

# LEXUS

◀ IMPORTANT UPDATE ▶

## Lexus Fixed Operations

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
November 21, 2017	The parts table has been removed to avoid incorrect parts ordering.

*The most recent update in the attached Dealer Letter will be highlighted with a **red box**.*

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

Thank you for your cooperation.



November 16, 2016

Subject: Safety Recall GLB - *Remedy Notice*  
Certain 2004 - 2006 GX 470 and 2003 - 2006 LX 470 Vehicles  
Curtain-Shield Airbag (CSA) Airbag Control Module

On February 2, 2016, 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 2004 through 2006 GX 470 and 2003 through 2006 LX 470 vehicles.

### Condition

The subject vehicles are equipped with side Curtain-Shield-Airbags (CSAs) which deploy from the roof rails in the event of certain types of crashes. Due to improper programming in the airbag control module, there is a possibility that, under certain specific and limited conditions shortly after vehicle startup, the CSAs and seat belt pre-tensioners could activate when not necessary. Unexpected activation of the CSAs could increase the risk of injury to the occupant.

### Remedy

Any authorized Lexus dealer will replace the airbag control module at *NO CHARGE* to the customer.

### Covered Vehicles

There are approximately 123,000 2004 - 2006 GX 470 and 2003 - 2006 LX 470 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period	UIO
GX 470	2004 - 2006	Late October, 2003 - Early June, 2006	88,400
LX 470	2003 - 2006	Late July, 2002 - Early June, 2006	34,500

### Owner Letter Mailing Date

Lexus will begin to notify owners in November 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 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.

### 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, 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.

### Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this recall 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; Only Lexus Senior Service Technicians and above, with successful completion of L453, L652, and LSC13A are approved to conduct this repair.

- Senior
- Master
- Master Diagnostic Specialist

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

### Remedy Procedures

Please 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.

### Repair Quality Confirmation

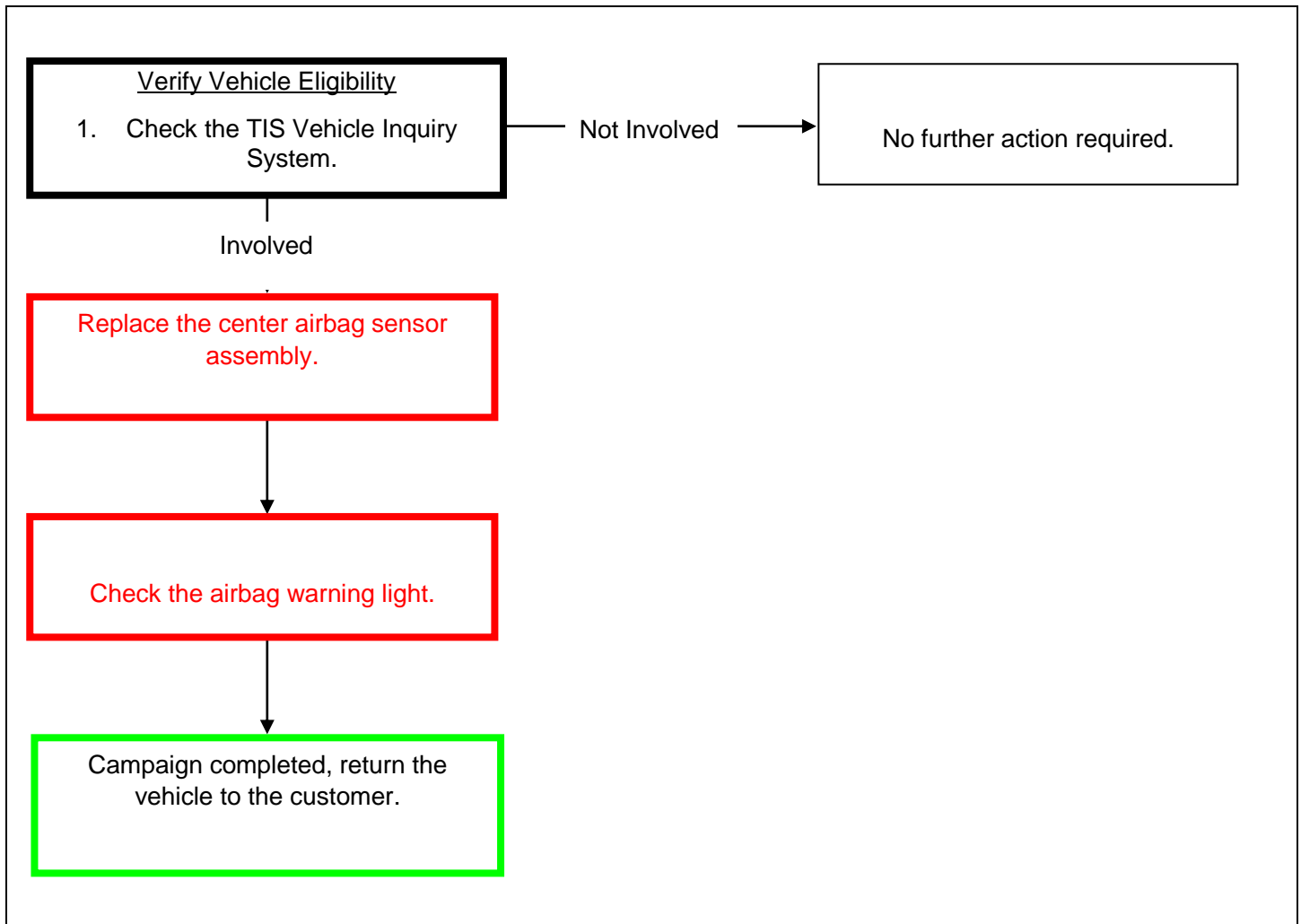
The repair quality of covered vehicles is extremely important to Lexus. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer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

