



February 8, 2016

4/20/2016 - Update to Parts Recovery Process

To: All Lexus Dealer Principals, General Managers, Service Managers and Parts Managers

Subject: Safety Recall GLA - *Remedy Notice*  
 Certain 2016 RX 350 and RX 450h Vehicles  
 Driver's Knee Airbag Replacement

On January 27, 2016, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration informing the agency of our intent to conduct a voluntary Safety Recall on certain 2016 Model Year RX 350 and RX 450h vehicles.

**Condition**

The subject vehicles are equipped with a driver's knee airbag assembly that may not have been properly manufactured. This could affect the performance of the airbag and increase the risk of injury in a crash.

**Remedy**

Lexus will inspect and, if necessary, replace the driver's knee airbag assembly. The inspection and remedy will be performed at **No Charge** to the vehicle owner.

**Covered Vehicles**

There are approximately 5,000 2016 model year RX 350 and RX 450h vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period	UIO
RX 350	Certain 2016	Mid-November, 2015 - Late-December, 2015	4,200
RX 450h	Certain 2016	Mid-November, 2015 - Late-December, 2015	800

**Owner Letter Mailing Date**

Lexus will begin to notify owners in late February, 2016. A sample of the owner notification letter has been included for your reference.

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

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

**New Vehicles in Dealership Inventory**

There were approximately 974 vehicles in new dealer inventory as of February 8, 2016



Under Title 49, Section 30112(a) of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard. In addition, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to **ensure involved vehicles are identified and not delivered prior to performing the remedy.**

### Pre-Owned Vehicles in Dealer Inventory

Lexus requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied.

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

### LCCS Vehicles

Lexus requests that dealers take any affected LCCS vehicle out of service until the remedy procedure is completed.

### Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this SSC are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this SSC repair are required to currently hold at least one of the following certification levels:

- Senior Service Technician
- Senior Diagnostic Specialist
- Master Service Technician
- Master Diagnostic Specialist

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Special Service Campaign 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.

### 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.

### Remedy Procedures

Please refer to TIS for Technical Instructions for inspection and repair, if required. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of the appointment.

## Parts Ordering Process

Orders should be placed through your dealership's facing PDC. Please check the MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information. The parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory improves, the ordering process may change.

Part Number	Description	Quantity
73900-0E080-C0	Air Bag Assy, Instr Panel, Lwr No. 1	1/vehicle
73900-0E080-E0	Air Bag Assy, Instr Panel, Lwr No. 1	1/vehicle

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

## Parts Recovery Process

*Parts Return Shipping Process - Effective 4/20/2016*

NOTE: All of the replaced airbag assemblies will be recovered and sent back to the airbag manufacturer.

### Scheduling Package Pick Up:

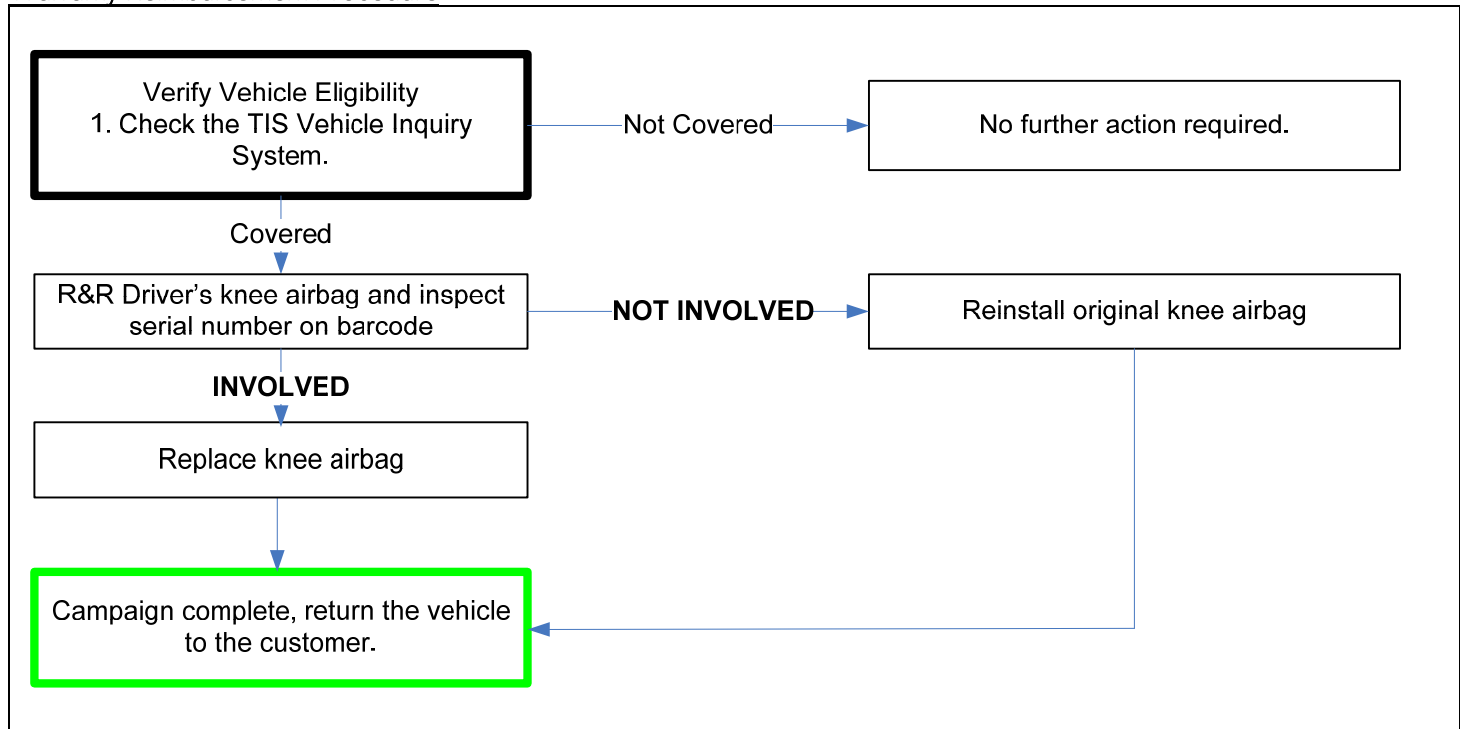
- When an air bag module needs to be returned, contact TG Missouri via the email address below to begin the return process.

