



**LEXUS
MOBILITY**

Assistance Program

Supports the mobility needs of Lexus owners and/or family members with physical disabilities.

Program elements include:

•Lexus Mobility Assistance

Provides cash reimbursement of up to \$1,000 of the cost of any aftermarket adaptive equipment, for drivers and/or passengers, when installed on any eligible purchased or leased* new 2001, 2002, or 2003 Lexus vehicle. Refer to attached guidelines and reimbursement application form for detailed requirements.

•Comprehensive Mobility Resource Information

Available on lexus.com, or by request from Lexus Customer Satisfaction. Includes lists of driver assessment centers and mobility equipment installers, by state.

•Lexus Financial Services Mobility Financing

Upon credit approval, through Lexus Financial Services and participating Lexus dealers. Provides flexible, extended-term financing for persons with physical disabilities, or their families, for purchasing a new Lexus vehicle with installed adaptive equipment (including installation costs). Please contact your local participating Lexus dealer for details.

A proven process for gaining freedom on the road

Lexus supports the U.S. Department of Transportation's recommended process, which is detailed in the brochure "Adapting Motor Vehicles for People with Disabilities." Copies are available by calling (888) 327-4236 or at www.nhtsa.dot.gov. The process includes these steps:

1. Determine your state's driver's license requirements

2. Evaluate your needs

Contact a driver assessment specialist in your area to identify the adaptive equipment most suited to your needs.

3. Select the right vehicle

Consult with your evaluator, an adaptive equipment installer, and your local Lexus dealer to determine the best Lexus model to meet your needs.

4. Choose a qualified mobility equipment installer

Shop around and ask about qualifications, capabilities, experience, warranty coverage and service. Confirm they are members of the National Mobility Equipment Dealers Association (NMEDA) or another organization that has established vehicle conversion standards.

5. Obtain training on the use of the new equipment

When this process is complete, follow the guidelines and complete and submit the attached application for assistance to recover up to \$1,000 of the cost of your adaptive equipment and/or conversion.

*Subject to written lessor approval



Assistance Program Guidelines

Lexus will provide a reimbursement of up to \$1,000 to each eligible retail customer, for the exact cost of purchasing and installing qualifying adaptive driving or passenger equipment for transporting persons with physical disabilities. This offer applies to all purchased or leased new 2001, 2002, and 2003 Lexus vehicles. Leased vehicles require written lessor approval of adaptive equipment installations. All vehicles must be delivered during the program period beginning October 1, 2001 and ending September 30, 2002.

1 Only vehicles sold or leased and delivered to a retail customer by an authorized Lexus dealer are eligible for payment under this program. Fleet incentive recipients are not eligible to participate in this program.

2 The adaptive equipment must be installed within 12 months of vehicle purchase or lease. A Reimbursement Application Form must be submitted to the Lexus Mobility Assistance Center within 90 days of complete installation of adaptive equipment.

3 Qualifying adaptive equipment or conversion is defined as any aftermarket alteration or equipment installation on an eligible Lexus vehicle that provides to the disabled user convenient access and/or the ability to drive the vehicle. Lexus factory options and Lexus Accessories are NOT eligible for reimbursement.

4 A prescription or note from a licensed medical doctor on physician's letterhead is required for reimbursement, except as noted below. For a limited number of adaptations, such as hand controls and wheelchair or scooter hoists or ramps, no medical note or prescription is required. Running boards, alerting devices, and similar adaptations must have medical documentation. Running boards are not reimbursable if they are available to order as a factory option or dealer-installed accessory. The maximum reimbursement for running boards is \$200. For pedal extender reimbursement, the customer must be medically diagnosed with a dwarfism condition. Questions about other adaptations should be directed to Lexus Customer Satisfaction at (800) 255-3987.

5 To obtain reimbursement, the Reimbursement Application Form must be completed in its entirety and signed by the customer and the selling dealership. It should be mailed along with a copy of the adaptive equipment company's paid invoice, a Lessor Letter of Authorization (for leased vehicles), and a prescription or note from a licensed medical doctor on physician's letterhead (when required) to the following address:

**Lexus Customer Satisfaction
19001 South Western Avenue
Mail Drop L203
Torrance, CA 90509-2991**

Payment to the individual Mobility Assistance Program customer will be mailed within 3-4 weeks after receipt of an approved claim form and all required documentation.

Please call Lexus Customer Satisfaction with any questions:
(800) 255-3987 or (800) 443-4999 – TTY



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Eligible Mobility Adaptations for Drivers/Passengers

Lexus factory options and Lexus Accessories are not eligible for reimbursement under the Lexus Mobility Assistance Program.

The following adaptations would be considered obvious mobility adaptations and, as such, do not require a doctor's note, **or completion of the LICENSED MEDICAL DOCTOR VALIDATION section of the Reimbursement Application Form**, or other documentation to qualify for reimbursement.

