



EXTRA CARE PROTECTION

# NEW VEHICLE SERVICE AGREEMENT PROGRAM



[Lexus.ca](https://www.Lexus.ca)

# OWNER PROTECTION

## *EXCELLENCE IS WORTH PRESERVING*

At Lexus, we take great pride in striving to create the world's finest automobile and in providing an ownership experience of equal calibre.

Count the ways *EXTRA CARE PROTECTION* enhances your driving experience:

- No deductible.
- Lexus Genuine Parts.
- Lexus Academy Trained Technicians.
- Assured, worry-free motoring.
- Protects your vehicle resale value.
- Protects your budget against unexpected expenses.
- Protects against the rising cost of vehicle repairs.

You can select from  
10 excellent levels of coverage

- 48 months or 100,000 km\*
- 48 months or 120,000 km\*
- 60 months or 100,000 km\*
- 72 months or 120,000 km\*
- 72 months or 160,000 km\*
- 72 months or 180,000 km\*
- 84 months or 140,000 km\*
- 96 months or 120,000 km\*
- 96 months or 160,000 km\*
- 96 months or 200,000 km\*

\* Whichever comes first.

\* Time or kilometre coverage periods are respectively measured from Warranty Start Date or zero kilometres. Plan expires upon reaching your selected time or kilometres of coverage period, whichever occurs first.

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**1-800-26 LEXUS  Lexus.ca**  
**(1-800-265-3987)**

# SERVICE AGREEMENT BENEFITS

With *EXTRA CARE PROTECTION*, your new Lexus has inflation protected coverage from unexpected mechanical failure, road emergencies and much more. It is the affordable and cost effective way to guarantee your peace of mind and to protect your investment whether you buy or lease. ECP will enhance the quality experience of owning your new Lexus while helping to provide enhanced resale value in the future.

## *BUT MY LEXUS ALREADY HAS A FACTORY WARRANTY!*

Yes, and it's one of the best! However, ECP offers much more. It can provide you and your Lexus with coverage such as the Maintenance Service Benefits<sup>†</sup>, Towing, Emergency Road Service, Rental Assistance, Trip Interruption Assistance, Tire Road Hazard Protection and Travel Planning Assistance. It can take over with mechanical protection when your Lexus factory warranty ends providing parts and labour coverage for up to 8 years or 200,000 kilometres.

## *ECP IS TRANSFERABLE!*

Extra Care Protection enhances the resale value of your Lexus. Simply complete, sign and return the transfer form to ECP. There is no extra charge for the transfer! ECP gives you better value - even when you sell your Lexus.



### **MECHANICAL PROTECTION\***

Your Lexus consists of thousands of moving parts, so it's nice to know ECP is always there to keep you covered. Your Extra Care Protection plan provides: Coverage of 17 comprehensive mechanical groups and more. For a list of parts not covered, please refer to Driver's Responsibilities at the back of this brochure. Service from any of 280 Lexus dealers across North America. Peace of mind motoring.



### **MAINTENANCE BENEFITS PROGRAM<sup>†</sup>\***

To keep your Lexus running smoothly, take advantage of the included Maintenance Benefits Program. Your Maintenance Benefits are based on your vehicles prescribed service intervals and your yearly kilometre accumulations.



### **VEHICLE RENTAL ASSISTANCE\***

ECP helps get you home even if your vehicle has to stay at the dealership overnight due to the failure of a covered component. For up to 5 days rental per occurrence. Plus up to an additional 5 days if parts are on back-order.



### **TIRE CHANGE\***

If you have a flat tire, your useable spare tire will be installed.



### TIRE ROAD HAZARD PROTECTION\*

Road Hazard Protection coverage keeps you rolling for up to 36 months / 50,000 kilometres on the original equipment tires: Tire repair or replacement. 100% reimbursement, no prorated adjustments. Installation and balancing.



### TRIP INTERRUPTION\*

When you are over 300 kms from home, if a covered component fails call toll-free **1-800-26 LEXUS** ECP assists with up to \$100 a day for 3 days and a maximum of \$300 per occurrence.

- Hotel
- Meals
- Alternate transportation



### TRAVEL PLANNING ASSISTANCE\*

Just call our toll-free number **1-800-26 LEXUS** and receive your personalized travel planner which includes:

- Highlighted road, city and vacation area maps.
- Tour and accommodation directories.
- Alternate routes and trip log.
- List of Lexus Dealers en route.
- A package listing historical sites, attractions and entertainment along the way.



