch

10. Front Bumper
 Install front license plate bracket, frame, see TSIB, if required by state

11. Under Vehicle (Safety/Damage)
 Use proper lift boots to prevent damage Safety/Damage (Steering, Brakes, Tires, Wheels) visual
 Install wheel center caps
 Fluid leaks - visual
 engine
 front differential
 transmission
 transfer case
 fuel lines
 front brake system
 front shocks
 Exhaust system tightness
 softly hit cold pipes with fist
 Fluid leaks - visual
 rear brake system
 rear shocks
 rear differential
 Install tow wire connector see TSIB
 Tire positioning see TSIB

12. Road Test
 Add premium fuel
 Engine operation cold and hot
 Engine electric cooling fans
 Parking brake and brake operation
 Transmission operation
 PWR/2nd STRT switch, check, then leave off
 Center differential lock switch
 4WD Low
 Cruise control operation
 Check suspension settings ride height switches
 RSCA, off, then on
 TRAC function and indicator lights
 Power door off
 Steering operation and off-center (VGRS)
 L4 + crawl
 Air Conditioning/Heating - check all functions, cool, heat
 Console cool box
 Squeaks and rattles (drive over Bott dots)
 Abnormal noise or vibration
 Check brake lights, backup lights (use mirror at dealer)
 Check horn
 Turn off radio, air conditioning, seat heaters, lights

Completion
 Review all codes, tire pressures, and temperature settings
 Attach tire pressure, ECU health check and battery charge printouts to this check sheet and file with R.O.
 Submit product technical reports regarding quality issues, as applicable
 Sign Teamwork in Quality Vehicle Delivery Certificate located in the glovebox.

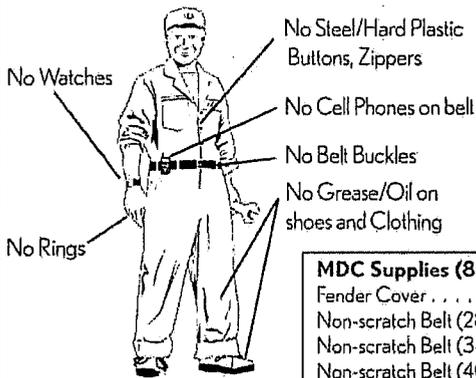
Before delivery: Battery Maintenance for In-stock Vehicles & Pre-Delivery (Revised), see TSIB
 Long Term Vehicle Storage Guidelines see TSIB
 Floor Mat Installation see TSIB, P.2
 Ignition OFF mode
 On mode, engine off
 Engine running
 * If equipped

I have attended the "Technical Introduction to Lexus Course L005" at the Lexus Area Office. I have read and understand the PDS Manual, PDS precautions, and applicable PDS TSIBs. I have lifted the vehicle and performed under vehicle safety/damage inspection. I have road tested vehicle long enough to test hot engine and driven over rough road/Bott dots to test for rattles/squeaks. I certify that I have checked all items on this form and all items have been corrected for proper operation as required.

Technician Name (please print) _____ Technician Signature _____

Date: _____ Dealer Name: _____ R.O.: _____ Vehicle Identification Number (sticker) _____

LEXUS DAMAGE PREVENTION STANDARDS



Leave interior protection on driver's area until delivery to customer.

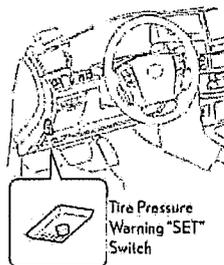


Fender Covers

MDC Supplies (800-622-2033):

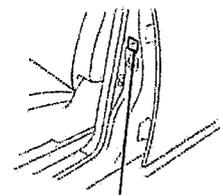
- Fender Cover 00242-FENDR-COVER
- Non-scratch Belt (28" - 32") . . 00242-LBELT-2832
- Non-scratch Belt (34" - 38") . . 00242-LBELT-3438
- Non-scratch Belt (40" - 44") . . 00242-LBELT-4044
- Non-scratch Belt (46" - 50") . . 00242-LBELT-4650
- Ring Tape 00242-RNGTP