### Parts Ordering Process

To determine which part number to order, input the VIN into the following website:

<https://g0c-glb-parts-lookup.imagespm.info/>. The default password is xxxxx. Each dealer has only one account. Please ensure that the reset password is communicated to all technicians and dealer associates that will be utilizing this website.

## Warranty Reimbursement Procedure



Model	Opcode	Description	Flat Rate Hours
LX	CGG01C	Replace the center airbag sensor assembly	2.2 hr/vehicle
GX	CGG01E	Replace the center airbag sensor assembly	0.7 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Lexus' usual customer care amenities of car wash and fuel fill-up apply to this SSC. Additionally, one day of rental vehicle expense (to a maximum of \$45) or the cost of pick-up and delivery of the customer's car may be claimed if required and subject to the guidelines published in the Special Service Campaign and Special Service Campaign General Procedures document on TIS.

### Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

### 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 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 Guest Experience Center at 1-800-255-3987 Monday through Friday, 7:00 am to 8:00 pm, Saturday 7:00 am to 5:00 pm Central Standard 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.

Attachment

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



Safety Recall GLB - *Remedy Notice*  
Certain 2004 - 2006 GX 470 and 2003- 2006 LX 470 Vehicles  
Curtain-Shield Airbag (CSA) Airbag Control Module

Frequently Asked Questions  
Published November 16, 2016

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

A1: The subject vehicles are equipped with side Curtain-Shield-Airbags (CSAs) which deploy from the roof rails in the event of certain types of crashes. Due to improper programming in the airbag control module, there is a possibility that, under certain specific and limited conditions shortly after vehicle startup, the CSAs and seat belt pre-tensioners could activate when not necessary. Unexpected activation of the CSAs could increase the risk of injury to the occupant.

**Q1a:** *What are the conditions that may cause the CSAs and pre-tensioners to activate when not necessary shortly after vehicle startup?*

A1a: At approximately four seconds after vehicle startup, the airbag control module performs a self-calibration of the roll rate sensors' logic, if the vehicle experiences a sufficient body roll motion during this self-calibration, and then experiences another body roll soon thereafter, the CSAs and seat belt pre-tensioners could activate.

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

A1b: No, the improper programming of the airbag control module which may cause the CSAs and seat belt pre-tensioners to activate when not necessary in the vehicles involved in this Safety Recall **IS NOT** related to the Takata airbag inflator campaigns.

**Q1c:** *Does this improper programming affect other airbags in the vehicle?*

A1c: No, the improper programming of the airbag control module only affects the CSAs and seat belt pre-tensioners. Other airbags in the vehicle are not affected by this condition.

