

WARRANTY FOR NEW LEXUS ELECTRIC VEHICLE(EV)

A) WARRANTOR

Crown Motors Ltd (CML) warrants each new Lexus vehicle sold by CML and registered in Hong Kong.

B) WARRANTY PERIOD

Lexus warrants each new vehicle for 36 months or 100,000 km (whichever comes first) & Crown Motors Ltd warrants the major components from 37 to 60 months or 100,000 km (whichever comes first), with the following conditions:-

C) COMMENCEMENT OF WARRANTY

The warranty period commences on the date of First Registration.

D) BASIC COVERAGE PERIOD

A full warranty is offered for the first 36 months or 100,000 km (whichever comes first). The warranty covers defective parts, materials and workmanship during the period of warranty and only if the vehicle has been operated in normal conditions but not including those items listed under "What Is Not Covered" (Part F). Now, you can extend the MAJOR COMPONENTS (specified in part G) protection for up to 60 months or 100,000 km (whichever comes first) with the Crown Motors' Extended Warranty.

E) OWNER'S OBLIGATIONS

- 1) The vehicle must be serviced at least every 10,000 km or every 6 months, whichever is earlier, during the warranty period. If damage is caused by failure to have the vehicle serviced, warranty claims for associated repairs may be rejected.
- 2) You may carry out maintenance and repair services for your vehicle either through CML or a third party service provider. However, we recommend that such services be carried out by CML. If damage is caused by any third party service provider, warranty claims for associated repairs may be rejected.
- 3) No reimbursement will be made for repair, maintenance or other services provided by third parties.
- 4) Delivery of the vehicle to CML service centre is necessary in order to obtain warranty service.
- 5) Presentation of Warranty Card is necessary whenever routine maintenance service or warranty service is required.
- 6) Ensure rectification (signature and chop) is made against each routine service check on the record form in the Warranty Card.

F) WHAT IS NOT COVERED

- 1) The cost of labour, parts and lubricants where routine and general maintenance services are provided including (but not limited to) tune up, cooling system cleaning, brake adjustments, wheel alignment and balancing, inspection and adjustment of linkages of various parts.
- 2) The cost of repair or replacement or other necessary adjustments arising out of misuse, neglect of, or accident to the vehicle including (but not limited to) improper storage, racing, overloading, modification, alteration, improper adjustments or repairs, the fitting of non-standard parts or parts not supplied by CML, add-on parts, the usage of non-standard charger and improper or inadequate maintenance.
- 3) The cost of repair of damage caused by repair, maintenance or other works performed by third parties other than CML.
- 4) The cost of repair of damage caused by any failure of the owner to perform proper maintenance promptly and in accordance with service instructions and maintenance schedule, including the specified service intervals.
- 5) Any loss or damage of any kind arising from any stoppage, breakdown or failure of the vehicle however occasioned including any consequential loss whatsoever.
- 6) The cost of repair or replacement of parts in the case of a vehicle on which the odometer mileage reading has been altered or where the mileage of the vehicle cannot readily be ascertained.
- 7) The cost of repair due to the use of improper Electric Vehicle (EV) Charging (e.g Connecting a conversion plug or extension cord between AC charging connector and AC charging inlet etc.) and incorrect EV charging operation (Refer to Owner's Manual).

G) COVERAGE DETAILS

- 1) Major Components
Electronic Control Units and EV System included Electric Vehicle Transaxle, Inverter with Converter Assembly, Electric Vehicle Charger Assembly & Compressor with Motor Assembly, Water Pump, Front and Rear Axles, Suspension, Steering, Brakes (excluding Pads), Safety Restraints (e.g. Seat Belts, ABS, Airbags).
- 2) EV Battery
Degradation of Automotive Battery for EV : Below 70% of original capacity within 8 Years or 160,000 km (whichever comes first).
 - a) Scope of warranty
 - The lithium-ion battery ("battery") is covered under traction battery warranty coverage
 - The measurement, repair, replacement methods used to determine battery capacity are at the sole discretion of LEXUS.
 - Note that the driving range estimates are an imperfect measure of Battery capacity because they are affected by additional factors separate from battery capacity. Therefore, the range in your display monitor doesn't show the capacity reduction condition.
 - b) Out of scope of warranty
 - The battery does not cover under warranty if it does not follow appropriate usage and charging method, in case of use incompatible charging devices which are described in Owner's Manual.
 - The battery capacity gradually reduces with time and use. This is a natural characteristic of lithium-ion batteries. The extent at which capacity is reduced changes drastically depending on the environment (ambient temperature, etc.) and usage conditions such as how the vehicle is driven and how the battery is charged. This reduction of battery capacity due to gradual capacity loss is NOT covered under warranty beyond the terms and limits specified in the traction battery warranty.
 - See your Owner's Manual for important tips on how to maximize the life and capacity of the Lithium-ion battery.
 - c) Warranty Repairs
 - The traction battery warranty replacement may not restore the vehicle to "as new" condition, however when replacing a battery, LEXUS will ensure that the energy capacity of the replacement battery is at least equal to that of the original battery before the failure occurred while taking into consideration other factors, including the age and mileage of the vehicle.
The measurement method used to determine battery capacity, and the decision of whether to repair, replace, or provide reconditioned or re-manufactured parts, and the condition of any such replaced, reconditioned or re-manufactured parts, are at the sole discretion of LEXUS.

