



Lexus
Retention and Satisfaction - Fixed Operations
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Lexus, A Division of Toyota Motor Sales, USA
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To: All Lexus Dealers
From: Lexus Fixed Operations

Safety Recall GLA
Certain 2016 RX 350 and RX 450h Vehicles
Driver Side Knee Airbag Replacement - **Return and Shipping of Replaced Parts**

The remedy phase of Safety Recall GLA was launched in February, 2016. We have now developed the part recovery process.

It is crucial that all associates involved with the handling of the Driver's Knee Airbags for this Safety Recall understand and follow the instructions in the job aid. **ALL Driver's Knee Airbags replaced at your dealer must be returned to TGMO as outlined in the job aid.**

The Job Aid only applies to Safety Recall GLA - Certain 2016 Model Year RX350/450h Driver's Knee Airbag. **DO NOT** use this procedure for any other airbag return program.

The Safety Recall GLA dealer letter has been updated and is now available on TIS. The Job Aid will be placed on TIS as well.

Refer to the dealer letter and Job Aid for additional information in regards to the Return Shipping Process.

Thank you for your cooperation.

LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.