[lexus.returns@tgmissouri.com](mailto:lexus.returns@tgmissouri.com)

- TG Missouri will need the following information upon initial contact:
  - Dealer name
  - Dealer address
  - Dealer contact information including email
  - Box and piece quantity to be returned

*Refer to the Job Aid available on TIS for more details on the complete return shipping process. To support this process, 2 laminated Job Aids will also be received by each dealer by Late-April.*

## Warranty Reimbursement Procedure



Op. Code	Description	Flat Rate
CGG04B	RX350 - Inspect and Replace Driver Knee Airbag	0.6 hr/vehicle
CGG04E	RX450h - Inspect and Replace Driver Knee Airbag	0.7 hr/vehicle
CGG04A	Inspect RX350 serial number - <b>No Replacement Needed</b>	0.6 hr/vehicle
CGG04D	Inspect RX450h serial number - <b>No Replacement Needed</b>	0.7 hr/vehicle

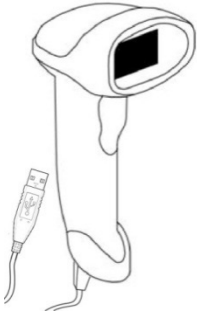
- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.
- If a customer was provided a rental while the remedy was being developed, a loaner vehicle or alternative transportation, reimbursement can be claimed using opcodes CGG04A, CGG04B, CGG04D or CGG04E for a maximum of 15 days.

Please note that all opcodes will be loaded into the warranty system on Tuesday, and claims can be filed starting Wednesday, February 10, 2016.

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.

### Campaign Special Service Tools

These tools were previously provided to the dealership for campaign DLC and will be used for campaign GLA. These tools are required when performing this repair.

Image	Name	Quantity
 A line drawing of a handheld barcode scanner with a USB cable attached to the bottom.	Barcode Scanner	1

NOTE: These tools CANNOT be ordered through the parts or tools system. There is a very limited supply of tools, but if additional tools are needed, contact your area representative.

### 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 Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to 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 to 4:00 pm Pacific Time.

*Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.*

Thank you for your cooperation.

Lexus, a Division of Toyota Motor Sales, USA, Inc.

### Attachments

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



Safety Recall GLA - *Remedy Notice*  
Certain 2016 Model Year RX 350/450h Vehicles  
Driver's Knee Airbag Replacement

Frequently Asked Questions  
Published Monday, February 8, 2016

**Q1:** *What is the condition?*

A1: The subject vehicles are equipped with a driver's knee airbag assembly that may not have been properly manufactured. This could affect the performance of the airbag and increase the risk of injury in a crash.

**Q1a:** *Are there any warnings that this condition exists?*

A1a: No. There are no warnings that this condition exists. However, the condition does not cause the airbag to activate when it should not.

**Q1b:** *Is this campaign related to any of the previously announced Takata airbag inflator campaigns?*

A1b: No, the potential condition of the driver's knee airbag assembly in these certain 2016 model year RX 350/450h vehicles *IS NOT* related to the Takata airbag inflator campaigns.

**Q1c:** *Are there concerns with other airbags in the vehicle?*

A1c: No, this condition only applies to the driver's knee airbag. Other airbags in the vehicle are not affected by this condition.

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

A2: Lexus will send an owner notification letter by first class mail to owners of vehicles involved in this Safety Recall. The remedy will consist of an inspection of the driver's knee airbag to determine if it is included in this campaign. If so, the driver's knee airbag assembly will be replaced.

**Q3:** *Which and how many vehicles are covered by this campaign?*

A3: There are approximately 5,000 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
RX 350	2016	Mid-November, 2015 - Late-December, 2015
RX 450h	2016	Mid-November, 2015 - Late-December, 2015

**Q3a:** *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

**Q4:** *What if I have additional questions or concerns?*

A4: 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.

Certain 2016 Model Year RX 350 and RX 450h Vehicles  
Driver's Knee Airbag Replacement  
SAFETY RECALL NOTICE (*Remedy Notice*)  
NHTSA Recall No. [16V-053]

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

[VIN]

Dear Lexus Customer:

This notice is 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 2016 Model Year RX 350 and RX 450h 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 a driver's knee airbag assembly that may not have been properly welded, which can cause stored gas to leak. This could affect the performance of the airbag and increase the risk of injury in a crash.

**What will Lexus do?**

Lexus will inspect and, if necessary, replace the driver's knee airbag assembly. The inspection and replacement, if necessary, will be performed 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 remedy will take approximately one hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**What if you have other questions?**

- *Your local Lexus dealer will be more than happy to answer any of your questions.*
- If you require further assistance, you may 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 to 4:00 pm Pacific Time.

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you would like to update your vehicle ownership or contact information, you may do so by registering at [www.lexus.com/ownersupdate](http://www.lexus.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

*If you are a vehicle lessor*, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus

Sincerely,

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