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Lexus Customer Services  
October 20, 2014  
Approved by: Don Fordiani

**06-15-15: Additional vehicles added as a result of geographic expansion**  
05-12-15: Additional model year SC 430 vehicles included in coverage  
02-24-15 Update: Airbag disablement discontinued  
11-25-14 Update: Glove Box hang tag material numbers added  
11-13-14 Update: Service Consultant Reference Guide Added  
11-13-14 Update: UIO information updated  
10-27-14 Update: Operation codes added  
10-22-14 Update: Part number for U.S. territories and Hawaii added

Safety Recall ELG (E4G) - For Areas of High Absolute Humidity - **UPDATE**  
Certain 2002 through 2007 Model Year SC 430 Vehicles  
Front Passenger Airbag Inflator Module

This Safety Recall applies to owners of vehicles originally sold in, or currently/previ-ously 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.

On October 20, 2014, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2002 through 2005 model year SC 430 vehicles.

On May 13, 2015, Lexus filed an amended Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to expand this voluntary Safety Recall to cover additional 2005 through 2007 Model Year SC 430 vehicles.

On June 16, 2015 Lexus will file an amended Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to expand this voluntary Safety Recall to cover additional 2002 - 2007 Model Year SC 430 vehicles. **The high absolute humidity area is no longer limited to coastal areas of the specific states listed, and will also now include the state of South Carolina.**

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 and potentially seriously injuring the vehicle occupants.

Remedy

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

Involved Vehicles

There are approximately 26,000 vehicles covered by this Safety Recall in the United States.

| Model  | Model Year        | Production Period                              | Approx. UIO |
|--------|-------------------|--|-------------|
| SC 430 | 2002 through 2007 | Early January, 2001 through Early August, 2007 | 26,000      |

Note: Until parts are available for 2007 model year SC 430 vehicles, they will be identified as E4G Interim Phase.

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

Owner Letter Mailing

Lexus began mailing to all customers whose vehicle is covered by this Safety Recall in late October, 2014.

Lexus began mailing to customers covered by the May, 2015 expansion of Safety Recall ELG beginning late May, 2015. Customers of 2007 Model Year SC 430 vehicles will receive an interim notification as remedy parts for these vehicles are not expected to be available until mid-Summer 2015.

Lexus will begin mailing to customers covered by the geographical expansion of Safety Recall ELG beginning in early July, 2015.

Lexus tries very hard 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.

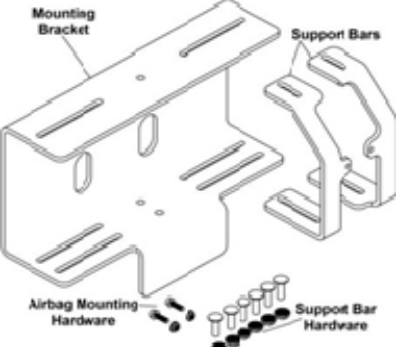

Pre-Owned Vehicles in Dealer Inventory

All vehicles in dealership stock that are covered by this Safety Recall must have the passenger airbag inflator replaced before customer delivery.

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 limited supply of tools, but if additional tools are needed, contact your Area representative.

| Name                               | Sample Image   | Qty |
|------------------------------------|--|-----|
| Airbag Mounting Bracket & Hardware |  | 1   |
| Barcode Scanner                    |   | 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.LCTPTESTS.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

**NOTE: This shipment process will be modified in the near future (approximately early July); detailed information will be provided at that time.**

IMPORTANT: Do not deploy the removed inflator. The removed used inflator must be returned, within 1-2 business days after replacement directly to the manufacturer TK Holdings Incorporated.

As the shipper, you are responsible for proper packing and document completion. The person packaging the inflator must have received hazardous material training per 49 CFR 172.702 ([EHM001](#) "HazmatU General Awareness Hazardous Materials Training" found on [www.LCTPTESTS.com](#)), and the training records must be on file at your dealership. The U.S. Department of Transportation will impose substantial fines and/or penalties on the shipper if the packaging, labeling, or documentation is not properly prepared and Customer Copy of OP 900PRP form is not kept on file for a minimum of 2 years.

Each dealer will need to document a unique dealer specific CCN number on the return shipment form. You can locate your dealer unique CCN number by logging into the following website. The initial default password for this website is XXXXX.

