



◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below. The most recent update in the attached Dealer Letter will be highlighted with a red box.

DATE	TOPIC
01-13-2021	The Remedy Procedures section has been updated with information on the "Takata scanning application website"
7-11-2018	Dealer Transportation section added with new opcode and sublet for Customer vehicle pick up and redelivery.
04-18-2018	Additional desiccated parts identified for dealer return. Towing information added.
03-16-2017	Non-desiccated inflators for 2002 - 2010 SC 430 vehicles are no longer available. Non-desiccated return process available to dealers.
11-03-2016	Part number information updated.
03-01-2016	Expanded to include 08 - 10 model year SC 430 vehicles.
10-01-2015	2007 model year part numbers identified.
07-01-2015	Update to Rental Information, Warranty, Sublet, and Return Parts Shipping.
06-16-2015	Additional model years added.
01-30-2015	Phase 2 Remedy launched.
11-13-2014	Service Consultant Reference Guide added.
11-13-2014	UIO information updated.
10-24-2014	FAQ updated with additional information related to ELG.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Update 07-11-18: Dealer Transportation section added with new opcode and sublet for Customer vehicle pick up and redelivery.

Update 04-18-18: Additional desiccated parts identified for dealer return. Towing information added.

Update 03-16-17: Non-desiccated inflators for 2002-2010 SC 430 vehicles are no longer available.

Non-desiccated inflator return process available to dealers.

Update: 11-03-16: Part numbers information updated.

Update 03-01-16: Expanded to include 08-10 model years SC 430 vehicles

Update 10-01-15: 2007 model year part numbers identified

Update 07-01-15: Update to Rental Information, Warranty Sublet, and Return Parts Shipping

Update 06-15-15: Additional model years added. Update 01-30-15:

Phase 2 Remedy launched

Update 11-13-14: Service Consultant Reference Guide Added

Updated 11-13-14: UIO information updated

Update 10-24-14: FAQ updated with additional information related to ELG.



Subject: Safety Recall DSC - **Remedy Update**
2002 through certain 2010 Model Year SC 430 Vehicles
Front Passenger Airbag Inflator Module

Dear Dealer Principal:

On March 1, 2016, Lexus expanded Safety Recall DSC to include 2008-2010 model year SC 430 vehicles.

Background

The original remedy for Safety Recall DLC launched in early August, 2013, included an inspection and, if necessary, replacement of the airbag inflator module.

- In early June, 2014, supplemental Safety Recall DSC was announced with a revised remedy which involved replacement of the passenger inflator module regardless of inspection results.
- In mid-June, 2015, Lexus expanded Safety Recall DSC to include certain 2004-2007 model year Lexus vehicles.

Lexus has completed the remedy and owner mailing preparations for Phase 2. Owners of vehicles covered by the March 2016 expansion will be mailed a remedy letter beginning in mid-March, 2016. All affected vehicles are eligible for an inflator replacement.

Phase 1: Launched in late June, 2014 included vehicles registered in the Lexus Southern Area, Hawaii, Puerto Rico and the U.S. Virgin Islands.

Phase 2: Launched in late January, 2015 for vehicles registered in the Western, Central, and Eastern Areas.

Lexus dealers are requested to replace the front passenger airbag inflator at no charge to the vehicle owner.

Condition

The subject vehicles are equipped with front passenger airbag 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 cause excessive internal pressure when the airbag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal

fragments could pass through the airbag cushion material, striking the vehicle occupants and potentially resulting in serious injury or death.

Owner Notification

Lexus notified all owners of vehicles covered by Phase 2, by first class mail, beginning in early February, 2015, and owners covered in the June 2015 expansion beginning in early July, 2015. Owners of 2007 model year SC 430 vehicles who received an interim notification letter, then received a remedy notification beginning in October, 2015. The owner notifications for these customers has been completed.

Lexus notified owners of vehicles covered by the March 2016 expansion beginning in mid-March, 2016.