- 3) 12V Battery
During the first 24 months, regardless of mileage, a defective original equipment battery will be replaced free of charge. Should the 12V battery fail after the 24th month but before the 37th month of service, the customer will have to pay for 50% of the battery charge and 50% of the labour charge (according to standard Lexus service rates) for the replacement.
- 4) Surface Rust And Paint Defects
Surface rust and paint damage appearing on any of the painted body panels due to defect in material or workmanship under normal use is warranted for 36 months or 100,000 km (whichever comes first).
- 5) Corrosion Perforation
Any body sheet metal found, under normal use, to have developed in perforation (hole through the body panel) from corrosion due to defect in material or workmanship, is warranted for 6 years, regardless of mileage.
- 6) Accessories
Unless otherwise stated, accessories already installed during vehicle delivery are warranted for 24 months or 50,000 km (whichever comes first). After-market accessories and body conversions are not covered by this warranty.
- 7) Tyres
Tyres are warranted under a separate warranty provided by the tyre manufacturer.
- 8) Compact Spare Tyre (where applicable)
The Original Equipment Compact Spare Tyre is covered by Lexus for a period of 36 months or 100,000 km (whichever comes first).
What is not covered:
 - Road hazard injury (e.g., a puncture, cut, impact damage, bruise, snag or wheel spinning, whether repairable or not).
 - Accident, fire, chemical corrosion, tyres alteration, vandalism or other abuse.
 - Under inflation, over inflation, improper maintenance or other abuse (appropriate tyre pressure is 420kPa or 60psi).
 - Incorrect mounting of the tyre, tyre / wheel imbalance or other abuse.
 - Damage caused by incorrect wheel alignment resulting in uneven or rapid wear.
 - Driven at speeds over 80km/h.
 - Used for non-emergency purposes (other than driving to nearest Lexus Service Centre).
 - Compact spare tyre has had puncture repaired.
 - Normal tyre wear.
 - Tyres with less than 2/32" or 1.6mm of tread remaining.

H) KEEP YOUR CAR IN TOP CONDITION WITH PROPER SERVICE

- 1) Pre-delivery Service and Inspection
Before delivering your Lexus to your hands, CML has already performed specified factory approved services for inspecting and testing. This is done to assure top condition of your Lexus after being shipped from the factory.
- 2) FREE Maintenance Services*
New car owners are entitled to 2 times FREE Maintenance Services with CML upon presentation of this Warranty Card. These maintenance services shall be performed accordance to the items listed in the Maintenance Service Report - Free Service with labour charge waived, whereas the costs of filters, windshield fluid, consumable parts, lubricants, waste disposal fee, electric power consumed for road testing and necessary rectification job (if any) to be borne by the owner. No reimbursement will be made for repair, maintenance or other services provided by third parties.
** First free service shall be performed in the first 3 months after the vehicle first registration date; Second free service shall be performed in the first 7 - 9 months after the vehicle first registration date.*
- 3) Routine Maintenance Service
Proper maintenance will ensure maximum performance, greater reliability, longer life and higher resale value for your Lexus. More importantly, failure to properly maintain your Lexus in accordance with service instructions and maintenance schedules, including having your Lexus serviced at least every 10,000 km or every 6 months (whichever comes first), could lead to warranty claims for associated repairs being rejected.
CML provides the most professional technicians and equipment to service, inspect and test your Lexus during every maintenance service at a competitive rate. The service schedule recommended represents the most effective maintenance for your Lexus.
More frequent service is required for severe driving conditions.
- 4) FREE Pre-check for License Renewal
A complimentary pre-check in accordance with the Government's basic requirements for license renewal inspection will be offered to those vehicles which are over 6 years and are due for license renewal within four months including inspection and testing of the braking system, EV system, etc. CML also offers special discounts on labour and spare parts should extra repair required (except the nett items).