TPWS SWITCH



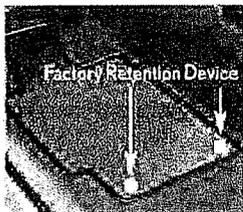
Tire Pressure Warning "SET" Switch

TIRE PRESSURE - See tire info label



Tire and Loading Information Label

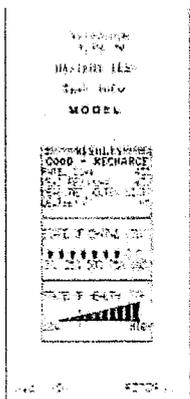
FLOOR MAT PROPER INSTALLATION & CARE



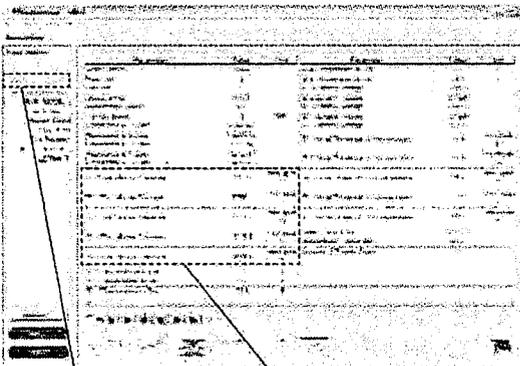
Factory Retention Device

- Verify that the correct driver's floor mat is installed.
- Verify proper driver's floor mat installation using the factory retention device (clip or grommet style).
- Never install the driver's floor mat with the bottom-side up, do not place another floor mat(s) on top of an existing mat. (Note: You should always regularly verify a customer's driver's floor mat is properly secured after a car wash, interior cleaning, etc.)

BATTERY CHARGE PRINTOUT - ATTACH



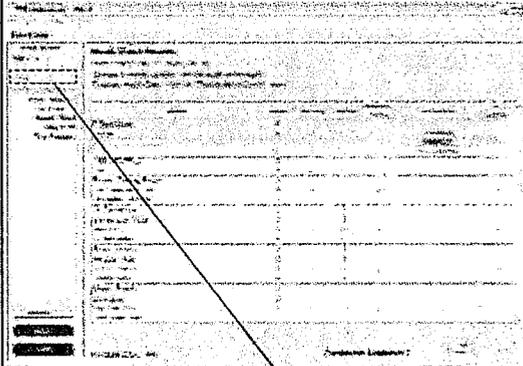
TECHSTREAM TIRE PRESSURE PRINTOUT - ATTACH



Vehicle VIN

Tire Pressure Information

TECHSTREAM HEALTH CHECK PRINTOUT - ATTACH



Vehicle VIN

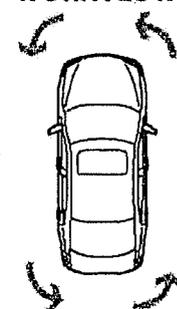
COMPASS INITIALIZATION MAGNETIC ZONES

Navigation compass does not require initialization

TOOLS AND SUPPLIES

- Techstream Diagnostic Tester
- Power port checker
- Digital tire pressure gauge
- 10mm socket wrench (license plate frame & bracket)
- Non-metallic fuse tool (short pin installation if needed)
- Flashlight with fresh batteries
- Clean gloves, clean shoes, ring tape, non-scratch belt.
- Clean rags, fender covers
- Writing pen
- Washer fluid; water (rain sensing wiper check)
- CD, DVD movie (for checking audio & rear seat entertainment)
- Convex mirror - use dealer mirror to check brake & reverse light if 2nd technician not available
- Bott dots if rough road not available

WORK FLOW



No Under Vehicle Plugs



- Use the PDS Manual when performing this service. Download manual from TIS or Dealer Daily or order from MDC, 00242-PDSRX-MAN14.
- Check the Technical Information System (TIS) for PDS Technical Service Information Bulletins (TSIBs) that apply to the model you are servicing.
- Verify the Vehicle Identification Number (VIN) on repair order and vehicle match.

⚠ RX450h: Do not touch orange high-voltage wiring (See Hybrid System Electrical Safety Precautions p. 2, also see TSIB)

Check cleanliness, damage through entire process

1. Prepare tools & supplies (p.2)

2. Pull vehicle into bay, open hood

3. Engine Compartment (Use fender covers)

- Remove access cover and fuse cover
- Short pin installation, if needed see TSIB
- Engine oil level (engine not running), pull dipstick
- Brake fluid level, visual
- Hybrid inverter, engine coolant levels, visual
- Add fluid to windshield washer to within 2" of cap
- Hoses - check for fluid leaks
- General wiring - check visually for damage
- Battery 12.3V min - Printout (RX350)

