The Toyota/Lexus oil gel Customer Support Program. Added protection for your vehicle.

—— Place this in your Glove Box ——

The Toyota/Lexus Customer Support Program ("CSP") protects this vehicle beyond the original vehicle warranty for damage from oil gel or sludge. Oil gel is a thick, gummy substance that impedes engine operation, causes damage to engine parts and can require engine replacement.

The CSP covers engine repairs and incidental damages due to engine oil gel for eight (8) years from the date of first sale or lease of this vehicle, with no mileage limitation, as long as you have made reasonable efforts to maintain the vehicle. You have an extra 120 days after that time to submit a claim under the CSP. The program will reimburse the cost of the repairs, and pay or reimburse reasonable incidental expenses in addition to the repair cost.

If this vehicle has or develops symptoms of oil gel (blue smoke from tail pipe; illumination of check engine light on the instrument panel; or excessive oil consumption), take it to a Toyota/Lexus dealer. If this vehicle is still covered by the program and it has an oil gel problem, and it has been reasonably maintained, it will be repaired. You may submit any denied claim (even from a previous arbitration) to a neutral third party for a final decision.

If you previously paid for oil gel repairs or related expenses, call Toyota at 1-800-331-4331 or Lexus at 1-800-255-3987. Also, a "settlement agreement" describes rights under the CSP - see it at www.oilgelsettlement.com.

Under normal driving conditions, Toyota/Lexus recommends oil and filter changes every 7,500 miles or 6 months, whichever comes first. If driving frequent short trips, in dusty areas, or in very cold weather, Toyota/Lexus recommends oil and filter changes every 5,000 miles or 4 months. Get more information on "normal" and "special" driving conditions by consulting your owner information booklets, www.toyota.com, or the Service or Customer Relations Manager at your local Toyota/Lexus dealership.

———— IMPORTANT DOCUMENT - DO NOT DISCARD ————