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

Update: 07-11-18: Dealer Transportation section added with new opcode and sublet for Customer Vehicle Pick Up and Redelivery.

Update 05-10-18: Clarification of documentation requirements for Class Action Settlement Rental.

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

Update 07-10-17: A new section titled: Class Action Settlement Rental Procedure has been added to the dealer letter.

03-16-17: Non-desiccated inflators for 2002-2010 SC 430 vehicles are no longer available. Non-desiccated inflator return process available to dealers

11-03-16: Part numbers information updated.

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

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

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

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: Airbag disablement discontinued

11-25-14: Glove Box hang tag material numbers added

11-13-14: Service Consultant Reference Guide Added

11-13-14: UIO information updated

10-27-14: Operation codes added

10-22-14: Part number for U.S. territories and Hawaii added

Safety Recall ELG - For Areas of High Absolute Humidity - **UPDATE**
Certain 2002-2010 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 March 1, 2016, Lexus expanded Safety Recall ELG to include 2008-2010 model year SC 430 vehicles.

Background

In mid-October, 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 2002-2005 model year SC 430 vehicles.

- In mid-May, 2015, Lexus expanded Safety Recall ELG to cover additional 2005-2007 model year SC 430 vehicles.
- In mid-June, 2015, Lexus expanded Safety Recall ELG 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 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.

Remedy

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

Involved Vehicles

There are approximately 28,000 vehicles covered by this Safety Recall in the United States.

Model	Model Year	Production Period	Approx. UIO
SC 430	2002 through 2010	Early January, 2001 through Late July, 2010	28,000

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 notified all owners of vehicles covered by the original Safety Recall vehicle population, by first class mail, beginning in late October, 2014, and owners covered in the May 2015 expansion beginning in late May, 2015.

Lexus notified all owners of vehicles covered by the geographic expansion of Safety Recall ELG 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.

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 Inventory

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.

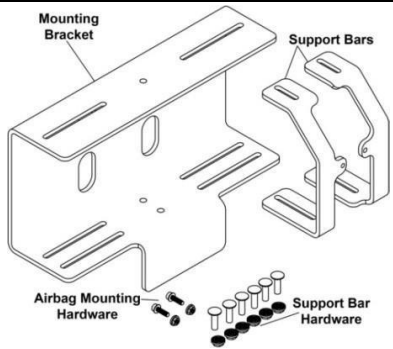
Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state "Disclosure Form - ELG" and include the VIN.

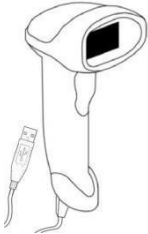
Also, as a reminder, L/Certified policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be designated, sold or delivered as an L/Certified vehicle until the Safety Recall has been completed on that vehicle.

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
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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

[New Parts Return Shipping Process - Effective July 1, 2015](#)

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](tel: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 are 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. (Note: the part for the U.S. territories and Hawaii is on DOS.)

Model Year	Part Number	Description	Quantity/Vehicle
2002-2006	04006-05324	48 Continental United States -Inflator Assy Kit, Instr Pln Air	1
2002-2006	04006-05324	U.S. Territories, Hawaii, and Alaska: Inflator Assy Kit, Instr. Pln Air	1
2007-2010	04006-05424	48 Continental United States - Inflator Assy Kit, Instr Pln	1
2007-2010	04006-05424	U.S. Territories, Hawaii, and Alaska - Inflator Assy Kit, Instr Pln	1

Important Notes:

2002-2006 SC 430:

Airbag inflators 04003-28124 and 04003-11124 are no longer available at PDCs.