Dealers are requested to replace the front passenger airbag inflator at no charge to the vehicle owner.

Lexus makes significant effort to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

If your dealership is contacted by an owner who has not yet received the notification, please verify coverage by confirming through TIS. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

Pre-Owned Vehicles in Dealer Stock

Lexus typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Lexus.

Lexus expects dealers to use the attached Pre-Owned Vehicle-Safety Recall Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Lexus and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state "Disclosure Form - DSC" and include the VIN.

Also, as a reminder, L/Certified policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be designated, sold or delivered as an L/Certified vehicle until the Safety Recall has been completed on that vehicle.

Covered Vehicles

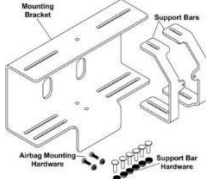
There are approximately 34,000 vehicles covered by Safety Recall DSC. Vehicles covered by Safety Recall DLC that received a replacement airbag inflator module are not included in either action.

Model	Model Year	Production Period	Approx. UIO
SC 430	2002 through 2010	Early January, 2001 through Late July, 2010	34,000

Campaign Special Service Tools

Your dealership was sent a package containing special service tools (SSTs) for Safety Recall DLC in July, 2013. These tools will also be used for this campaign.

These tools are needed when performing the front passenger airbag inflator module campaign. These tools ARE NOT available through normal parts or tool channels. There is a very limited supply of tools, but if additional tools are needed, contact your Area representative.

Name	Sample Image	Qty
Airbag Mounting Bracket & Hardware	 A technical line drawing of an airbag mounting bracket. It shows a main L-shaped bracket with a smaller support bar attached. Labels with leader lines point to the 'Mounting Bracket', 'Support Bar', 'Airbag Mounting Hardware' (a set of bolts and washers), and 'Support Bar Hardware' (a set of smaller bolts and washers).	1
Barcode Scanner	 A photograph of a handheld barcode scanner. It has a black body with a white sensor window at the top and a coiled cable extending from the bottom.	1

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership associates involved in the recall process are required to successfully complete E-Learning course [LSC13A](#). To ensure that all vehicles have the repair performed correctly; technicians performing this repair must also complete [LSC13B](#) and be certified to one or more of the following levels:

Master Service Technicians
Master Diagnostic Specialists

NOTE: To support additional service capacity, Lexus Certified and Senior Service Technicians, with at least 36 months Lexus experience AND L652 course credit, may also perform this repair following successful completion of course LSC13B.

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair.

Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Campaign Specific Part Associate E- Learning Training Requirement

The Airbag Inflator Assembly being replaced during this campaign is a Class 9 Hazmat part. Therefore Parts Associates involved in this recall are required to complete E-Learning Module ([LSC13F](#) "Safety Recall DLC - Front Passenger Airbag Inflator" found on www.LCTPTTESTS.com) This E-Learning module will explain the proper procedure for documenting and returning the Airbag Inflator Assembly to TK Holdings Incorporated.

Shipping Information for Removed Inflator Assemblies

[New Parts Return Shipping Process](#)

NOTE: This updated inflator recovery program only applies to the Continental 48 States. Alaska, Hawaii and the US

Territories will continue to use the current program.

IMPORTANT: Effective July 1, 2015, the current inflator part return process, using Fed-Ex as the shipper will be discontinued. A new procedure using a third party coordinator (Stericycle Solutions) has been developed. With this new process, each dealer will be required to perform the following:

- Apply a return address label to the outside of each returned inflator box (Label provided by Takata in the new part box).
- Store the old inflators on a pallet until they accumulate 100 inflators or whatever amount is collected after 30 days.
- Keep a running log of how many inflators are on the pallet.
- Secure the inflators on the pallet with shrink wrap.
- Contact Stericycle at **1-877-650-9409** to arrange LTL pick-up.
- Place an over-pack label on the palletized load and provide the LTL driver with the pre-filled out documentation that will be sent to the dealer by Stericycle.