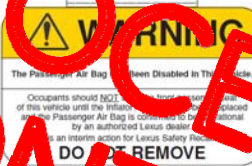
<http://lexus-dlc.imagespm.info/>

In addition to the E-Learning module, a laminated "Campaign DLC - 48 State FEDEX Ground Shipment Preparation" aid was previously sent to each dealership when the DLC Remedy launched. Additional copies of the aid can be found on TIS and inside of each new parts box.

## Glove Box Reminder Hang

### Tags

Your dealership will be sent a package of Glove Box Reminder Hang Tags; a sample is shown below for your reference.



**DISCONTINUED**

Please ensure these are applied to any vehicle where the passenger airbag is temporarily disabled. Additional glove box reminder hang tags can be ordered from the Material Distribution Center.

| MDC #            | Description                                     | Package Qty. |
|------------------|---|--------------|
| 00241-INFTAG-ENG | Safety Recall ELG Glove Box Hang Tags - English | 25           |
| 00241-INFTAG-SPN | Safety Recall ELG Glove Box Hang Tags - Spanish | 25           |

### Parts Ordering Process

Orders can be placed through each dealer's facing PDC. The kit for 2007MY vehicles is expected to be available in mid-Summer 2015. When available, these parts will be placed on DDMAX 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. (Note: the part for the U.S. territories and Hawaii is on DOS.)

| Model Year  | Part Number | Description  | Quantity/Vehicle |
|-------------|-------------|--|------------------|
| 2002 - 2006 | 04003-28124 | 49 Continental United States -Inflator Assy Kit, Instr Pln Air | 1                |
| 2002 - 2006 | 04003-11124 | U.S. Territories and Hawaii: Inflator Assy Kit, Instr. Pln Air | 1                |
| 2007        | TBD         | Not Yet Available for Remedy                                   | 1                |

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.](#)

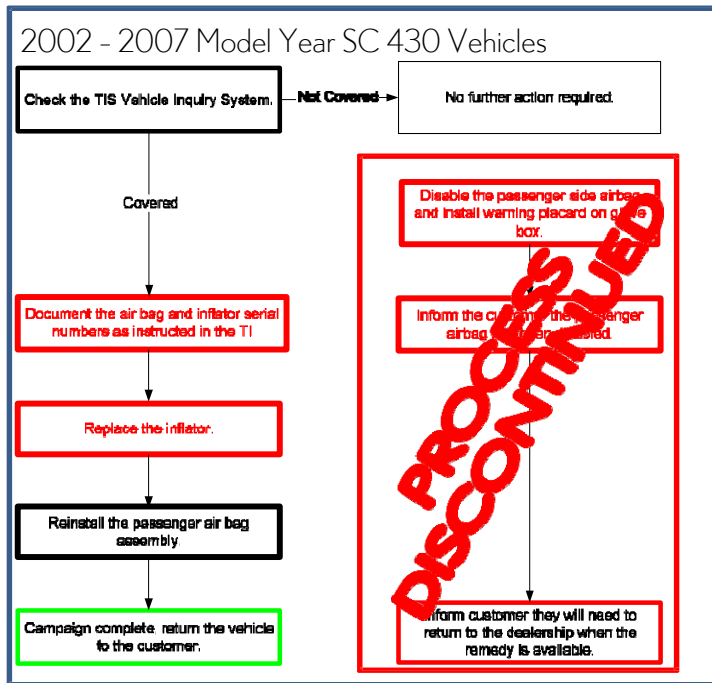
### IMPORTANT PARTS ORDERING UPDATE

All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to Service and Parts Operations Communication 2011-20 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

### 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 | AGGC7F            | Replace Airbag Inflator Assembly  | 5.5 hours/vehicle         |
|        | <del>AGGC9B</del> | <del>Disable Airbag Inflator Assembly and Install Glove Box Reminder Hang Tag</del> | <del>0.3 hr/vehicle</del> |

- Dealers are requested to immediately stop disabling passenger airbag assemblies. All repair orders must be closed no later than February 27, 2015, and claims filed as soon as possible.
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- ~~The cost of Electrical Tape and Zip Ties can be claimed as sublet type "ZZ" at maximum of \$0.25 per vehicle under Op Code AGGC9B.~~
- A customer rental can be claimed under opcode AGGC7F for a maximum of \$45/day up to 120 days as sublet type "RT" if the part was on backorder.
- Towing can be claimed under opcode AGGC7F ~~or AGGC9B~~ for a maximum of \$250 as sublet "TW" in the event the customer requested vehicle pick up.