4. Roof, Locks and Lights

- Roof rails/crossbars*
- Remote Entry - lock and unlock all doors, sound theft deterrent system alarm
- Remote Engine Starter* operation
- Check headlights, turn signals and flashers

5. Left Front (Protective covers on interior)

A. SYSTEMS CHECK

- Check all systems with Techstream tester
- Activation & Initialization of Tire Pressure Warning system, see TSIB (p.2 tire info label) - **printout** adjusted tire pressure
- Tire Inflation Pressure Compensation & Adjustment, see TSIB
- Health Check - printout

B. DRIVER'S SEAT

- Seatbelt - Latch and Unlatch
- Memory System - Program 3 position memory* steering wheel, seat, and outside mirror positions and activate
- Check seat adjustments

C. DRIVER'S DOOR

- Check operation of all window switches on LF door
- Power door locks
- Door courtesy light
- Door pocket

D. INSTRUMENT PANEL

- Set mirror selector switch to R or L
- Fuel door
- Gauge lighting
- Heads-up display*
- Power back door

E. STEERING COLUMN CONTROLS

- Windshield wipers (front & rear), activate wipers with rain sensor*, headlight washers
- Warning and indicator lights
- Multi-information display
- Park Assist*

Steering wheel adjustments

Steering wheel switches

Heated steering wheel*

Side monitor*

F. AIR CONDITIONING

- Temperatures - Set to 72F
- Mode - Check modes work
- Fan - Check speeds
- Leave on AUTO mode

G. CENTER INSTRUMENT PANEL

- Clock - Set time
- Outside temperature
- Audio - Set FM1, FM2, AM, SAT* station presets, check CD/DVD*, mini & USB jacks play
- Navigation* -
 - Set dealer POI & 5K/6-month service reminder - Menu, Setup, Vehicle, Maintenance
 - Check NavWeather - Menu, Info/Phone
- Check backup monitor*, tilt-down outside mirrors

H. CENTER CONSOLE

- Console cover, console lights, power outlets
- Glovebox door
- Install shift-lock override button cover
- Cup holders, front
- Seat heaters/ventilators*

I. OVERHEAD

- Moonroof - check operation, 1-touch
- Visors and vanity lights
- Sunglasses holder
- Map lights
- Dome light(s)
- Inside rear view auto-dimming mirror, backup monitor*
- HomeLink® garage door opener
- Safety Connect* - check green light by switch

6. Left Rear

- Check operation of child door lock
- Close fuel door
- Rear seat fold and unfold
- Power window - check operation, 1-touch
- Rear seat entertainment system operation*
 - Video player, monitors, headphones, 120V power outlet
 - Place remote control in rear console box
- Seatbelts, latch and unlatch
- Center rear armrest, rear cupholders, seatback pockets

7. Cargo Area

- 12V Battery, 12.6V min. - **printout (RX450h)**
- Cargo area light
- Compact spare tire adjust pressure (p.2 tire info label)
- 12V power outlet*
- Tools, jack, jack handle, towing eyelet, first aid kit, verify contents complete
- Trim appearance and cargo area carpet fit
- Check power back door closer

8. Right Rear

- Power window - check operation, 1-touch
- Seatbelts, latch and unlatch
- Check operation of child door lock
- Rear seat fold and unfold

9. Right Front

- Power window - check operation, 1-touch
- Power door lock switch
- Seatbelt, latch and unlatch

10. Front Bumper

- Front License Plate Mounting Bracket & License Plate Installation see TSIB

- OFF mode, "READY" off * If equipped
- ON mode, "READY" off
- "READY" mode

11. Under Vehicle (Safety/Damage)

- Use proper lift boots to prevent damage
- Safety/Damage (Steering, Brakes, Tires, Wheels) visual
- Install wheel center caps
- Fluid leaks - visual
 - engine, transmission
 - fuel lines
 - front brake system
 - front shocks
- Install rubber body plugs (locations p.2)
- Exhaust system tightness
 - softly hit cold pipes with fist
- Fluid leaks - visual
 - rear brake system
 - rear shocks
 - rear differential*
- Tire Positioning see TSIB

