

# LEXUS SERVICE ACTIVATED WARRANTY



## TERMS AND CONDITIONS

### Introduction

1. These terms and conditions (“Terms”) govern the Lexus Service Activated Warranty (“Service Activated Warranty”).
2. Please read these Terms carefully and keep a copy for your records.
3. Clauses 19-24, 26 and 27 of these Terms contain important information about your obligations. You should read those clauses carefully and ensure that you understand them and comply with them.
4. These Terms are effective from 5<sup>th</sup> February 2026.
5. In these Terms:
  - a. “**Activation Date**” means the relevant date of activation of the Service Activated Warranty, as described in clauses 7 and 8;
  - b. “**Approved Used Vehicle**” means any used Lexus vehicle sold under the Lexus Select Approved Used Vehicle Programme;
  - c. “**Approved Used Vehicle Programme**” means vehicles sold by an official Lexus Retailer which are under 10 years/100,000 miles, have completed the 150-point technical inspection and are provided with a minimum 12-month warranty and roadside assistance.
  - d. “**Approved Used Vehicle Warranty**” means the 12-months warranty that all Approved Used Vehicles receive as standard from the point of sale, provided by Toyota Motor Europe;
  - e. “**Authorised Lexus Repairer**” means any repairer that has been authorised by the Lexus Group to undertake servicing, repair and maintenance work;
  - f. “**Eligible Service**” has the meaning given to it in clause 6 of these Terms;
  - g. “**Geographical Zone**” has the meaning given to it in clause 29 of these Terms;
  - h. “**Original Manufacturer’s Warranty**” has the meaning given to it in clause 7 of these Terms;

- i. "Service and Warranty Booklet" means the service and warranty booklet provided to the customer that describes the terms of warranty coverage as well as general owner responsibilities. It can be a physical or online booklet.
- j. "Lexus Group" means Lexus trading as Toyota (GB) PLC and Toyota Motor Europe;
- k. "United Kingdom" means England, Scotland, Wales and Northern Ireland;
- l. "Vehicle" means a Lexus vehicle;
- m. "We", "us" or "our" means Toyota (GB) PLC, Great Burgh, Epsom, KT18 5UX; and
- n. "You" or "your" means the owner and registered keeper of the vehicle.

## Eligibility Criteria and Exclusions

- 6. The Service Activated Warranty is a warranty which is applied to your vehicle (subject to these Terms) on completion of each scheduled service of your vehicle by an Authorised Lexus Repairer in the UK, Channel Islands or Isle of Man ("Eligible Service").

- 7. Where your vehicle undergoes an Eligible Service and your vehicle is, at that time, benefiting from a warranty described in the Service and Warranty Booklet ("Original Manufacturer's Warranty"), the Service Activated Warranty will be automatically activated upon expiry of that Original Manufacturer's Warranty.

By way of example only: if a vehicle that has a 1 year/10,000-mile service interval undergoes an Eligible Service at 2 years, 6 months after the date of first registration of the vehicle, a Service Activated Warranty will be applied to the vehicle at the time of that service. However, The Original Manufacturer's Warranty will continue until the end of the 3 year term of the Original Manufacturer's Warranty, after which the Service Activated Warranty will take effect.

- 8. Where your vehicle undergoes an Eligible Service after expiry of an Original Manufacturer's Warranty, the Service Activated Warranty will be automatically activated from the date of completion of that Eligible Service.

By way of example only: if your vehicle has a 1 year/10,000-mile service interval and you have serviced your vehicle in line with the service interval for the first 2 years, but you don't have your vehicle serviced in year 3 and, instead, your vehicle undergoes an Eligible Service at 3 years, 6 months after the date of its first registration, your vehicle will be without a warranty for 6 months – during the period between the Original Manufacturer's Warranty expiring and the Service Activated Warranty starting.

9. For the avoidance of doubt, it is not mandatory to have your vehicle maintained and serviced by an Authorised Lexus Repairer, but only by doing so will a Service Activated Warranty be applied to your vehicle (subject to these Terms) and therefore only by doing so can you help ensure that your vehicle has warranty coverage at all times (subject to these Terms).
10. The Service Activated Warranty that will be applied to your vehicle on completion of an Eligible Service will last until:
  - a. 12 months from the date of completion of that Eligible Service;
  - b. Your vehicle covers 10,000 miles after the date of completion of that Eligible Service; or
  - c. Your vehicle undergoes another Eligible Service, at which point (subject to these Terms) a new Service Activated Warranty will be applied to your vehicle, whichever is the sooner.
11. A Vehicle that is 10 years old (or more) or that have covered 100,000 miles (whichever comes first) from the day the vehicle was first registered, at the date of an Eligible Service, is not eligible for Service Activated Warranty to be applied to the vehicle.
12. A Vehicle that is less than 10 years old from the day the vehicle was first registered and that has covered less than 100,000 miles, at the date of an Eligible Service, is eligible for Service Activated Warranty to be applied to the vehicle. The Service Activated Warranty that is applied will continue, subject to clause 10.