Lexus' usual customer care amenities of car wash, rental or pick-up and redelivery, and fuel tank fill apply.

### 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 Cindy Knight, (310) 468-2170 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 dealer 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 to 4:00 pm PST.

Please review this 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.

Attachments



## Safety Recall ELG (E4G) - For Areas of High Absolute Humidity - UPDATE

Certain 2002 - 2007 Model Year SC Vehicles 430

Front Passenger Airbag Inflator Module

This Safety Recall applies to owners of vehicles originally sold in or currently/previ-ously registered in areas of High Absolute Humidity, encompassing the following states: Texas, Alabama, Mississippi, Georgia, South Carolina, Florida, Hawaii and Louisiana. In addition it will include Puerto Rico, Guam, Saipan, American Samoa, and the U.S. Virgin Islands.

On June 16, 2015 Lexus will file an amended Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to expand this voluntary Safety Recall to cover additional 2002 - 2007 Model Year SC 430 vehicles. The high absolute humidity area is no longer limited to coastal areas of the specific states listed, and will also now include the state of South Carolina.

### Q1: What is the condition?

A1: 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.

#### Q1a: What is the Inflator?

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

#### Q1b: What is the cause of this condition?

A1b: The cause of the potential ruptured inflators and influence of high absolute humidity are under investigation.

#### Q1c: What is absolute humidity?

A1c: 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. Warm, southern coastal climates consistently experience the highest concentrations of water vapor in the air, as warm 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.

#### Q1d: How is humidity related to the performance of the airbag inflator?

A1d: The specific relationship of humidity to the operation of the inflator and the cause of improper airbag inflator performance and rupture is still under investigation.

### Q2: What is Lexus going to do?

A2: Owners of vehicles covered by this Safety Recall began receiving notification by first class mail in late October, 2014.

Lexus began mailing to customers covered by the May, 2015 expansion of Safety Recall ELG beginning late May, 2015.

Lexus will begin mailing to customers covered by the geographic expansion of Safety Recall ELG in early July, 2015. Customers of 2007 Model Year SC 430 vehicles will receive an interim notification as remedy parts for these vehicles are not expected to be available until mid-Summer 2015.

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

**Q3: Are there any warnings that this condition exists?**

A3: No. There are no warnings that this condition exists. 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.

**Q4: What should you do?**

A4: Lexus strongly recommends that you have this Safety Recall remedy performed immediately. Please contact any authorized Lexus dealer to schedule an appointment. 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 module. Other airbags in the vehicle are not affected by this condition.

**Q6: How is this Safety Recall related to other actions Lexus has taken regarding Takata Front Passenger Airbag Inflator modules?**

A6: Lexus has two separate recalls applicable to Takata front passenger airbag inflators. Safety Recall ELG is applicable only to vehicles originally sold in or currently/previously registered in areas of high absolute humidity. The second Safety Recall, DSC, involves the same model and model year vehicles in all other areas of the United States. The remedy is the same for both campaigns. The separate recall activities allow for priority parts allocation in the areas of elevated risk.

**Q7: Are all vehicles involved in the previous Takata Front Passenger Inflator Module Recall Actions covered by this Safety Recall?**

A7: No, 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 will include Puerto Rico, Guam, Saipan, American Samoa, and the U.S. Virgin Islands.

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

A8: There are approximately 26,000 Lexus SC 430 vehicles covered by this Safety Recall. Many of the vehicles covered by this superseding Safety Recall were previously part of Safety Recall DSC or Limited Regional Safety Recall ELC.

| Model  | Model Year  | Appx. UIO | Production Range                               |
|--------|-------------|-----------|--|
| SC 430 | 2002 - 2007 | 26,000    | Early January, 2001 through Early August, 2007 |

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

A8a: Yes. There are approximately 953,000 certain 2003 - 2007 MY Corolla, Corolla Matrix, 2003 - 2006 MY Tundra and certain 2002 - 2007 MY Sequoia vehicles covered by this Safety Recall in the US.



Q9: How does Lexus obtain my mailing information?

A9: Lexus uses an industry provider who works with each state's 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.

Q10: Do I need my owner letter to have the remedy performed?

A10: 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.

Q11: What if I previously paid for repairs to my vehicle for this condition?