12. Road Test

- Add premium grade fuel
- Check "READY" light
- Engine operation cold and hot
- Engine electric cooling fans
- Parking brake and brake operation
- Blind Spot Monitor*
- Check mirror compass*, use magnetic zone on reverse, initialize if needed see TSIB
- Hybrid transaxle operation
- Cruise control operation
- Check suspension settings switch
- TRAC function and indicator lights
- Steering operation and off-center
- Air Conditioning/Heating - check all functions, cool, heat
- Squeaks and rattles (drive over Bott dots)
- Abnormal noise or vibration
- Check Vehicle Proximity Notification System
- Check brake lights, backup lights (use mirror at dealer)
- Check horn
- Turn off radio, air conditioning, seat heaters, lights

Completion

- Review all codes, tire pressures, and temperature settings
- Attach tire pressure, ECU health check, and 12V battery charge printouts to this check sheet and file with R.O.
- Submit product technical reports regarding quality issues, as applicable
- Sign Teamwork in Quality Vehicle Delivery Certificate located in glovebox.

Maintenance For HV & Auxiliary Batteries (See TSIB)

- Charge 12-Volt (Auxiliary battery) to 12.6 V before delivery.
- 5 amp (2 hours min - 10 hours max)
- Note: If parked 30+ days, disconnect 12-Volt battery.
- If parked long term, operate hybrid system every 2 months.

Long Term (30+ days) Vehicle Storage Guidelines, See TSIB
 Before delivery: Battery Maintenance for In-stock Vehicles & Pre-Delivery see TSIB
 Floor Mat Installation see TSIB, P.2

I have attended the "Technical Introduction to Lexus Course L005" at the Lexus Area Office. I have read and understand the PDS Manual, PDS precautions, and applicable PDS TSIBs. I have lifted the vehicle and performed under vehicle safety/damage inspection. I have road tested vehicle long enough to test hot engine and driven over rough road/Bott dots to test for rattles/squeaks. I certify that I have checked all items on this form and all items have been corrected for proper operation as required.

Technician Name (please print)		Technician Signature	
Date:	Dealer Name:	R.O.:	Vehicle Identification Number (sticker) LEXUS 000015

⚠️ HYBRID SYSTEM ELECTRICAL SAFETY PRECAUTIONS (Also see TS1B)

- Do not touch the orange high voltage wiring and connectors (up to 650 volts).
- The gasoline engine may start suddenly whenever the "READY" light is on. Before working under the hood, put the transmission selector lever in "P", apply the parking brake, and select the "POWER" switch in OFF to stop the hybrid system (the "READY" light goes off) before working in the engine compartment.
- The hybrid transaxle, engine radiator, and inverter radiator may reach high temperatures during inspection. Carefully observe all caution labels and instructions on these components.
- Be sure to keep the transmission selector lever in "P" at all times unless otherwise instructed. When the selector lever is in "N", the hybrid vehicle battery will not charge even if the gasoline engine is running.
- When leaving the vehicle, put the selector lever in "P", apply the parking brake, and select the "POWER" switch in OFF in order to stop the hybrid system (the "READY" light goes OFF).
- Air vents are located under the rear seats to cool the hybrid vehicle battery. Do not block these air vents.
- Do not splash water on the electric components in the engine compartment.

LEXUS DAMAGE PREVENTION STANDARDS



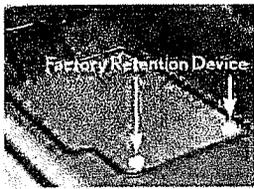
Leave interior protection on driver's area until delivery to customer.



Fender Covers

MDC Supplies (800-622-2033):

Fender Cover	00242-FENDR-COVER
Non-scratch Belt (28" - 32")	00242-LBELT-2832
Non-scratch Belt (34" - 38")	00242-LBELT-3438
Non-scratch Belt (40" - 44")	00242-LBELT-4044
Non-scratch Belt (46" - 50")	00242-LBELT-4650
Ring Tape	00242-RINGTP



FLOOR MAT PROPER INSTALLATION & CARE

- Verify that the correct driver's floor mat is installed.
- Verify proper driver's floor mat installation using the factory retention device (clip or grommet style).
- Never install the driver's floor mat with the bottom-side up, do not place another floor mat(s) on top of an existing mat. (Note: You should always regularly verify a customer's driver's floor mat is properly secured after a car wash, interior cleaning, etc.)