The new process will not require the dealer to fill out any paperwork. All documents will be filled out by Stericycle and returned to the dealer.

Starting June 2015, during part production, Takata started replacing the current FedEx documentation in the inflator box with the new return labels and updated instructions. To support this new process, in late June 2015, each dealer will receive:

- 4 laminated Job Aids to help you understand the new process.
- 1 roll (125) of the new return labels to use until the new inflators start to arrive with the correct labels in the box. More labels will be available from Takata if needed.

Refer to the Job Aid available on TIS for more details on the new process and how to get more labels.

In addition, to compensate dealers for purchasing pallets and shrink wrap, a sublet claim of 0.20 cents per vehicle may be applied to each inflator replacement warranty claim starting July 1, 2015.

Parts Ordering Process

Orders can be placed through each dealer's facing PDC. These parts have been placed on DOS and will be systematically released once a day based on established order criteria. Parts and service managers should work together to schedule appointments based on parts availability.

Model Year	Part Number	Description	Quantity/Vehicle
2002-2006	04006-05324	49 Continental United States -Inflator Assy Kit, Instr Pln Air	1
2007-2010	04006-05424	49 Continental United States - Inflator Assy Kit, INstr Pln	1

Important Notes:

2002-2006 SC 430:

Airbag inflator 04003-28124 is no longer available at PDCs.

2007-2010 SC 430:

Airbag inflator 04005-09524 is no longer available at PDCs.

Non-Desiccated Part Recovery

Dealers should discontinue the installation of the non-desiccated parts listed below for recall repairs.

Model Year	Part Number	Description
2002-2006	04003-28124	49 Continental United States -Inflator Assy Kit, Instr PIn Air
2007-2010	04005-09524	49 Continental United States - Inflator Assy Kit, INstr PIn
2002 -2006	73960-24010	Air Bag Assy, Instr Pnl Pass
2007 - 2010	73960-24030	Air Bag Assy, Instr Pnl Pass

Lexus requires all dealers to return any parts listed above that still remain in dealer inventory by utilizing the Hazmat Part Return Program available. Dealers will be issued a refund for all part returns. This part return program is outlined in SPOC Bulletin 2016-07.