By way of example only: if a vehicle undergoes an Eligible Service at 9 years, 11 months from the date of first registration (and the vehicle has covered less than 100,000 miles at the date of the Eligible Service), the vehicle will be covered by a Service Activated Warranty until the vehicle turns 10 years, 11 months old, subject to clause 10.
13. For those vehicles that meet the above eligibility criteria, the Service Activated Warranty will (subject to these Terms) cover the cost of repair of those items listed in Schedule 1 to these Terms.
14. The Service Activated Warranty will (subject to these Terms) only cover the cost of repair of faulty parts/components.

15. The Service Activated Warranty will not cover the cost of repair of those items listed in Schedule 2 to these Terms.
16. No claims can be made under Service Activated Warranty for the refund of or compensation for:
  - a. Any indirect or direct losses, costs, damages or expenses, for example, loss of profit or income; transportation (including taxis); vehicle hire; towing; phone; accommodation; subsistence; rent; loss of any assets or valuables;
  - b. Deprivation of use;
  - c. Air freight or special delivery; or
  - d. Aesthetic items, for example paint repairs; rust repairs; discoloration; fading; deformation; paint cracking; loosening; falling-off; water entry and condensation damage.
17. No claims can be made under Service Activated Warranty for the refund of costs associated with:
  - a. Other vehicle brands/models, except for Lexus;
  - b. Vehicles not sold by:
    - i. Us;
    - ii. Lexus 's European entities; or
    - iii. Lexus 's Authorised dealers in the Geographical Zone, the United Kingdom, The Channel Islands or The Isle of Man;
  - c. Where your vehicle has an active Service Activated Warranty, repairs carried out to your vehicle under that Service Activated Warranty by anyone other than a Lexus Authorised Repairer in the Geographical Zone, the United Kingdom, The Channel Islands or The Isle of Man;
  - d. Vehicles that are registered to a vehicle retailer/repairer, a service garage or other type of commercial vehicle company;
  - e. Vehicles which are used for races or other associated track driving;
  - f. Police vehicles, fire service vehicles, ambulances and vehicles used by any other emergency services;
  - g. Any pre-existing faults with your vehicle at the time of the Eligible Service;
  - h. Circumstances where the fault arising is due to maintenance and inspection work not having been carried out in accordance with maintenance and/or care specified or recommended by the manufacturer;
  - i. In the case of a vehicle purchased under the Lexus Approved Used Vehicle Programme and which received an Approved Used Vehicle Warranty,

circumstances where the fault arising is due to maintenance and inspection work not having been carried out in accordance with maintenance and/or care specified or recommended by the manufacturer, after the date of such purchase;

- j. Any situation leading to a claim which is linked to the failure of a repairer to carry out a particular repair or maintenance operation in the correct manner, or using poor quality spare parts;
- k. Parts covered by a special policy adjustment, a recall campaign, or any other warranty cover (to which separate terms and conditions may apply); or
- l. A vehicle whose mileage counter has been adjusted in order to reduce the number of miles that the vehicle is showing as having been driven.

18. The above exclusions apply to all parts of the Service Activated Warranty.

## Your Obligations

19. The Authorised Lexus Repairer is responsible for repairs covered by Service Activated Warranty. You must keep all service invoices safe and accessible at all times during your ownership or possession of the vehicle. A Service Activated Warranty repair can only be considered on presentation of a relevant service invoice in hard copy and/or electronically. If you lose the service invoice, please contact your Authorised Lexus Repairer.

20. You must report any repair under Service Activated Warranty immediately, by presenting the relevant service invoice to your Authorised Lexus Repairer and making the vehicle available for examination.

21. You must provide all information needed or requested to help the Authorised Lexus Repairer identify the issue being claimed for.

22. You must keep the Service and Warranty Booklet safe and accessible at all times during your ownership or possession of the vehicle and make it available to your Authorised Lexus Repairer upon request.