I) WHAT CAN YOU DO TO HELP PROTECT YOUR LEXUS AGAINST CORROSION?

In order to help protect your vehicle against corrosion, it is important that you care for your vehicle regularly, following these suggestions:

- 1) Wash regularly using cold clean water and a mild vehicle wash soap.
- 2) Use only good quality vehicle wax according to manufacturer's instruction. Incorrect polish or poor quality wax may damage the delicate and soft original glossy car finish coating. When in doubt, please consult our Lexus service centre.
- 3) If insects, tar, or other similar deposits have accumulated on your vehicle, wash it as soon as possible.
- 4) Wash your vehicle in the shade.
- 5) Inspect the body and under carriage annually in our Lexus service centre.

Under certain conditions, special care should be taken to protect your Lexus against corrosion.

- 1) If you drive on salted or dust controlled roads, or if you drive near the ocean, hose off the under carriage at least once a month.
- 2) It is important that the drain holes in the lower edges of the doors and rocker panels be kept clear.
- 3) If you detect any stone chips or scratches in the paint, touch them up immediately.
- 4) If you do much driving on gravel roads, consider installing mud or stone shields behind each wheel.
- 5) If you carry special cargo, such as chemicals, fertilizers, de-icer salt, etc., be sure that such materials are well packaged and sealed.
- 6) If your Lexus is damaged due to an accident or similar cause which destroys the paint and protective coating, have your vehicle repaired as soon as possible. The cost of such repairs is considered the responsibility of the owner.

Note:

- 1) All terms and conditions are subject to change without prior notice.
- 2) In case of any discrepancies between the Chinese and English text, please accept the English version as correct.

凌志新車 保用說明(純電動車)

A) 保用提供

皇冠汽車有限公司為其售出並且在香港註冊的每輛凌志新車提供保用。

B) 保用期

凌志車廠為每輛新車提供為期三十六個月或首十萬公里內(以先到期者為準)的原廠保用，而皇冠汽車有限公司則為每輛新車的主要組件提供第三十七個月至六十個月或首十萬公里內的保用(以先到期者為準)，並附帶以下細則：

C) 保用生效日期

保用期於新車首次登記日起生效。

D) 基本保用範圍

新車的原廠保用期為首三十六個月或首十萬公里(以先到期者為準)。若汽車是在正常情況下操作，保用範圍包括損壞的零件、物料及維修費用，但若「不受保用之事項」則不在保用範圍之列(請參閱F欄)；現在，皇冠汽車有限公司的延長保用期計劃將主要組件的保用期延長至六十個月或十萬公里(以先到期者為準)。(請參閱G欄)

E) 車主之應有責任

- 1) 保用期內，車輛最少每行一萬公里或六個月(以先到期者為準)，就必須接受定期維修檢查，任何由於未能對車輛進行維修而造成的損壞，相關維修的保用索賠可能會被拒絕。
- 2) 車輛的維修和保養服務可以由皇冠汽車有限公司或其他第三方服務提供商提供。可是，我們建議保用期內，上述服務都交由皇冠汽車有限公司負責。任何由第三方服務提供商造成的損壞，相關維修的保用索賠可能會被拒絕。
- 3) 第三方提供的維修、保養或其他服務的相關費用都不予報銷。
- 4) 車主必須將車輛送交皇冠汽車有限公司進行有關保用之維修服務。
- 5) 如需要定期維修或保用服務，必須出示維修保用證明書。
- 6) 每次定期維修檢查後，車主必須確定維修中心的有關人員經已在定期維修保養服務紀錄表上簽署及蓋印。

