



Originally Published: November 2, 2017

Service Consultant Quick Reference Guide - Overall Takata Status Summary

Remedy Availability

DSC/ELG									
Model	Model Year								
	2002	2003	2004	2005	2006	2007	2008	2009	2010
SC430									

ZONE A - GLG (Interim G2G)												
Model	Model Year											
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
IS250/350												
IS250C/350C												
IS-F												
ES350												
GX460												
LFA												
Phase	Phase 1			Phase 2		Phase 3		Phase 4				

ZONE B - GLH (Interim G2H)												
Model	Model Year											
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
IS250/350												
IS250C/350C												
IS-F												
ES350												
GX460												
Phase	Phase 1			Phase 2		Phase 3		Phase 4				

ZONE C - HLA (Interim H2A)												
Model	Model Year											
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
IS250/350												
IS250C/350C												
IS-F												
ES350												
GX460												
Phase	Phase 2			Phase 3		Phase 4						

Timing of Projected Safety Recall Phase Announcement

Phase 1: May 2016 Phase 2: January 2017 Phase 3: January 2018 Phase 4: January 2019

Chart Legend

Involvement in current Safety Recall - **Remedy** Projected for Future Phase - *Full model year applicability*
 Projected for Future Phase - *Partial model year applicability*

Only some early production 2017 model year GX460 vehicles have been manufactured with an airbag that is affected by this Safety Recall condition and will be included in a future phase.

Parts Availability

DSC	SC 430 inflators are currently on DOS. Sufficient inventory available to support dealer orders.
ELG	
GLG	No restrictions on IS 250/IS 350/IS F and IS 250C/IS 350C inflators
GLH	ES 350 inflators are currently on DOS. Sufficient inventory available to support dealer orders.
HLA	GX 460 inflators on MAC. Refer to MAC report for release request instructions.

Refer to Dealer Letters posted in TIS for specific part number application.

Customer Vehicle Towing Availability

Lexus is offering towing services to customers that reside in areas where dealerships are not located within reasonable traveling distance.

Towing can be claimed under the following Op. Codes for a maximum of \$250 as sublet type "TW" in the event the customer requested vehicle pick up.

Campaign	Opcodes Available for Tow	Sublet Type
DSC	AGG48F	"TW"
ELG	AGGC7F	
GLG	AGGCYX, AGGC7Y, AGGC7R, AGGC7S	
GLH	BGG23X, BGG23Y	
HLA	BDC23X	

Alternate Transportation Availability

DSC and ELG

If parts are not available due to back order, alternative transportation can be claimed for \$35 per day for a maximum of 4 days under sublet type "RT." Per day expense exceeding \$35 or alternate transportation exceeding 4 days, requires DSPM authorization

Campaign	Rental Sublet Type
DSC	"RT"
ELG	

GLG/GLH/HLA

The table below details for which guest vehicles Lexus will still reimburse for long term alternate transportation. Only vehicles listed below are eligible as noted for reimbursement of long term alternate transportation.

Safety Recall	Vehicle Model	Model Year	Alternate Transportation Still Reimbursed	Notes
GLG	IS 250 / IS 350	2006 - 2010	No	Rental only reimbursed through August 31, 2017 rental dates
	IS 250 / IS 350	2011 - 2012	Yes	Rental will be reimbursed through November 15, 2017 rental dates
	IS 250C / IS 350C	2010 - 2012	No	Rental only reimbursed through September 30, 2017 rental dates
	IS F	2008 - 2012	No	Rental only reimbursed through August 31, 2017 rental dates
	ES 350	2007 - 2010	No	Rental only reimbursed through September 30, 2017 rental dates
	ES 350	2011	Yes	Rental will be reimbursed through November 15, 2017 rental dates
	ES 350	2012	Yes	Rental will be reimbursed through February 15, 2018 rental dates
	GX 460	2010	No	Rental only reimbursed through September 30, 2017 rental dates
	GX 460	2011	Yes	Rental will be reimbursed through November 15, 2017 rental dates
GLH	IS 250 / IS 350	2006 - 2009	No	Rental only reimbursed through August 31, 2017 rental dates
	IS F	2008 - 2009	No	Rental only reimbursed through August 31, 2017 rental dates
	ES 350	2007 - 2008	No	Rental only reimbursed through September 30, 2017 rental dates
	ES 350	2009	Yes	Rental will be reimbursed through February 15, 2018 rental dates
HLA	IS 250 / IS 350	2006 - 2008	No	Rental only reimbursed through August 31, 2017 rental dates
	IS F	2008	No	Rental only reimbursed through August 31, 2017 rental dates
	ES 350	2007 - 2008	Yes	Rental will be reimbursed through February 15, 2018 rental dates

Note: Do not put newly inquiring guests whose vehicles are under remedy into alternate transportation but find a way to remedy the vehicle for the customer in an expedient manner