Vehicle Entry and Exit

- Automatic Door Opener
- Automatic Door and Lift Controls
- Assist Handles
- Hoist or Lifter-type products to store scooters, manual wheelchairs, and power wheelchairs into the rear trunk, hatch, or side-door opening. Examples: Scooter Lift™, Curb-Sider™.
- Vinyl Seat Covers (front seating area only)
- Transfer Seat
- Turning Automotive Seating™
 - Swivel seats for cars
 - Swivel power-out-and-down seating for minivans, SUVs, and pickup trucks

Driver Position

- Driving Consoles for Relocation of Secondary Controls
- Elbow Switches
- Gear Selector Lever for Left Hand
- Power Channels/Power Pan
- Rear Wheel Tie-Down
- Turn Signal Lever for Right Hand
- Wheelchair Tie-Down and/or Lockdown System
- Seat Base, Detachable ^{(1) (2)}

(1) Lexus Mobility WILL NOT REIMBURSE FOR SEAT RELOCATION.

(2) Reimbursements are available for extended travel seats certified to meet FMVSS 207 and possibly 210.

Other Vehicle Modifications

- Companion or Mobility Seat™
- Inverter Installation

Other Vehicle Modifications (cont.)

- Wheelchair Carrier on Top of Vehicle
- Quad Key Holder/Turner

Steering System

- Adaptive Steering Devices
- Amputee Ring
- Flat Spinner
- Quad-Grip with Pin
- Spinner Knob
- Tri-Pin
- U-Grip
- Foot Control Steering
- Horizontal Steering
- Steering Column Extension
- Steering System – Emergency Back-Up
- Steering System – Reduced and Zero Effort

Brake/Accelerator/Steering Systems

- Joystick Driving Systems

Brake/Accelerator Systems

- Brakes – Reduced Effort
- Emergency Back-up Brake System
- Floor Mounted Push/Pull Control
- Hand Controls
- Left Foot Accelerator
- Parking Brake – Electric
- Parking Brake – Extension Lever
- Servo Assisted Controls
- Foot Pedal Extension ⁽¹⁾

(1) A doctor's note documenting a dwarfism condition is required in order to obtain reimbursement.

If the adaptation includes running boards, a licensed physician's authorization is required on the Lexus Mobility Reimbursement Application.

Running boards are reimbursable only if they are not available to order as a factory option or as a Lexus Accessory. The maximum reimbursement for aftermarket running boards is \$200, including installation.

Note: Lexus cannot be responsible for the quality, safety, or efficiency of adaptive equipment supplied by others. Consumers should obtain complete information and references prior to purchasing such devices and having a vehicle adapted.



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REIMBURSEMENT APPLICATION FORM

ELIGIBLE MODEL YEARS ARE 2001, 2002, AND 2003

VEHICLE MUST BE ADAPTED WITHIN 12 MONTHS OF DELIVERY DATE

Application must be completed and submitted within 90 days of vehicle adaptation

CUSTOMER & VEHICLE INFORMATION

(PLEASE PRINT OR TYPE)

Name: _____

Daytime Phone Number: _____

Address: _____

City: _____ State: _____ Zip: _____

E-Mail: _____

Vehicle Identification Number (VIN):

Vehicle Model: _____

Customer Signature: _____

Date: __/__/__

ADAPTIVE EQUIPMENT SUMMARY

LIST ALL ADAPTIVE EQUIPMENT INSTALLED:

Date of Adaptation/Conversion Completion: __/__/__

Total Actual Cost: \$ _____

Amount to be Reimbursed: \$ _____

(\$1,000 Maximum Available)

**A copy of the paid receipt(s) detailing the adaptive equipment/
conversion and costs must be attached to this claim form.**

HAVE YOU PROVIDED:

Copies of Receipts All Signatures
(Including Customer Name, Address, and VIN)

Lessor Letter of Authorization (for leased vehicles)

Physician's Signature/Statement (if required)

LEXUS DEALERSHIP INFORMATION & CERTIFICATION

(MUST BE COMPLETED BY THE SELLING DEALERSHIP)

Dealership Name: _____

Dealer Code: _____

Contact Person: _____

Retail Delivery Date: __/__/__

Phone: _____

Fax: _____

E-mail: _____

**I have examined the eligible vehicle identified above,
and it is equipped with the adaptive mobility equipment
described on the attached receipt(s).**

Lexus Dealer Authorized Signature: _____

Date: __/__/__

Print Authorized Signature: _____

Title: _____

LICENSED MEDICAL DOCTOR VALIDATION

DESCRIPTION OF CUSTOMER'S DISABILITY/LIMITATION:

Physician Name: _____

Physician Signature: _____

Valid State Medical License Number: _____

State: _____

**Lexus does not assume responsibility for the quality,
safety, or efficiency of adaptive equipment or installa-
tion, and cannot guarantee that such modifications
comply with applicable government safety standards.**

KEEP A COPY OF ALL DOCUMENTS FOR YOUR FILE AND MAIL COPIES OF RECEIPTS WITH THIS APPLICATION TO:
LEXUS CUSTOMER SATISFACTION • 19001 SOUTH WESTERN AVENUE • MAIL DROP L203 • TORRANCE, CA 90509-2991

Lexus reserves the right to modify or terminate this program without notice.