



# Lexus Offers Customers Unprecedented Warranty Cover with New Relax Programme

1 June 2021

Lexus's commitment to ever-higher standards of customer service has helped deliver a ground-breaking new warranty programme, Lexus Relax.

Launched today (1 June), Lexus Relax is a Toyota (GB) initiative and a first for the UK automotive industry. It gives owners of any Lexus vehicle the opportunity to extend the warranty on their car by 12 months/10,000 miles each time it undergoes a scheduled service at an official Lexus centre.

The warranty is automatically provided as part of the service schedule at no extra cost to the customer and is available on all Lexus models up to 10 years old or with up to 100,000 miles recorded. It may be renewed at each successive service until the car reaches the 10<sup>th</sup> anniversary of its first registration, or 100,000 miles driven.

The eligibility extends equally to pre-owned vehicles as well as those bought new from a Lexus Centre. Even cars that have passed through several different ownerships qualify for the Relax warranty, so long as they meet the age and mileage criteria. There are also no exclusions where powertrains are concerned: all hybrid electric, petrol and diesel cars are included, together with the new Lexus UX 300e battery electric compact SUV.

Lexus Relax is designed for simplicity and complete reassurance for the customer and is free from complex exclusions and caveats. To ensure a premium customer experience, the process at Lexus Centres is streamlined from the moment the customer requests a service for their car. There are no forms to sign and no policy documents are issued: details are recorded centrally by Lexus and attached to the details of the specific vehicle. This means the customer can choose a different centre for their next service appointment and be assured that the Relax warranty will automatically be recognised and renewed.

The foundation for this industry-first programme is the well-proven, lasting quality and reliability of Lexus vehicles, independently acknowledged in a succession of industry awards. Lexus was named the most reliable car brand by *What Car?* in 2019 and 2020 and for the past four years has dominated the annual *Auto Express* Driver Power survey on reliability of cars up to five years old.

Ewan Shepherd, Director of Lexus in the UK, said: "The new Relax warranty programme is one of the most significant innovations we have made in our constant efforts to give Lexus customers the best possible service. By offering a manufacturer's warranty that can extend to

up to 10 years, we are demonstrating our commitment to Lexus owners and our complete faith in the quality of the cars we make. We hope that with this new warranty product – offered at no extra cost to the customer – we can connect with more Lexus owners, particularly in the pre-owned vehicle market – and show them the genuine value of servicing by our network partners.”

### **How Lexus Relax works**

Lexus Relax goes significantly beyond the well-established concept of a new or used vehicle warranty to give cover that can extend for up to 10 years or 100,000 miles of driving.

All new Lexus vehicles are sold with a three-year/60,000-mile manufacturer’s warranty as standard. From 1 June 2021, Lexus Relax will be made available to all Lexus owners, when they have their vehicle serviced at an official Lexus centre.

There are no complex formalities, the Relax warranty is automatically activated on the completion of a scheduled full or interim vehicle service at an official Lexus centre. By keeping to their vehicle’s service schedule, customers can extend their Lexus warranty by an extra 12 months/10,000 miles, year after year, until the 10-year/100,000-mile limit is reached.

This comprehensive programme applies to all Lexus passenger cars and there are no exclusions where different powertrains are concerned. Eligible vehicles range from cars just completing the period of their new vehicle warranty, to high-mileage models that have passed through multiple ownerships and have no prior Lexus service history.

The benefits to the customer include increasing the value of their vehicle when they come to sell or exchange it – its value will be enhanced by the presence of a manufacturer warranty,

The Relax warranty covers the same parts and labour as the three-year manufacturer’s warranty provided on new Lexus vehicles and the one-year manufacturer’s warranty that’s standard with approved used vehicles. It does not include wear and tear items, bodywork, paint, interior trims and maintenance parts. A vehicle health check is part of the service package, which includes all mechanical and electronic parts, which helps potential problems to be detected at an early stage. Any existing defects present at the time of service are excluded from the warranty.

In addition to the Relax warranty, servicing at a Lexus centre provides other significant benefits to customers. Work is carried out by qualified Lexus technicians, using Lexus-approved parts to ensure optimum performance. Workshop teams are fully equipped and trained to work on all the technologies featured in Lexus vehicles, including electrified powertrains and advanced handling and safety systems. Pricing is transparent with a service menu price guarantee for the scheduled servicing requirements for each model.

The customer-focused approach includes an online service booking facility at the customer’s preferred centre. Centres will also make servicing as convenient as possible, with collection and delivery, courtesy cars and while-you-wait servicing options.

Full terms and conditions for the new Lexus Relax warranty programme can be found at [lexus.co.uk/relax](https://lexus.co.uk/relax).

**ENDS**

Note to editors: a full Lexus Relax press kit is available on the Lexus UK media website [here](#). A complementary warranty programme for Lexus's sister brand Toyota, Toyota Relax, is being launched simultaneously; details are the same as for the Lexus warranty.