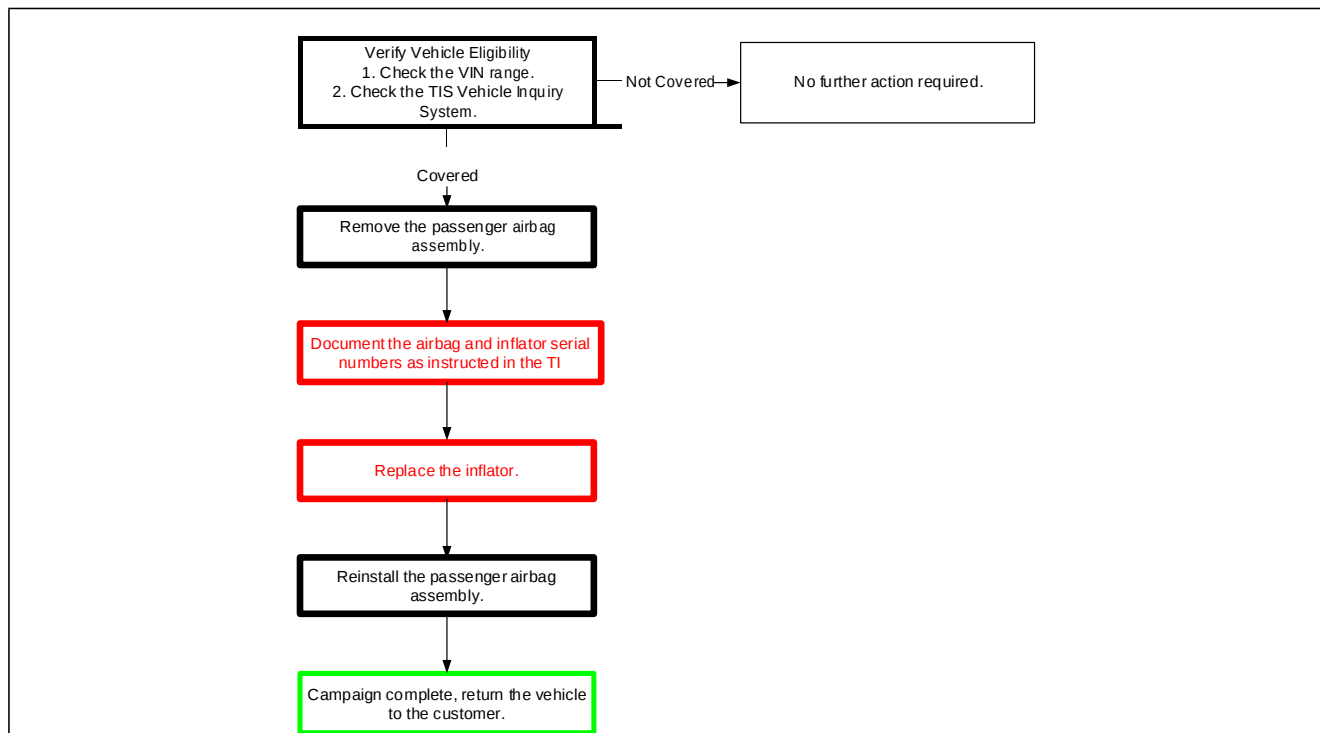
Important Note: In order to return the inflator, packages must ***NOT*** be opened/tampered with.

In the limited cases, where the serial number is illegible, the airbag assembly will require replacement. [Please contact your Area representative for further direction on vehicle repair and claim filing procedures.](#)

Remedy Procedures

Please refer to TIS for Technical Instructions on inspection and repair.

Warranty Reimbursement Procedure



Model	Operation Code	Description	Flat Rate Time*
SC 430	AGG48F	Replace Airbag Inflator Assembly	5.5 hours/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Dealers may claim the cost for materials needed for inflator return shipping at a maximum rate of \$0.20 per vehicle as sublet type "ZZ."
- If parts are not available due to back order, a customer loaner vehicle can be claimed under opcode AGG48F. If a customer contacts your dealership and does not feel comfortable driving his/her vehicle, please accommodate the customer by providing a loaner vehicle. Loaner vehicles are available for \$45/day for a maximum of 4 days under sublet type "RT." Per day expense exceeding \$45/day or loaners exceeding 4 days, requires DSPM authorization. For additional information, reference the Lexus Customer Convenience System (LCCS) Service Loaner Program guidelines.
- Towing may be offered to the customer and can be claimed under opcode AGG48F for a maximum of \$250 as sublet "TW". The customer may request vehicle pick up if they reside in areas where dealerships are not located within reasonable traveling distance or if the customer is not comfortable driving their vehicle.

Lexus' usual customer care amenities of car wash and fuel tank fill apply to this Safety Recall. Additionally, one day of rental vehicle expense (to a maximum of \$45/day) or the cost of pick-up and delivery or remote repair of the customer's vehicle may be claimed if required.

Dealer Transportation - Customer Vehicle Pick Up and Redelivery

- Dealer Transportation Opcode is only to be used if the customer's vehicle was delivered to and from the dealer. Transportation sublet is not to exceed \$120. These claims may subject to debit if it is determined that the vehicle was not picked up or redelivered.
- Dealers will determine the transportation cost, which they are allowed to claim as sublet "ZZ", under the Dealer Transportation Opcode by multiplying their dealer warranty labor rate by 0.7 hours (ex. \$100 x 0.7 = \$70 Dealer Transportation).