F) 不受保用之事項

- 1) 所有定期檢查服務及一般性維修保養服務，包括(但不止於)調校、冷卻系統清理、制動系統調校、輪胎平衡、檢查及調整各部機件接駁情況等所需之人工、零件及潤滑油費用。
- 2) 所有因車輛使用不當、疏忽、或意外造成之損毀，例如(但不止於)：車輛儲存不當、用作賽車、超重負載、自行改裝、更改汽車規格、不適當調校或修理、採用非原廠或不合乎標準規格之零件、不合乎標準規格之充電器、擅加配件、及保養不當或缺乏正常適當保養而導致需要進行維修、替換零件或進行任何其他必須調整之費用。
- 3) 所有由皇冠汽車有限公司以外的第三方進行的維修、保養或其他工作而造成的損壞的維修費用。
- 4) 因車主未能及時並按照維修說明和維修計劃(包括規定的維修間隔)進行適當維修，而造成的損壞的維修費用。
- 5) 所有因車輛出現任何故障、死火或毛病而導致的損失及損毀。
- 6) 計程表之里數曾遭更改或與本行程里數不相符合之車輛所需之任何維修或零件更換費用。
- 7) 由於使用不正確的純電動車充電裝置(例如在交流充電連接器和交流充電接口之間連接轉換插頭或延長線等)和不正確的純電動車充電操作(請參閱用戶手冊)所產生的維修費用。

G) 保用細則

1) 主要組件

電子控制單元及純電動車系統包括驅動馬達連變速箱及逆轉器連轉換器系統、純電動車充電器組件及壓縮泵連馬達、水泵、前後車軸、懸掛系統、轉向系統、制動系統(制動墊片除外)、安全設備(如安全帶、防鎖制動系統、安全氣囊)。

2) 純電動車高壓電池

純電動車高壓電池退化：八年或首十六萬公里(以先到期者為準)低於70%的原有充電值。

a) 保用範圍

- 鋰離子電池在牽引電池保用範圍內。
- 凌志廠方自行決定用於確定電池容量的測量、維修及更換方法。
- 請注意，電動車所能行駛的里數估計值是出於電池容量的初步量度，因為它會受到與電池容量不同的其他因素所影響。因此儀錶中的範圍不會顯示容量減低的情況。

b) 超出保用範圍

- 如果電池沒有遵循正確的使用和充電方法或使用了用戶手冊中描述的不兼容的充電設備，電池將不在保用範圍內。
- 電池容量隨著時間和使用逐漸減少，這是鋰離子電池的自然特性，而容量減少的程度會因環境(外間溫度等)及使用條件而異，例如車輛駕駛的方式和電池充電的方式。保用並不涵蓋由於逐漸容量損失而導致的電池容量減少，超出牽引電池的保用中規定之條款和限制。
- 有關如何延長鋰離子電池壽命和容量的重要提示，請參閱用戶手冊。

c) 保用維修

- 考慮到其他因素包括車輛的年齡和里數，牽引電池保用的更換或許無法將車輛恢復到“如新”狀態，但在更換電池時，凌志廠方將確保更換電池的能量容量至少等同於故障發生前的原電池能量容量。至於用來確定電池容量的測量方法，以及是否修理、更換或提供翻新或重新製造零件的決定，以及任何此類更換、翻新或重新製造的零件的狀況，均由凌志廠方自行決定。

3) 12V 電池

首二十四個月內，原裝汽車電池如有損壞，可免費更換，不限里數。若電池於第二十四個月後起至第三十七個月前期間損壞而需要更換，車主須繳付百分之五十的電池費用和百分之五十的人工費用(按凌志標準維修費用計算)。

4) 表層發銹及漆油剝落

在正常情況下，若由於物料變質或製車工序失當而引致車身表層發銹及漆油脫落，保用期為三十六個月或首十萬公里(以先到期者為準)。

5) 車身腐蝕穿孔

在正常情況下，若由於物料變質或製車工序失當而引致車身鐵殼腐蝕穿孔，保用期為六年，不限里數。

6) 附加設備

於交車前所安裝之附加設備，其保用期為二十四個月或首五萬公里(以先到期者為準)。其他擅自安裝之配件及車身改裝均不在此保用之列。

7) 輪胎

輪胎另由輪胎製造商提供保用服務。

8) 小型臨時備用輪胎(如適用)