2007-2010 SC 430:

Airbag inflators 04005-09524 and 04005-09424 are 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	48 Continental United States -Inflator Assy Kit, Instr Pln Air

2002-2006	04003-11124	U.S. Territories, Hawaii, and Alaska: Inflator Assy Kit, Instr. Pln Air
2007-2010	04005-09524	48 Continental United States - Inflator Assy Kit, Instr Pln
2007-2010	04005-09424	U.S. Territories, Hawaii, and Alaska - Inflator Assy Kit, Instr Pln
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.](#)

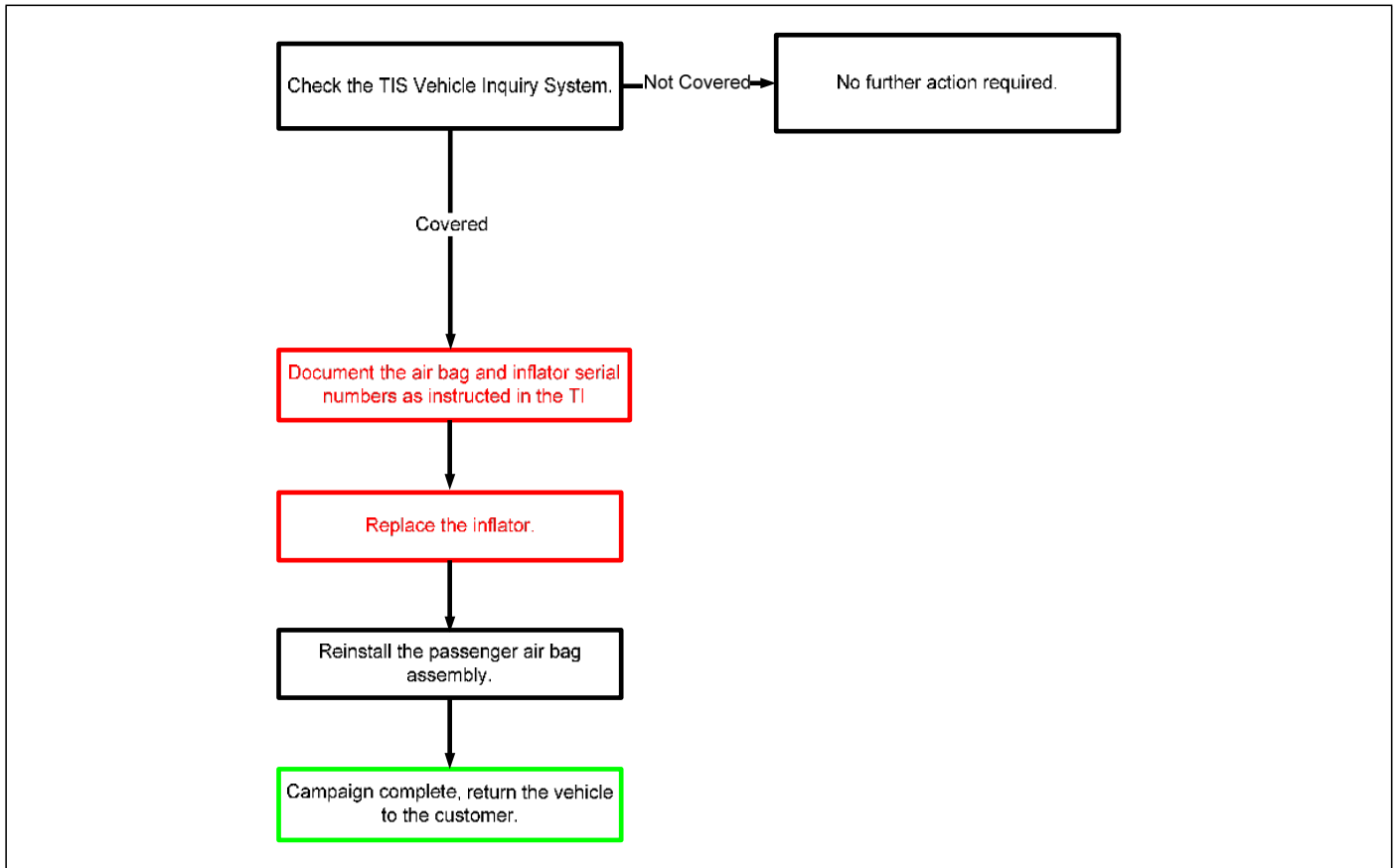
**IMPORTANT PARTS ORDERING
UPDATE**

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 2015-38 for 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

- 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 AGGC7F. 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 AGGC7F 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, rental or pick-up and redelivery, and fuel tank fill apply.