Model	Repair Opcode	Dealer Transportation Opcode	Sublet Type	\$ Amount to be Included on Claim for Dealer Transportation Cost
SC 430	AGG48F	DSCTRA	ZZ	0.7 hr x Dealer Warranty Labor Rate (ex: \$100 x 0.7 = \$70)

Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

Takata Scanning Application Website

The Technical Instructions will now direct you to the Takata scanning application website. The Takata scanning application website is replacing the original scanning application. **The new Takata scanning application website will be available for all other vehicles and campaigns starting January 14, 2021 at 7:00 AM CST.** For your reference, the website and default password are listed below:

<https://takata-scan-app.imagespm.info/>

Username: Dealer Code

*Default Password: xxxxx

***NOTE: If your dealer has already reset the password from the default, it will not be changed with this update.**

The Takata scanning application website link can also be found in service lane; location is shown below:

Campaign	Service History	ToyotaCare	Warranty	FS Products	Roadside Assistance	Telematics	DTC History	D diagnostic Report	Customer Survey
Campaign Description: SAFETY RECALL KOQ - Remedy Notice - Certain 2003 – 2008 Model Year Corolla Vehicles - Passenger Airbag May Not Inflate Properly									
Campaign Status: Remedy Available									
Completion Status: Not Completed									
Memo: Remedy Available - Instead of using the scanning application use https://takata-scan-app.imagespm.info/									
[Show Documents]									
Tech Cert Requirements:									

However, if the original scanning application link is chosen, it will now re-direct to *the Takata scanning application website.*

EXAMPLE of the “original scanning application” link location in Service lane:

Campaign	Service History	ToyotaCare	Warranty	FS Products	Roadside Assistance	Telematics	DTC History	D diagnostic Report	Customer Survey
Campaign Description: Safety Recall E04 - Remedy - Front Passenger Airbag Inflator Module									
Campaign Status: Remedy Available									
Completion Status: Not Completed									
Memo: Remedy Available									
[Show Documents]									
Tech Cert Requirements:									

Check Applicability for Vin

Additional instructions for this Takata scanning application website are included in the Technical Instructions.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Lexus. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov 469-292-1318 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Handling

A Q&A is attached to assist you in responding to any questions or customer concerns. If the customer has any further questions they are requested to contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm PST, or Saturday, 7:00 am through 4:00 pm PST.

Please review this remedy notification with your staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your understanding and cooperation.

Lexus

A Division of Toyota Motor Sales, USA, INC.

Attachment

CC: Customer Satisfaction Manager
General Manager
Parts Manager
Sales Manager
Pre-owned Manager
Service Manager
Warranty Administrator



Safety Recall DSC - **UPDATE**
Certain 2002-2010 Model Year SC 430 Vehicles
Front Passenger Airbag Inflator Module

On March 1, 2016, Lexus expanded Safety Recall DSC to include 2008-2010 model year SC 430 vehicles.

Q1: What is the condition?

A1: The subject vehicles are equipped with front passenger airbag 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 airbag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, striking the vehicle occupants and potentially resulting in serious injury or death.

Q1a: What is the Inflator?

A1a: The inflator is a device contained within the airbag assembly. It contains a solid propellant wafers which are ignited in the event airbag deployment is necessary. When ignited, the wafers expand into an inert gas, inflating the airbag.

Q2: How does my vehicle relate to the Takata and Lexus action for Areas of High Absolute Humidity?

A2: Lexus has two separate Safety Recall actions related to Takata inflators. One is a nationwide recall (Lexus recall #DSC) and a second (Lexus recall #ELG) is focused on the gulf coast states and other areas with consistently high absolute humidity. Your vehicle is included in the nationwide Takata recall activity. Please note that both recalls have the same final remedy - airbag inflator replacement.