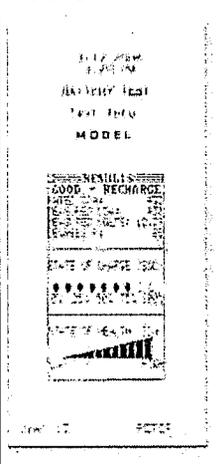
TIRE PRESSURE

See tire info label

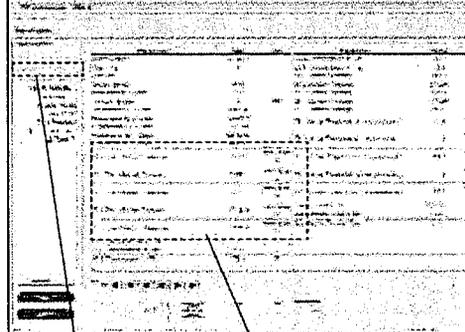


Tire and Loading Information Label

BATTERY CHARGE PRINTOUT - ATTACH



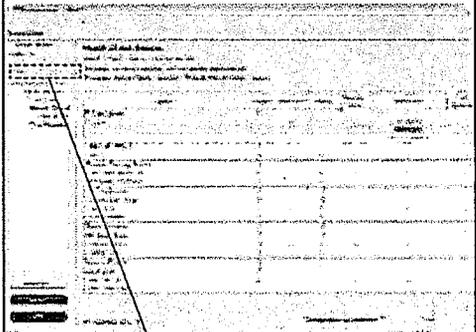
TECHSTREAM TIRE PRESSURE PRINTOUT - ATTACH



Vehicle VIN

Tire Pressure Information

TECHSTREAM HEALTH CHECK PRINTOUT - ATTACH



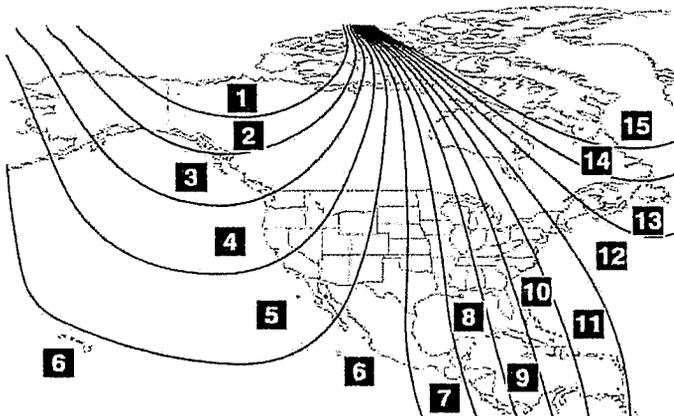
Vehicle VIN

TPWS SWITCH



Tire Pressure Warning "SET" Switch

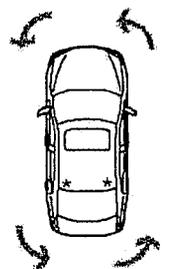
MIRROR COMPASS INITIALIZATION MAGNETIC ZONES



🔧 TOOLS AND SUPPLIES

- Techstream Diagnostic Tester
- Power port checker
- Digital tire pressure gauge
- 10mm socket wrench (license plate frame & bracket)
- Non-metallic fuse tool
- Flashlight with fresh batteries
- Clean gloves, clean shoes, ring tape, scratchless belt
- Clean rags, fender covers
- Writing pen
- Washer fluid; water (rain sensing wiper check)
- CD (for checking audio system)
- Convex mirror - use dealer mirror to check brake & reverse light if 2nd technician not available
- Bott dots if rough road not available

WORK FLOW



Under Vehicle Plugs

LEXUS 000016

Operation Cd	Operation Txt	Make Nm	Model Type Txt	Wmi	Vds	Model Year	Labor Hours Qty
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	CT200h	JTH	KD5BH	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	ES300h	JTH	BW1GG	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	ES350	JTH	BK1GG	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	GS350	JTH	BE1BL	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	GS350	JTH	CE1BL	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	GS450h	JTH	BS1BL	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	GX460	JTJ	BM7FX	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	GX460	JTJ	JM7FX	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	IS CONVERTIBLE	JTH	FE2C2	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	IS CONVERTIBLE	JTH	FF2C2	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	IS F	JTH	BP5C2	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	IS250	JTH	BF1D2	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	IS250	JTH	BF5D2	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	IS250	JTH	CF1D2	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	IS250	JTH	CF5D2	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	IS350	JTH	BE1D2	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	IS350	JTH	BE5D2	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	IS350	JTH	CE1D2	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	IS350	JTH	CE5D2	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	LS460	JTH	BL1EF	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	LS460	JTH	BL5EF	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	LS460	JTH	CL1EF	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	LS460	JTH	CL5EF	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	LS460	JTH	DL1EF	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	LS460	JTH	DL5EF	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	LS460	JTH	GL1EF	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	LS460	JTH	GL5EF	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	LS600h L	JTH	DU1EF	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	LX570	JTJ	HY7AX	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	RX350	2T2	BK1BA	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	RX350	2T2	ZK1BA	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	RX350	JTJ	BK1BA	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	RX350	JTJ	ZK1BA	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	RX450h	JTJ	BC1BA	2014	2
001013	PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES	LEXUS	RX450h	JTJ	ZB1BA	2014	2
Wmi	World Manufacturer Indicator J=Japan, #=NA						

