

02-11034972-2137

SEP 29 2017

MONUMENT, CO

Phone

September 21, 2017
INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Lexus Customer Service
P.O. Box 259001 Mail Drop E3-2D
Plano, TX 75025-9001

Re: Air Bag Recall Service

We currently own 3 Lexus vehicles, a LX-470, a GX-470, and an SC-430. Over the last 25 years we have owned many Toyota vehicles, including two matching MR-2s, a 4Runner, etc. We have always liked the solid engineering of the cars.

Several years ago we received a "Recall Notice" for the airbag on our current SC430. It was labeled as "Interim"....with further information to be provided when the repair was available. In recent months we received two separate updates, telling us to contact our local dealer to schedule an appointment for the replacement airbag.

Last week I contacted Lexus of Colorado Springs and scheduled the "recall repair" for today, September 21. The Service Advisor Jonny Murrill told us the replacement parts were "on order", but would should arrive in their shop in time for the scheduled repair. Because of this I made a point of calling the dealership prior to delivering the car for the service, and was told that Mr. Murrill was not in, but that he would have called me prior to today if the parts were not available. On that advice I made the half hour drive to deliver the car for the airbag replacement.

Upon delivery of the car to the service department this morning I was told by Service Advisor Kyle Iverson that the airbag part was onsite, but that we were "not in the zone that was currently authorized to have the work done". He said that the dealership hopes to be authorized to perform the service sometime in December or so. I showed him the notice I had received from Lexus, telling me the service was now available, and to schedule the work with my local dealer. He said even though they had the part in stock, they would not do the work. When I asked to talk to the service manager I was told he was not in today. Naturally I was somewhat frustrated by this response, so I asked him to provide me with a "written note" reflecting this denial of repair service, even though I had an appointment. See copy of his letter attached.

Upon my return home I pulled up the Lexus "Safety Recall Service Campaign" website, and upon entering our vehicle vin# it specifically says "Ready of Repair"..... See attached printout from the Lexus site. I find it difficult to understand how the service has degraded so much since over the last 8-10 years.

Respectfully

CC: Ed Baur - General Manager, Lexus of Colorado Springs, 604 Auto Heights, Colorado Springs, CO 80905

AM
10:10:17
10



Luxury's Home in Motor City

Not available to perform recall at
this time. Still in an interim
notice. Can call Lexus customer
service 1.800.255.3987

Kyle

9/21/17



English | Español

Lookup Safety Recalls & Service Campaigns by VIN

Please scroll down to see any applicable but not yet completed Safety Recalls or Service Campaigns for your vehicle. Recent visits to your dealer for recall or campaign completions may not be reflected for several days.

This information was last updated on September 15, 2017

Results for VIN: JTHFN48Y220 [REDACTED]

2002 Lexus SC430

[Look Up A Different Vehicle ▶](#)

One or more items are ready for repair. Please click the button below to locate a dealer to schedule your service now.

[Find a Dealer](#)

Safety Recalls:

Title

Safety Recall ELG - Remedy - Front Passenger Airbag Inflator Module

Status

Remedy Available

Description

This Safety Recall applies to owners of vehicles originally sold in, or currently/previously registered in, areas of High Absolute Humidity, encompassing the following states: Texas, Alabama, Mississippi, Georgia, South Carolina, Florida, Hawaii, and Louisiana. In addition it includes Puerto Rico, Guam, Saipan, American Samoa, and the U.S. Virgin Islands. 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 and potentially seriously injuring the vehicle occupants in a crash.

Remedy

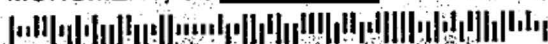
Call 1-888-312-5994 to schedule your repair today! Lexus dealers are requested to replace the Airbag Inflator Module at NO CHARGE to the vehicle owner.

For answers to frequently asked questions, please click [here](#).



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

MONUMENT, CO



URGENT SAFETY RECALL

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

**Certain 2002-2003 SC 430 Vehicles
Front Passenger Airbag Inflator Module
SAFETY RECALL NOTICE**

2ND Notice

VIN: JTHFN48Y220

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 2002-2003 Model Year SC430 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 airbag inflators which could have been assembled with improperly manufactured propellant wafers. There is a small chance that improperly manufactured propellant wafers could cause the inflator to rupture due to excessive force and propel fragments toward occupants in the event of a crash, increasing the risk of serious injury.

What will Lexus do?

Any authorized Lexus dealer will perform an inspection and, if necessary, replace the 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 the remedy performed as soon as possible.

The repair will take approximately 5 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. A rental vehicle is available while your vehicle is being repaired.

The front passenger airbag is not designed to deploy unless there is an occupant in the front passenger seat (some objects could also cause it to be in a status ready for deployment). Therefore, the risks associated with this condition do not exist if the seat is empty.

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, you may do so by registering at www.lexus.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.



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19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

MONUMENT CO



URGENT SAFETY RECALL

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

Certain 2002-2003 SC 430 Vehicles
Front Passenger Airbag Inflator Module
IMPORTANT SAFETY RECALL FOLLOW-UP NOTICE
This notice applies to your vehicle: VIN JTHFN48Y220

3RD Notice

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 2002-2003 Model Year SC 430 vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

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 airbag inflators which could have been assembled with improperly manufactured propellant wafers. There is a small chance that improperly manufactured propellant wafers could cause the inflator to rupture due to excessive force and propel fragments toward occupants in the event of a crash, increasing the risk of serious injury.

What will Lexus do?

Any authorized Lexus dealer will perform an inspection and, if necessary, replace the 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 the remedy performed as soon as possible.

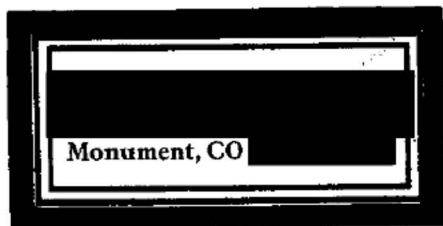
The repair will take approximately 5 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. A rental vehicle is available while your vehicle is being repaired.

The front passenger airbag is not designed to deploy unless there is an occupant in the front passenger seat (some objects could also cause it to be in a status ready for deployment). Therefore, the risks associated with this condition do not exist if the seat is empty.

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, you may do so by registering at www.lexus.com/owners. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?



DENVER



National Highway Traffic Safety
1200 New Jersey Ave. S.E.
Washington, D.C.

Re: Airbag Recall

20590

✓ PM

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