



Retention and Satisfaction - Fixed Operations
Published June 15, 2018
Approved By: Chuck Yaeger

Lexus, A Division of Toyota Motor Sales, USA
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

To: All Lexus Dealers
From: Lexus Fixed Operations

****UPDATED Takata Recall Affected Vehicle - Inoperative SRS Disclosure Form****

**Takata Safety Recalls DSC, ELG, GLG, GLH and HLA
Multiple Models and Model Years
Takata Airbag Inflator Module**

- Lexus recognizes that some vehicles involved in the Takata recall have either partially or completely disabled or inoperative Supplemental Restraint Systems (SRS) upon arrival at dealerships. These systems may be disabled or inoperative as a result of, but not limited to, airbag deployment, vehicle collision, tampered system, or missing components.
- If you encounter a vehicle that requires additional repair to restore full functionality of the Supplemental Restraint System (SRS), please review the condition of the vehicle with the customer and explain that additional repairs are needed to make the SRS system operational. Should the customer decline these services, contact your Field Technical Specialist for approval to complete the recall remedy using the attached Takata Recall Affected Vehicle - Inoperative SRS Disclosure Form.
- The Takata Recall Affected Vehicle - Inoperative SRS Disclosure Form will also be added as a Job Aid document in TIS and will be searchable on TIS under each Takata related campaign.

Thank you for your cooperation.

LEXUS, A DIVISION OF TOYOTA MOTOR SALES, USA, INC.



TAKATA RECALL AFFECTED VEHICLE - INOPERATIVE SRS DISCLOSURE FORM

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

Subject: Customer Disclosure Form for Takata Safety Recall with Disabled SRS systems
Safety Recall - DSC All Phases
Safety Recall - ELG All Phases
Safety Recall - GLG All Phases
Safety Recall - GLH All Phases
Safety Recall - HLA All Phases
(Please Reference Safety Recall Dealer Letters for Complete List of Affected Vehicles)

Background

Lexus recognizes that some vehicles involved in the Takata recall have either partially or completely disabled or inoperative Supplemental Restraint Systems (SRS) upon arrival at dealerships. These systems may be disabled or inoperative as a result of, but not limited to:

- Airbag Deployment
- Vehicle Collision
- Tampered System
- Missing Components

If the recall remedy on such a vehicle can be **SAFELY PERFORMED**, please complete the campaign. If the vehicle requires the replacement of a complete air bag assembly, please complete the campaign by replacing the entire assembly. Replacement of the assembly in these cases will be approved. It is our desire to have the defective inflators removed from the market; however, the owner is responsible for the repair of systems which are not operational as a result of conditions such as those noted above.

Disclosure Form

If you encounter a vehicle that requires additional repair to restore full functionality of the Supplemental Restraint System (SRS), please review the condition of the vehicle with the customer and explain that additional repairs are needed to make the SRS system operational. Should the customer decline these services, contact your **Field Technical Specialist** for approval to complete the recall remedy using the attached disclosure form.

Once approval is obtained from your Field Technical Specialist, **completely fill out and sign the attached Disclosure Form prior to service**. Signatures are required from the dealer representative and the customer. The purpose of this form is to clearly communicate that the further repair expense required to fully restore functionality of the Supplemental Restraint System is the responsibility of the customer.

NOTE: this form **DOES NOT** cover damage sustained while under the control of a Lexus Dealer. Such damage should be addressed and covered by the dealer.

Upon obtaining customer signature and completing this form, please attach a copy to the RO, send a copy to the Quality Compliance inbox at quality_compliance@toyota.com and provide a copy to the customer.

If the customer does not wish to sign the form, **DO NOT** continue with the repair. Fill out as much of the form as you can. Be sure to include the vehicle's VIN number, and note that the customer refused to sign the document. Save a copy in the dealer records and send a copy to the Quality Compliance inbox at quality_compliance@toyota.com.



TAKATA RECALL AFFECTED VEHICLE - INOPERATIVE SRS DISCLOSURE FORM

This vehicle is involved in a Takata Airbag Inflator Safety Recall. This Safety Recall covers the replacement of the front passenger Airbag assembly or the Airbag Inflator, depending on vehicle model and condition.

The PASSENGER airbag assembly or airbag inflator covered under the campaign will be replaced on this vehicle. At this time, **the vehicle's Airbag system is not operating properly for reasons not related to the recall as follows:**

Airbag Deployment

Missing Components

Vehicle Collision

Other _____

Tampered System

Completion of this recall will not restore operation of the Airbag system. I understand that my vehicle will need additional repair at my expense to make the supplemental restraint system (SRS) work properly.

Lexus recommends that you register with the Lexus Drivers Community at <http://drivers.lexus.com/lexusdrivers> and regularly check recall applicability using www.lexus.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model _____ Model Year _____

Dealer Information

| | |
|---------------------------|------------------------------|
| Dealer Name/Address _____ | Dealer Code _____ |
| _____ | Dealer Phone Number _____ |
| _____ | Dealer Staff Name _____ |
| _____ | Dealer Staff Signature _____ |

Customer Signature _____