



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

November 24, 2015

[REDACTED]
North Hollywood, CA [REDACTED]

NVS-216
Ref. No. 10806923

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2005 Lexus SC430 vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you are lodging a complaint regarding a safety recall notice you received from Lexus 3 months ago (NHTSA Safety Recall Campaign No. 15V-285). You called your dealer on two occasions to schedule an appointment to have the recall completed. However, both times the dealer told you that Lexus has not shipped the front passenger air bag modules and they have no idea on when the parts will arrive. In addition, you were told not to allow anyone to sit in the front passenger seat of your vehicle. You feel that it is unacceptable for a manufacturer to send out a safety recall notice without being able to perform the remedy. You request any recourse available to resolve your problem.

We entered your vehicle identification number (VIN) into our VIN Look-Up Tool, which searches for open recalls through an interface with the manufacturer's recall database. Our search confirms that Recall 15V-285 is an open recall on your vehicle. The recall addresses a problem with the front passenger-side air bag inflator, produced by Takata, in certain MY 2002 through MY 2007 Lexus SC 430 vehicles. In a frontal crash, the inflator may rupture upon deployment and send metal fragments onto the occupants.

Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts after a recall is first announced. Recall parts availability and the final remedy can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics. When you receive your final recall notice, you should contact Lexus or your dealer to schedule a service appointment so that the necessary parts can be secured to complete the recall. Until then, we recommend that you continue to contact Lexus or your local dealer for updates on the recall and parts availability.

The expansion of the Takata recalls has increased the number of vehicles affected to approximately 19 million. On June 17, 2015, NHTSA verified that VIN's for vehicles made by the 12 automakers involved were available, and that owners could now search on NHTSA's and manufacturers' VIN look-up tools to determine if their vehicles are affected. On September 16, 2015, NHTSA released an updated list of all makes and models affected by the 44 Takata recalls to-date. To protect the American public from certain defective air bag inflators supplied by Takata, NHTSA ordered all 12 vehicle manufacturers to accelerate recall repairs and prioritize vehicles to reduce the risk of rupture under a Coordinated Remedy Order. Completion deadlines for fixing the 19 million vehicles under recall will begin in 2017 and end in 2019. Under a NHTSA Consent Order, Takata has agreed to Federal oversight for the next 5 years, to phase out the use of the propellant believed to be related to the air bag inflator ruptures, and to pay record civil penalties up to \$200 million. For the most up-to-date information on the Takata recalls, please visit our web site at www.safercar.gov/rs/takata/index.html.

Sincerely,

A handwritten signature in cursive script, appearing to read "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement