

[REDACTED]
North Hollywood, California [REDACTED]
[REDACTED]

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

October 19, 2015

OCT 27 2015

Attention: Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, DC 20590

Re: **2002 – 2007 Model Year SC 430 Vehicles Safety Recall Notice**

Dear Sir or Madam:

I am hereby lodging a complaint regarding the Safety Recall Notice from Lexus (copy enclosed) that I received three months ago. I called my local Lexus dealership located in Van Nuys, California on September 9 and again on October 15, 2015 to schedule the replacement of the airbag inflator module. Both times I was informed that Lexus had not sent the parts for replacing the front passenger airbag inflator module to the dealership. On both occasions I was told that they had no idea when the parts would be available and that in the meantime "just don't have anyone sit in the front passenger seat." So basically I'm being told no one can ride in my car for the unforeseen future as the SC 430 is a sports model and the backseat does not accommodate passengers.

This recall notice is for an unsafe device "potentially resulting in serious injury or death" if the inflator ruptures. It is totally unacceptable that a car manufacturer sends out a safety recall notice and then is unable to remedy the potentially life threatening defect listed on that notice. It is also unacceptable that I am unable to have anyone ride in my car with me for what is turning out to be an open-ended amount of time, not to mention my open personal safety risk if I am involved in an accident with the possibility of the passenger airbag deflating and rupturing, causing metal fragments that could strike me, regardless of whether someone is sitting in the front passenger seat.

Please let me know what recourse I have to remedy this situation. I look forward to hearing from you regarding this issue.

Sincerely,

[REDACTED]
Encl.

ET
11/2/15
SHD



Van Nuys dealership
(818) 379-4000
5905 Van Nuys Blvd.

Lexus Division
Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

[REDACTED]
NORTH HOLLYWOOD, CA [REDACTED]



URGENT SAFETY RECALL

This is an important Safety Recall Notification. The remedy will be performed at **NO CHARGE** to you.

2002-2007 Model Year SC 430 Vehicles Front Passenger Airbag Inflator Module SAFETY RECALL NOTICE (Remedy Notice)

This notice applies to your vehicle: VIN JTHFN48YX50 [REDACTED]

Dear Lexus Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in certain 2002-2007 model year SC 430 vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

The subject vehicles are equipped with front passenger air bag inflators which may have been manufactured in such a way as to have a potential for the intrusion of moisture over time. Depending on the circumstances, this could create excessive internal pressure when the air bag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, striking the vehicle occupants potentially resulting in serious injury or death.

What will Lexus do?

Any authorized Lexus dealer will replace the passenger airbag inflator module at **no charge** to you.

What should you do?

This is an important Safety Recall.

Please contact any authorized Lexus dealer to schedule an appointment to have this remedy performed as soon as possible. The repair will take approximately 6 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until the remedy is performed, we recommend that you do not operate the vehicle with an occupant in the front passenger seat.

We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, please go to www.lexusdrivers.com. You will need your user name, password, and full 17-digit Vehicle Identification Number (VIN).

What if you have other questions?

- ***Your local Lexus dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair when parts are available.***
- You can find additional information and locate a Lexus dealer in your area by going online and visiting www.lexus.com.
- If you require further assistance, you may contact the Lexus Customer Assistance Center at 1-800-255-3987, Monday through Friday, 5:00 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.

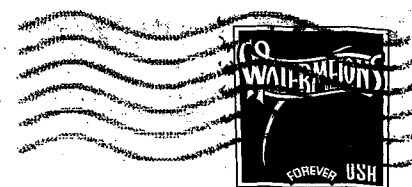
If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.safercar.gov.

Spanish translation on back side
Traducción en español en el lado inverso

N Hollywood, CA

SANTA CLARITA CA 913

19 OCT 2015 PM 3:1



Attention: Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, DC 20590

20590