23. Until the defect has been confirmed and root cause identified, no assessment can be made as to the potential for a claim to be made under Service Activated Warranty. Customers may therefore be asked to pay for diagnostic work to be undertaken in order for a root cause to be established, ahead of any decision by the relevant Authorised Lexus Repairer to accept a claim under Service Activated

Warranty. If the diagnosis reveals that the vehicle is eligible under these Terms for repairs to be carried out under Service Activated Warranty, the customer will be refunded the cost of the diagnostic work.

24. In order to receive the benefit of a Service Activated Warranty, you must:
- a. Ensure that the execution of the Eligible Service is confirmed in the Service and Warranty Booklet, as copies of the booklet with the entries must be presented in the event of a fault occurring;
  - b. Provide details of the current mileage count from the mileage counter to the Authorised Lexus Repairer when reporting a fault under Service Activated Warranty; and
  - c. Take account of and follow the manufacturer's instructions in the user's manual regarding the use of your vehicle.

#### **Service Activated Warranty Repairs Abroad**

25. In the event of a repair to your vehicle needing to be carried out under Service Activated Warranty in the Geographical Zone, provided your stay is shorter than 90 consecutive days, any Authorised Lexus Repairer in the country you are visiting will (subject to these Terms) be able to carry out the repair work to your vehicle.

26. The cost of the repair shall be settled by you with the Authorised Repairer.

27. In order to claim reimbursement of the cost of repair:

- a. You must provide a copy of the repair invoice to an Authorised Lexus Repairer in the United Kingdom, Channel Islands or Isle of Man within 28 calendar days of the date of completion of the repair; and
- b. The replacement part prices, labour time and costs must be set out individually in the repair invoice.

28. Subject to these Terms, the repair costs will be refunded to you up to a maximum of the invoice value including VAT.

29. For the purpose of these Terms, "Geographical Zone" means the following countries: Albania, Andorra, Armenia, Austria, Azerbaijan, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Kazakhstan, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta,

Moldova, Monaco, Montenegro, the Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland and Turkey.

## General Terms

30. If you sell your vehicle, any Service Activated Warranty subsisting on your vehicle at the time of the sale will automatically continue, subject to these Terms.
31. Service Activated Warranty is not transferable to any other vehicle.
32. All decisions of the Authorised Lexus Repairers are final and no discussions or correspondence will be entered into with you.
33. Any replaced parts shall become our property.
34. The maximum total aggregate claim compensation under each Service Activated Warranty and the maximum individual claim compensation under each Service Activated Warranty is the value of the vehicle concerned at the time of its repair under that Service Activated Warranty.
35. Service Activated Warranty has no surrender or refund value and there is no cash alternative.
36. Your vehicle may be covered by other warranties.
37. If your vehicle is benefiting from the Original Manufacturer's Warranty and the Service Activated Warranty at the same time, and there is a conflict between these Terms and any terms and conditions of the Original Manufacturer's Warranty, the relevant terms and conditions of the Original Manufacturer's Warranty shall prevail.
38. If your vehicle is benefiting from the Approved Used Vehicle Warranty and the Service Activated Warranty at the same time, and there is a conflict between these Terms and any terms and conditions of the Approved Used Vehicle Warranty, the relevant terms and conditions of the Approved Used Vehicle Warranty shall prevail.

39. These Terms should be read in conjunction with our website terms of use (which can be found at [Legal Policy | Lexus UK](#)) and privacy policy (which can be found at [Lexus Privacy Policy | Customer Data | Lexus UK](#)).

40. We reserve the right, at our sole discretion, to update, change, amend, vary or replace any part of these Terms at any time. We shall post updates and changes to our website. It is your responsibility to check our website periodically for changes.

41. These Terms do not affect your statutory rights.

42. These Terms are governed by the laws of England and Wales and any dispute under or in relation to these Terms shall be subject to the exclusive jurisdiction of the English courts.

## Schedule 1

### Items covered by Service Activated Warranty

Types of damage, defects, parts and components covered by Service Activated Warranty include but are not limited to:

Engine:	Balance Shaft; Camshaft; Cables (different from electrical wiring); Cam Followers; Conrods; Crankshaft and bearings; Crankshaft Pulley; Cylinder Head Gaskets; Cylinder Heads; Engine Cylinder Block; Equipment Drive Shaft; Flexplate / Drive plate; Flywheel; Starter Ring Gear; Knock Sensor; Oil Cooler; Oil Filter Housing; Oil Pan; Oil Pressure Switch; Oil Pump; Oxygen Sensor; Piston Bearings and Bushings; Pistons and Piston Rings; Rocker Arms; Rocker Covers and Sealings; Seals and Gaskets; Timing Belt Idler; Timing Belt Tensioners; Timing Belt; Timing Chain; Timing Gears; Turbo Waste gate; Turbocharger Intercooler; Turbocharger; Valves and Guides; Water Pump; Exhaust Gas Recirculation Valve.
Petrol Fuel System:	Air Flow Meter; Electric Fuel Pump; Electronic Control Unit (ECU); Electronic Fuel Injection System; Fuel Gauge; Fuel Injectors; Fuel Pressure Regulator; Fuel Pump; Fuel Sensors; Fuel Tank; Tank Sender Unit; Throttle Body.
Diesel Fuel System:	AdBlue/Urea pump; AdBlue/Urea injector; Air Flow Meter; Diesel Fuel Injection Pump; Electronic Control Unit (ECU); Fuel Injectors; Cold Start Glow Plugs; Fuel Pump; Tank Sender Unit; Fuel Tank; Throttle Position Sensor.
Cooling System:	Coolant Level Sensor; Cooling Fan Relay; Cooling Fan Sensor; Engine Coolant Temperature Switch or Sensor; Engine Fan; Radiator Cap; Radiator; Thermostat and Housing; Viscous Fan Clutch.
Manual Gearbox:	Bearings and Bushes; Clutch Cables; Clutch Fork and Pivot; Clutch Linkages; Clutch Master Cylinder; Clutch Release Cylinder; Gear Lever; Gears and Shafts; Synchronesh; Hubs; Seals and Gaskets; Shift Linkage and Cables; Transaxle / Transmission Case.
Automatic Gearbox:	Bearings and Bushes; Brake bands; Clutches; Electronic Actuators; Electronic Control Unit; Gear Lever; Gears and Shafts; Hubs; Oil Cooler; Oil Pump; Seals and Gaskets; Selectors; Shift Linkage and Cables; Torque Converter; Transaxle / Transmission Case; Valve Block.
Transfer and Differential:	Bearings; Bushes; Central Differential; Differential Case; Differential Crown wheel and Pinion; Differential Hubs; Gears; Shafts; Transfer Levers.
Driveline:	Bearings; Bushes; Constant Velocity Joints; Couplings; Drive shafts; Half shafts; Seals and Gaskets; Universal Joints.
Suspension:	Cross Members; Front and Rear Springs; Hubs; Lock Nuts; Shims; Stub Axle; Sub frames; Torsion Bars; Track Rods; Wheel Bearings (limited up to 160.000km).

Steering:	Bearings; External Linkage; Gear Housing; Idler Arm; Joints; Power Steering Gear; Power Steering Pump; Power Steering Reservoir; Rack and Pinion; Seals; Steering Box; Steering Column; Tie Rod.
Brakes:	ABS Components; ABS Control Unit; Brake Booster; Brake Discs; Brake Drums; Brake Fluid Reservoir; Brake Master Cylinder; Brake Pipes; Disc Brake Callipers; Limiter Valves; Linkages; Speed Sensors; Vacuum Pump; Wheel Cylinders.
Air Conditioner & Heater:	AC Compressor; Condenser; Evaporator Temperature Sensor; Evaporator; Heater Controls; Heater Core; Heater Fan Motor; Heater Flaps and Motors; Heater Valve; Receiver/Dryer Unit.
Electrical;	Airbag Sensors; Airbag Spiral cable; Alarms (Lexus Genuine only); Alternator; Central Lock Control Unit; Central Locking Solenoids; Coils; ECU's and software reprogramming (except for DTC erasure only); Electric Seat Motors; Electronic Ignition Unit; Gauges; Clocks; Headlamp Lift Motors; Heated Screen Elements; Heated Seat Elements; Heater Fan Motor; Horn; HUD (head up display) unit; Internal Light Delay Unit; Manually Operated Switches; Mirror Motors; Mobile wireless charger cradle; On-Board Computer (Trip Computer); Relays; Remote Controls in Keys; Sensors; Spark Plug Leads; Speedometer & Speed Sensor; Starter Motor; Tachometer; Turn Signal Relay; Washer Pump Motors; Window Motors/Regulators; Power Window Switch; Wiper Motors; Wiring Looms (for short circuit).
Body:	Bonnet Release Cable; Door Locks; Genuine Lexus accessories that are hub installed, provided they are uploaded by us onto our internal system within three months after the vehicle's first registration; Genuine Lexus accessories that are factory installed; Manual Seat Frames; Multimedia systems (but not the screens or buttons of such multimedia systems); Seat belt mechanism; Sunroof (Lexus Genuine only); Sunroof Motors (Lexus Genuine only); Tailgate Struts; Wiper Spindles.
Hybrid Components (for vehicles > 5 years and <100,000 miles)	Hybrid inverter with converter; Hybrid Battery Control Module; Hybrid Control Module.
Hydrogen Fuel Cell Components:	Fuel Cell Air Compressor; Fuel Cell Boost Converter; Fuel Cell H2 Tanks; Fuel Cell PCU (Power Control Unit) and Fuel Cell Stack.