: Takata has tested parts recovered from recalled vehicles. Test results from the parts recovered from consistently high absolute humidity areas (such as Florida and the Gulf Coast) have shown a possible correlation with high absolute humidity areas and elevated risk for passenger airbag inflator rupture. Test results of parts from areas with lower absolute humidity than these coastal regions have less risk of rupture. The geographic concentration of inflators with the potential for rupture in these areas of consistently high absolute humidity warrants priority replacement in these areas. Therefore, Lexus is conducting a separate Safety Recall (Lexus recall #ELG) for areas with High Absolute Humidity, and is prioritizing the remedy of the vehicles in these areas.

Q2a: What is absolute humidity?

A2a The measure of the water vapor content in the air is known as absolute humidity, and it is displayed in grams of water vapor per cubic meter of air. Higher temperature, southern coastal climates consistently experience the greatest concentrations of water vapor in the air, as warmer ambient air can hold more water.

Note: relative humidity is simply a percentage value and is related to current or measured temperature; therefore, areas with high relative humidity do not necessarily have high absolute humidity.

Q3: Until I have the remedy performed, are there any steps I can take to minimize the occurrence of this condition.

A3: No, There are no steps you can take to minimize the occurrence of this condition. However, the condition does not cause the airbag to activate when it should not. Also, the front passenger airbag is designed to inflate only in certain moderate to severe crashes. To further minimize risk, Lexus recommends that you locate passengers into the rear seating positions.

Q4: What should you do?

A4: Please contact any authorized Lexus dealer to schedule an appointment to have your front passenger airbag inflator replaced free of charge. When taking your vehicle to the dealership for your service appointment it is recommended that only the driver occupy the vehicle. If you are uncomfortable driving the vehicle to the dealership, please contact your local authorized Lexus dealer who will arrange for vehicle pick up. Until the remedy is performed, the front passenger seat should NOT be occupied.

If you do not follow the instructions in the owner letter, you should not drive your vehicle.

Q5: Are there concerns with other airbags in the vehicle?

A5: No, this condition only applies to the front passenger airbag inflator. Other airbags in the vehicle are not affected by this condition.

Q6: Will Lexus disconnect the involved airbag or the other airbags in my vehicle?

A6: Lexus dealers have sufficient quantities of replacement parts to complete remedy repairs. Owners should visit a Lexus dealer to receive their replacement airbag inflator and system check. Airbag assemblies are integral parts of the overall vehicle safety system and the integrity of the system should always be checked by drivers observing the dash mounted warning lights. Lexus dealers are not authorized to disconnect any airbag system as part of this Safety Recall action.

Q7: What is Lexus going to do?

A7: Lexus notified all owners of vehicles covered by this safety recall except for those covered by the March 2016 expansion.

Lexus will begin notifying owners of vehicles covered by the March 2016 expansion beginning in mid-March, 2016.

Lexus dealer will replace the front passenger airbag inflator at no charge to the vehicle owner.

Q7a: How does Lexus obtain my mailing information?

A7a: Lexus uses an industry provider who works with each states' Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q7b: Do I need my owner letter to have the remedy performed?

A7b: 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.

Q8: Which and how many vehicles are covered by this Safety Recall?

A8: There are approximately 34,000 vehicles covered by Safety Recall DSC.

Model	Model Year	Production Period	Approx. UIO
SC 430	2002 through 2010	Early January, 2001 through Late July, 2010	34,000

Q8a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A8a: Yes. There are approximately 1,874,000 Toyota vehicles (certain 2003-2008 MY Corolla, Corolla Matrix, 2003-2006 MY Tundra, and certain 2002-2007 MY Sequoia) covered by Toyota recall #DSF in the U.S.

Q9: What if I previously paid for repairs to my vehicle for this condition?

A9: Reimbursement consideration instruction will be provided in the remedy owner letter.

Q10: What if I have additional questions or concerns?

A10: If you have additional questions or concerns, please contact the Lexus Guest Experience Center at 1-800-255-3987, Monday through Friday, 7:00 am to 7:00 pm, Saturday 8:00 am to 5:00 pm Central Time.