**DEALER'S WARRANTY LABOR RATE
INCREASE REQUEST FORM**



Area _____ Dealer Code _____
This Form Must be Typed.

Name of Dealer _____

Address _____

City, State, Zip Code _____

Current Warranty Labor Rate: _____

Current Retail Labor Rate: _____

New Requested Warranty Labor Rate (\$): _____

% Increase _____

PLEASE NOTE:

- Complete the Warranty Labor Rate Request Form.
- Requested Warranty labor rate can not exceed the current customer pay rate.
- Existing dealers (including buy/sells) must complete the Labor Rate Request Form , including the Competitive Market Survey and Repair Order Worksheet.
- New Dealers must complete the Labor Rate Request Form, including Competitive Market Survey
- Refer to Policies 7.1 – 7.4 of the current *Lexus Warranty Policy and Procedures Manual* for detailed instructions

I request that my warranty labor reimbursement rate be revised for the above mentioned named dealership using the effective rate calculation previously selected. To qualify for this rate, I hereby certify that the information on this form is correct and that it complies with the requirements detailed in the current *Lexus Warranty Policy and Procedures Manual*. I agree to make available, upon request, all records to substantiate this information as required by Lexus and that any discrepancies that may arise may result in a labor rate chargeback. I acknowledge that I know and understand the Warranty Labor Compensation Regulations in this state.

Dealer Principal/General Manager: _____
Signature _____ Printed Name _____ Date _____

COMPETITIVE MARKET SURVEY

From the following list of competitive dealers, select four manufacturers (maximum of 3 imports) within your *Primary Market Area (PMA)* that are considered your most competitive locations. **Import Nameplate:** Acura, Audi, BMW, Infiniti, Volvo, Mercedes Benz, Land Rover. **Domestic Nameplate:** Cadillac, Lincoln. Do not use dealerships in which your Dealer Principal has vested interest/ownership.

				Retail Labor Rate	Warranty Labor Rate
Nearest Competitive Dealer Name	Manufacturer	City, State	Telephone Number		
Nearest Competitive Dealer Name	Manufacturer	City, State	Telephone Number		
Nearest Competitive Dealer Name	Manufacturer	City, State	Telephone Number		
Nearest Competitive Dealer Name	Manufacturer	City, State	Telephone Number	Average:	

FOR AREA USE ONLY

Market Survey Verified by: _____
Printed Name _____ Date _____

Area Increase Request Approval

Effective Labor Rate: _____

Suggested New Rate: _____

District Representative: _____
Signature _____ Printed Name _____ Date _____

Area Management: _____
Signature _____ Printed Name _____ Date _____

Comments: _____

FOR TMS USE ONLY

Approved New Warranty Labor Rate _____

Effective Date _____

Date of Last Increase: _____

Approved by: _____

Comments: _____

Dealer Code

Dealer Name

DEALER'S WARRANTY LABOR RATE REPAIR ORDER WORKSHEET



This Form Must be Typed.

Complete the worksheet using 30 customer-paid orders in consecutive sequence. Each line on this worksheet represents one repair order. Add all applicable conditions/lines, subtract any discounts, and place this amount in the appropriate column. When completed, attach copies of all repair order in sequence (those used for completion of the worksheet, as well as those not used) and forward with completed Labor Rate Request form to your Region/Private Distributor Service Manager. Be sure to total all columns and double-check your addition.

	R. O. Repair Description	R.O. Number	Repair Date	Labor Amount	Labor Time	Effective Labor Rate
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
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25						
26						
27						
28						
29						
30						
TOTALS:				\$	00	

APPROVALS:

Dealer Principal/General Manager:

Signature _____ Printed Name _____ Date _____

District Representative:

Signature _____ Printed Name _____ Date _____

Area Management:

Signature _____ Printed Name _____ Date _____

Rev Date Oct 2013