EV Components:	Drive motor and inverter with converter.
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## Schedule 2

### Items not covered by Service Activated Warranty

Types of damage, defects, parts and components not covered by Service Activated Warranty include but are not limited to:

1. Any parts not mentioned explicitly in these Terms as being covered by Service Activated Warranty;
2. Damage or defects as a result of any wear and tear, excessive free play, noise and/or vibration;
3. Damage or defects directly caused by non or late maintenance or caused by non or late repair of the vehicle following the manufacturer's recommendations. This is a requirement that is valid as of the date of first vehicle registration, reduced to the date of sale via the Lexus Approved Used Vehicle Programme;
4. Damage or defects as a result of repairs not performed by an Authorised Lexus Repairer;
5. Damage or defects as a result of defects that result from using the vehicle outside the recommendations of the manufacturer, including (but not limited to), misuse, races, extreme off-road, tuning, excessive overloading;
6. Damage or defects as a result of defects resulting from an external cause and/or natural phenomenon (e.g. water or dust ingress, stone chipping, flooding, icing, storm, natural disasters, accident, fire, explosions, war, civil unrest, sovereign action, willful or malicious action, unauthorised use, salt, glass erosion and scratches, soiling);
7. Damage or defects that are not attributable to the manufacturer;
8. Damage or defects relating to or caused by non-Lexus -genuine accessories or special equipment;
9. Damage or defects caused by intentional or negligent behaviour, including (but not limited to) using unsuitable lubricants, oil and fuel;
10. Damage or defects caused by modifications of the original vehicle design or the installation of certain accessories, which result in the vehicle no longer complying with the minimum standards set by the manufacturer;
11. Damage or defects as a result of improper installation of any component, improper repair or inappropriate replacement of individual components;
12. Damage or defects caused by a faulty fitting;
13. Damage or defects caused by use of a part or component which recognisably requires repair, unless the damage can be proven to be unconnected to the part or component requiring repair;

14. Maintenance parts (for example: parts that have to be replaced periodically, filters, brake pads, linings, shoes and cables, clutch disc, clutch cover and clutch bearing, wheels, rims, tyres, (V or multi V) belts, batteries (unless hybrid battery in case explicitly mentioned as covered), fluids, spark plugs, diagnostics).
15. Rubber parts for example: rubber (heating) hoses, lines and tubes, engine or cabin mountings, moldings, wiper blades, drive shaft boots, shock absorbers (incl. pneumatic cylinders) and springs, stabilizer bushes;
16. LPG parts/non-OE fuel systems and any direct or indirect damage they cause to other systems or components either directly or as a consequence of their fitment or use (also in respect of adaptations to OE- systems to use LPG or non-OE fuel systems);
17. Body and paint (for example: lights, lamps, bulbs, lenses, panels, bumpers, glass, chrome, antenna, handles and fabric, exterior trim, weather strips, shiny metals (metal parts without any coating), paint, any repair due to any corrosion).
18. Interior (for example: trims, seat covers, cushions, carpets, ventilation louvers, ash trays, cigarette lighter, shift lever knob, dash cover and pad, steering wheel);
19. Multimedia system screen and buttons;
20. Parts, accessories and/or special equipment that have been installed to the vehicle that are not of matching quality to the original manufacturer's parts, accessories and special equipment (for example: 4X4 or mobile home conversions);
21. Genuine Lexus accessories that are not factory installed. Genuine Lexus accessories that are hub installed but are not uploaded by us onto our internal system within three months after the vehicle's first registration;
22. The following parts and components: exhaust system (all parts from manifold gasket to the outlet inc. catalytic converter); headliner; hinger; nuts & bolts; fuses; clips; retainers and fasteners; drive belts and tensioners; front and rear stabilizer bar; engine and cabin mounts; combustion heater;
23. EV and Plug-in charging cables;
24. All parts on the outside of the vehicle body (except parts mentioned explicitly in these Terms);
25. Noise repair operations (unless it is caused by breakdown of a covered original failed part); and
26. Adjustments to any item (this would be classed as maintenance work, which is not covered by Service Activated Warranty).

END