凌志車廠為原裝汽車小型臨時備用輪胎提供三十六個月或首十萬公里(以先到期者為準)的原廠保用。

不受保用之事項：

- 道路危險損毀(例如：刺穿、切/裂口、挫傷、撞傷或輪胎空轉所做成的損毀，不論輪胎是否能夠作出修補)。
- 交通意外、火災、化學腐蝕、輪胎被不適當調校、蓄意破壞或其他方式濫用所導致的損毀。
- 過低或過高胎壓、缺乏適當的保養或其他方式濫用所導致的損毀(適當的胎壓是420 kPa或60 psi)。
- 輪胎安裝不正確、輪胎/輪圈平衡不良或其他方式濫用所導致的損毀。
- 因輪距錯誤調校而導致輪胎磨耗不均或快速磨耗。
- 駕駛速度超過車速建議每小時80公里。
- 非緊急情況下使用(並駛向最接近的凌志維修中心)。
- 小型臨時備用輪胎曾作出修補。
- 輪胎在正常情況下損耗。
- 胎紋深度少於2/32寸或1.6毫米。

H) 正確的保養可使車輛經常保持最佳狀態

1) 新車交收前工序及檢定

在每輛凌志汽車送交到新車車主前，皇冠汽車有限公司早已依照廠方釐定的規格進行精確的新車檢查及試驗。此舉可確保凌志新車在運抵目的地後也能保持最佳狀態。

2) 免費保養服務*

新車車主可享有兩次由皇冠汽車有限公司執行的免費保養服務，惟事前必須出示保用證明書。是項保養服務人工費用全免並且依照保養服務報告(Maintenance Service Report - Free Service)上的項目進行，而過濾器、玻璃水、損耗性零件、潤滑油、廢油處置費或因試車及檢修工序而需要耗用之電力，均一概由車主承擔。第三方提供的維修、保養或其他服務的相關費用將不予報銷。

* 私家車「第一次」免費保養服務應在首次登記日起三個月內完成；而「第二次」免費保養服務應在首次登記日起的第七至九個月內完成。

3) 車輛定期保養

要使車輛可靠，持久耐用，經常保持最佳之操作性能，並且提高車輛之易手價值，定期保養是不可缺少的。而更重要的是，倘若車主未能按照服務說明和維護計劃而正確地維護凌志汽車，其中包括當車輛每行一萬公里或六個月(以先者為準)便需要進行維修檢查，便可能導致相關維修的保用索賠被拒絕。皇冠車行以先進的設備和專業的技師為閣下的凌志提供維修、檢查及測試服務。而皇冠汽車有限公司所建議的維修時間表，正好為閣下凌志汽車提供最有效及最經濟的維修保養服務。在惡劣的駕駛情況下，應酌量增加定期維修檢查的次數。

4) 政府驗車前免費預檢

凡車齡滿六年及須要於四個月內進行政府驗車及續牌之凌志，專享免費按政府指定的續牌驗車項目乙次，包括制動系統、轉向系統以及純電動車系統等各方面的檢測。如有額外維修，更可享人工及零件特價優惠(特價品除外)。

I) 有何方法使你的凌志汽車免受腐蝕？

為使閣下座駕免受腐蝕，請時常勤加打理。以下建議更可令車身歷久常新：

- 1) 時常用清水及性質溫和的洗車清潔劑清洗車輛。
- 2) 請按照廠方的指示，使用優質車蠟。不正確的打蠟程序或使用劣質車蠟，可能導致車身上的光澤表面刮花受損，若有任何疑問，歡迎致電凌志維修中心查詢。
- 3) 若有昆蟲、焦油或其他類似物體積聚於車身上，應盡快清洗。
- 4) 應在有遮蔽之陰暗處進行清洗工作。
- 5) 每年請緊記將座駕交與凌志維修中心，為車身及底盤作定期檢查。

在特殊情況下，閣下應更小心打理座駕，以免汽車受到腐蝕：

- 1) 若在高鹽份或多塵的道路上行車，又或時常在海邊駕駛，最少應一個月清洗車底一次。
- 2) 車底及車門邊的去水孔及車邊裙腳應時常保持潔淨。
- 3) 若在車身塗漆上發現任何花痕或刮痕，應立即修補。
- 4) 若在沙石上行車，請在車輪後加上擋泥板或擋石板。
- 5) 若運載特別物品如化學原料、肥料、除冰鹽等，請確定這些物品完全密封及包裝妥當。
- 6) 若閣下的座駕因意外或類似原因而使漆油或保護層遭受損壞，請盡速把車輛交與凌志維修中心修理。有關的修理費用需由車主負責。

備注：

- 1) 保用細則如有更改，恕不另行通知。
- 2) 若中英文版本在文意上有差異，請以英文原文為準。