**Q2:** *Are there steps that the vehicle owner can take to reduce the possibility of this condition from occurring until the remedy is performed on the vehicle?*

A2: Yes, until the remedy is performed on the vehicle, Lexus strongly recommends allowing the vehicle to idle for 6 seconds before driving to allow for correct self-calibration of the roll rate sensors.



Note: The SRS warning light on normally functioning vehicles will illuminate for approximately 6 seconds and then go off. Observing the light and not beginning to drive until the light goes out is one way to judge the best time to proceed to avoid this condition.

**Q3:** *What is Lexus going to do?*

A3: Lexus will send, starting in November, 2016, an owner notification by first class mail advising owners to make an appointment with their authorized Lexus dealer to have the airbag control module replaced at **NO CHARGE**.

**Q4:** *Are there any warnings that this condition exists?*

A4: No. There are no warnings that this condition exists.

**Q5:** *What if I do not feel comfortable driving my vehicle?*

A5: This specific condition only has the potential to occur shortly after vehicle startup and **WILL NOT** occur if the vehicle is idled for 6 seconds following vehicle startup before driving. One way to judge when it is best to proceed to avoid this condition is to observe and wait for the SRS warning light to turn off. (NOTE: If the SRS warning light remains on or flashes, bring your vehicle to your local authorized Lexus dealer for diagnosis.)

**Q6:** *Which and how many vehicles are covered by this campaign?*

A6: There are approximately 123,000 vehicles covered by this Safety Recall.

Model Name	Model Year	UIO	Production Period
GX470	2004-2006	88,400	Late October, 2003 - Early June, 2006
LX470	2003-2006	34,500	Late July, 2002 - Early June, 2006

**Q6a:** *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A6a: Yes, the following Toyota models are also affected by this Safety Recall.

Model Name	Model Year	UIO	Production Period
4Runner	2004-2006	74,600	Early August, 2003 - Mid June, 2006
Land Cruiser	2003-2006	22,800	Late July, 2002 - Early June, 2006
Sequoia	2005-2006	71,300	Early August, 2004 - Late July, 2006
Tundra	2005-2006	29,200	Mid-August, 2004 - Mid-July, 2006

**Q7:** *How long will the repair take?*

A7: The repair takes approximately one hour for GX 470 vehicles and two and half hours for LX 470 vehicles; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q8:** *What if I previously paid for repairs related to this campaign?*

A8: Reimbursement consideration instructions will be provided in the remedy owner letter.

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

A10: 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 2004 - 2006 GX 470 and 2003 - 2006 LX 470 Vehicles  
Curtain-Shield Airbag (CSA) Airbag Control Module  
SAFETY RECALL NOTICE (*Remedy Notice*)  
NHTSA Recall No. 16V-065

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 2004-2006 model year GX 470 and certain 2003-2006 model year LX 470 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 side Curtain-Shield-Airbags (CSAs) which deploy from the roof rails in the event of certain types of crashes. Due to improper programming in the airbag control module, there is a possibility that, under certain specific and limited conditions shortly after vehicle startup, the CSAs and seat belt pre-tensioners could activate when not necessary. Unexpected activation of the CSAs could increase the risk of injury to the occupant.

**What will Lexus do?**

Any authorized Lexus dealer will replace the airbag control module 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 for GX 470 vehicles and two and half hours for LX 470 vehicles. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until the remedy is performed, we strongly recommend allowing the vehicle to idle for 6 seconds before driving to allow for correct self-calibration of the system sensors. This specific condition only has the potential to occur shortly after vehicle startup and **WILL NOT** occur if the vehicle is idled for 6 seconds following vehicle startup before driving. One way to judge when it is best to proceed to avoid this condition is to observe and wait for the SRS warning light to turn off.



(NOTE: If the SRS warning light remains ON or flashes, bring your vehicle to your local authorized Lexus dealer for diagnosis.)

**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/owners](http://www.lexus.com/owners). 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.

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and ownership information to the following address for reimbursement consideration:

Lexus, a Division of Toyota Motor Sales, U.S.A., Inc  
Lexus Customer Assistance Center L201  
19001 South Western Avenue  
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow us 6-8 weeks to process your request.

Thank you for driving a Lexus.

Sincerely,

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