### MECHANICAL BREAKDOWN TOWING\*

To your preferred Lexus Dealership within 50 km or to the nearest Lexus Dealership within 300 km.



### ACCIDENT TOWING\*

To your preferred Lexus Dealership within 50 km or to the nearest Lexus Dealership within 300 km. A second tow will be covered in areas with accident reporting centres.



### BATTERY BOOST\*

In the event that your Lexus fails to start after the boost, it will be towed according to your mechanical breakdown towing benefit stated above.



### LOCKOUT SERVICE\*

If you have locked your keys in your vehicle, Lexus Extra Care Roadside Assistance will dispatch a service facility to attempt to gain entry into your vehicle.



### FUEL DELIVERY\*

In the event that you run out of fuel, Lexus Extra Care Roadside Assistance will deliver gasoline to your stranded vehicle. Cost of gasoline included up to 5 litres. For battery electric vehicles, your vehicle will be towed to the nearest charging station.



### WINCHING\*

If your vehicle becomes immobilized in a ditch, mud or snow, Lexus Extra Care Roadside Assistance will arrange to have your vehicle winched on to the nearest roadway.

† The maintenance services do not include any items that require periodic replacement, such as engine air filters, cabin air filters, wiper blades, belts, hoses, or brake pads. The 24 months/48,000 km maintenance service for specific vehicles includes Brake fluid replacement which is required as indicated in the Lexus Owner's Manual Supplement. Cabin Air Filter replacement is included for Battery Electric Vehicles. Please see dealer or ECP Service Agreement for full details. Plan must be purchased within 180 days of vehicle warranty registration date.

\* See ECP Service Agreement for full terms and conditions.

# COVERAGE

*ECP OFFERS EXTENSIVE COVERAGE IN AREAS SUCH AS THE FOLLOWING: \**

- HEATING AND AIR CONDITIONING (eg. High pressure lines)
- BRAKING SYSTEM (eg. Brake pedal and parking brake assemblies)
- COMPUTERS & ELECTRONICS (eg. Navigation and audio system)
- SAFETY RESTRAINTS (eg. Airbags & sensors)
- ELECTRICAL SYSTEM (eg. Dashboard gauges)
- ENGINE (eg. Timing chain)
- STEERING & SUSPENSION (eg. Coil springs)
- ELECTRIFIED COMPONENTS (eg. Battery control module)  
[For Hybrid or Electric Vehicles only]

Plus take advantage of the many additional Service Agreement Benefits.

\* For a list of parts not covered, please refer to Drivers Responsibilities at the back of the brochure. Some exceptions apply. Please see dealer for full details.

*DRIVE WITH CONFIDENCE KNOWING YOU HAVE A LEXUS ECP SERVICE AGREEMENT.*

ECP gives you the ultimate protection for your Lexus, delivering the worry-free motoring experience you want.



# DRIVER'S RESPONSIBILITIES

*COVERAGE IS SO COMPREHENSIVE THERE ARE ONLY A FEW COMPONENTS WE DON'T COVER!*

Parts not covered are: all glass (including mirrors, heated windshields and rear windows with defroster), fog lamps, lenses, sealed beams, lamps, light bulbs, tires (See Tire Road Hazard Protection Benefit), wheels or wheel studs, trim, seat frames, convertible top, mouldings, weather-strips, bright metal, sheet metal, body parts (including frame), bumpers, upholstery, carpet, paint, brake rotors and drums, brake linings and pads, batteries and cables, manual clutch disc lining, pressure plate and bushings, throw-out bearings, catalytic converter (which may be covered by Emission Control Systems Warranties) and exhaust system, and non-manufacturer installed accessories.

In addition, all lubricants and filters (with the exception of included maintenance benefits), belts and hoses, wheel balancing or alignment, any adjustments for air and water leaks, wind noise, squeaks and rattles as well as alignment of bumpers, sheet metal, body parts, non-manufacturer installed accessories are not covered.

## *OWNER MAINTENANCE ITEMS*

Lexus Extra Care Protection Plans for new Lexus vehicles do not cover maintenance items such as but not limited to: bulbs, trim, moulding, glass, lenses, paint, exhaust system, brake pads, linings, upholstery, etc. These items are considered to be ongoing maintenance items and are the responsibility of the vehicle owner. Further details on owner's responsibilities are found in the Lexus Owner's Manual Supplement.

This brochure is intended to provide an outline of Lexus Extra Care Protection Plans. For detailed information, see your Lexus Dealer. Coverage is based on information available at time of printing and is subject to change without notice.

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