A11: Reimbursement consideration instruction will be provided in the remedy owner letter.

Q12: What if I have additional questions or concerns?

A12: If you have additional questions or concerns, please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.



Safety Recall DSC (D4C)/ELG (E4C) - *Supplemental Service Advisor Reference*  
 Certain 2002 - 2007 Model Year SC 430 Vehicles  
 Front Passenger Airbag Inflator Module



The following information is being provided to help dealership associates understand the differences between the multiple Takata actions Lexus has announced.

Safety Recall Overview:

In April 2013, Lexus announced a nationwide Safety Recall (DLC) to inspect and, as necessary, replace front passenger airbag inflator modules manufactured for Lexus by Takata Corporation. In June 2014, the recall remedy was revised to replace all inflators regardless of inspection results. The revision of the remedy was announced as a new Safety Recall DSC. All vehicles that did not receive a replacement inflator under DLC were included in DSC.



The geographic concentration of inflators with the potential for rupture in areas with consistently high absolute humidity warranted priority replacement in these areas. Therefore, Lexus has launched superseding Safety Recall (ELG) which involves vehicles originally sold in, or currently/previously registered in, areas that are exposed to consistent High Absolute Humidity. These vehicles were previously included in Safety Recalls DLC/DSC and ELC.

In May, 2015, Lexus expanded Safety Recall ELG certain 2005 - 2007 model year SC430 vehicles. *Updated 5/12/2015*

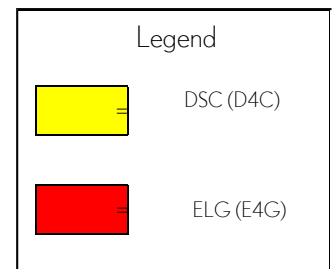
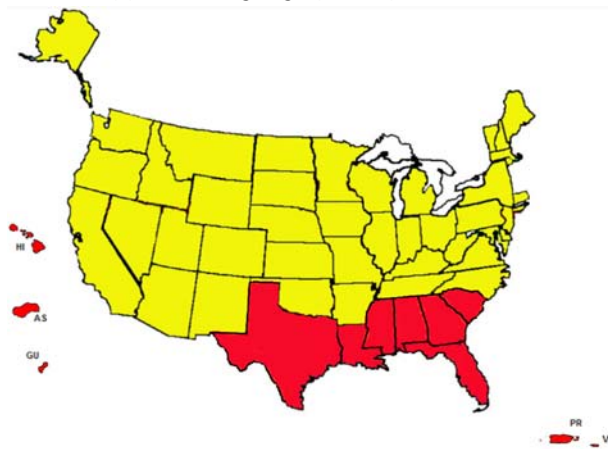
In June, 2015, Lexus expanded Safety Recalls DSC (D4C) and ELG to include additional vehicles.

- DSC (D4C) expansion included certain 2004 - 2007 model year SC 430 vehicles.
- ELG (E4G) The high absolute humidity area is no longer limited to coastal areas of the specific states listed, and will also now include the state of South Carolina. *Updated 6/15/2015*

The map below provides a visual representation of the areas which have been included in Superseding Safety Recall ELG (Red Area). The yellow portion of the map represents an approximate geographic representation of vehicles covered by Safety Recall DSC.

Safety Recall DSC:  
2002 - 2007 430

Safety Recall ELG:  
2002 - 2007 SC 430



Note: This map is provided for reference purposes only. The inclusion of vehicles in Safety Recall ELG and DSC may differ from the visual representation shown on the map. Always verify vehicle safety recall applicability using the Technical Information System (TIS).



Safety Recall DSC (D4C)/ELG (E4C) - [Supplemental Service Advisor Reference](#)  
Certain 2002 - 2007 Model Year SC 430 Vehicles  
Front Passenger Airbag Inflator Module



Q1: Is the remedy different between DSC and ELG?

A1: No, all vehicles involved in DSC and ELG will receive a replacement passenger Airbag Inflator.

Q2: Which vehicles from Safety Recall DSC are now covered by Superseding Safety Recall ELG?

A2: Approximately 26,000 vehicles originally involved in DSC are now involved in Superseding Safety Recall ELG. Vehicles transferred to ELG were 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 will include Puerto Rico, Guam, Saipan, American Samoa, and the U.S. Virgin Islands.

Q3: What is absolute humidity?

A3: 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-type 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.