Class Action Settlement Rental Procedure

Customers involved in the Takata Economic Loss Class Action Settlement may be entitled to a rental vehicle. If the dealer is unable to repair the vehicle within 30 Days and the customer owns a vehicle identified as being Priority Group 1, the customer is eligible for a rental vehicle under the terms of the proposed settlement. The specific vehicle models and model years included in Priority Group 1 are listed on the NHTSA website and can also be found in the table below.

Model	Part Number
2007 SC430	04006-05424 (US and US Territories)

Please note that all models and model years listed above have adequate supply of replacement inflators and they should be readily available at your facing Parts Distribution Center.

In the event that you do not have an inflator available at your dealership at the time of customer's appointment, a rental may be provided following the normal procedure set for the campaign using sublet type "RT" for \$45 per day for a maximum of 4 days (see Warranty Reimbursement Procedure section).

If the vehicle cannot be repaired within 30 days of the customer presenting the vehicle for repair at the dealership, and the vehicle is listed in the table above, please use the OP code below.

Model	Op. Code	Description
All Models	CRENTL	Class Action Settlement - Rental

NOTE: The CRENTL opcode should only be used if a part was on backorder at the time the customer presented the vehicle for repair. When a claim is submitted with the CRENTL Op. Code, documented evidence indicating parts were not available for 30 days, such as a parts invoice, will be required. If proof cannot be provided, the claim **will not** be processed.

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	AGGC7F	ELGTRA	ZZ	0.7 hr x Dealer Warranty Labor Rate (ex: \$100 x 0.7 = \$70)

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 dealer questions or customer concerns. If the customer has any further questions they are requested to contact the Lexus Guest Experience Center at 1-800-255-3987 Monday through Friday, 7:00 am to 7:00 pm, or Saturday, 8:00 am to 5:00 pm Central Time.

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.

Lexus

A Division of Toyota Motor Sales, USA, INC.

Attachment

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



Safety Recall ELG - For Areas of High Absolute Humidity - UPDATE

Certain 2002-2010 Model Year SC 430 Vehicles
Front Passenger Airbag Inflator Module

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.

On March 1, 2016, Lexus expanded Safety Recall ELG 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 solid propellant wafers which is ignited are 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: 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 dealers will replace the front passenger airbag inflator 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 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 promptly 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: How is this Safety Recall related to other actions Lexus has taken regarding Takata Front Passenger Airbag Inflator modules?

A7: Lexus has two separate recalls applicable to Takata front passenger airbag inflators. This Safety Recall (Lexus recall #ELG) is applicable only to vehicles originally sold in, or currently/previously registered in, areas of high absolute humidity. The second Safety Recall (Lexus 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.

Q8: Are all vehicles included in the Takata Front Passenger Inflator Recall Actions covered by this Safety Recall?

A8: 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 includes Puerto Rico, Guam, Saipan, American Samoa, and the U.S. Virgin Islands. Other affected vehicles are covered by Lexus recall #DSC.

Q9: Which and how many vehicles are covered by this Safety Recall?

A9: There are approximately 28,000 Lexus SC 430 vehicles covered by this Safety Recall.

Model	Model Year	Production Period	Approx. UIO
SC 430	2002 through 2010	Early January, 2001 through Late July, 2010	28,000

Q9a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A9a: Yes. There are approximately 1,017,000 Toyota vehicles (certain 2003-2008 MY Corolla, Corolla Matrix, 2003-2006 MY Tundra, and certain 2002-2007 MY Sequoia) covered by Toyota recall #E04 in the U.S.

Q10: How does Lexus obtain my mailing information?

A10: 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.

Q11: Do I need my owner letter to have the remedy performed?

A11: 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.

Q12: What if I previously paid for repairs to my vehicle for this condition?

A12: Reimbursement consideration instruction will be provided in the remedy owner letter.

Q13: What if I have additional questions or concerns?

A13: 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.