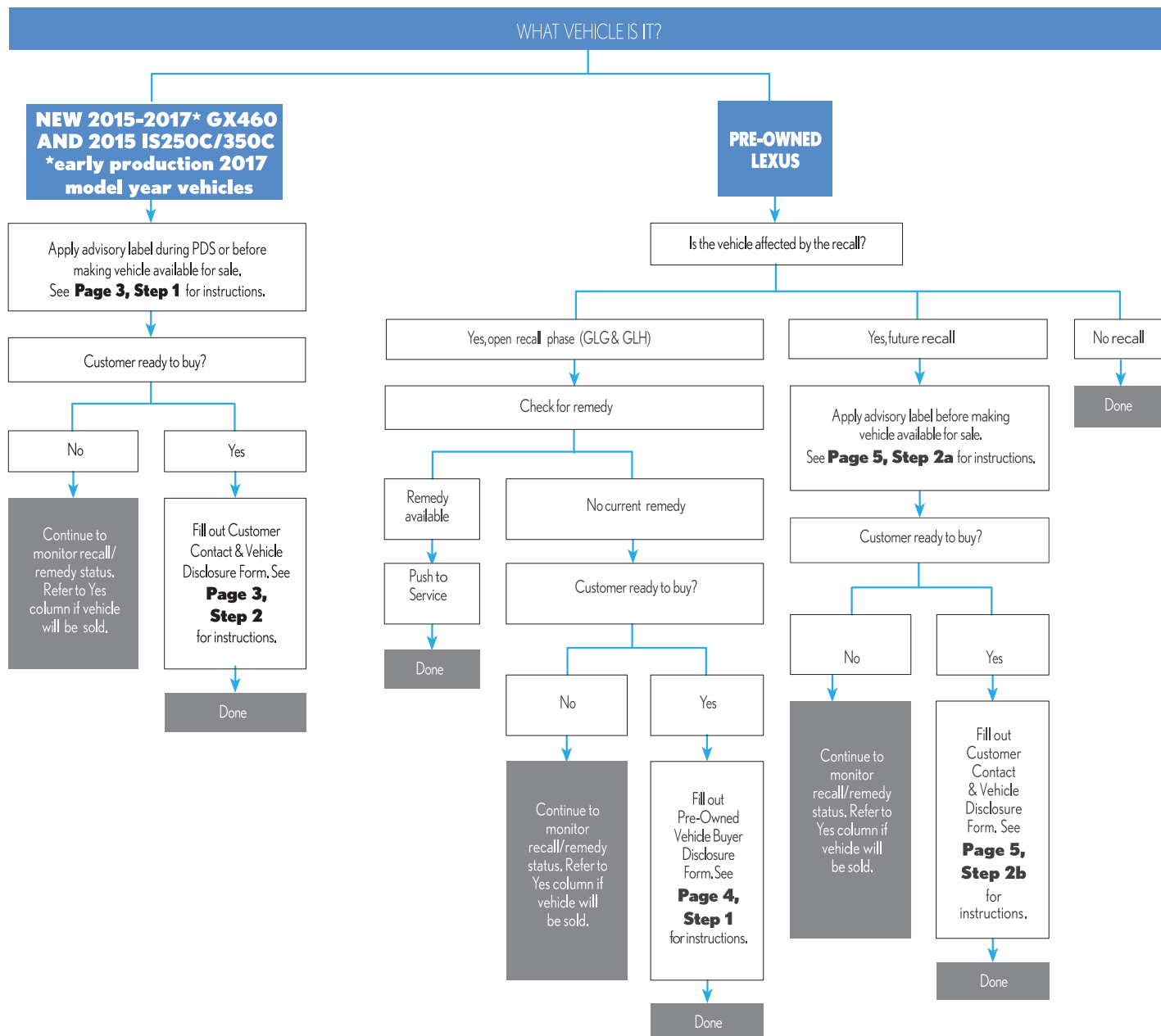




## PROCESS FLOWCHART

This flowchart only applies to the May 2016 expansion of the Takata front passenger airbag recall. It does not apply to or address any other recall action. It is provided to assist dealer staff in performing proper steps.



## NEW VEHICLE INVENTORY

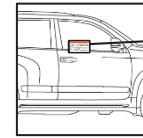
### STEP ONE

#### WHAT TO DO WITH NEW VEHICLES IN INVENTORY SUBJECT TO A FUTURE TAKATA FRONT PASSENGER AIRBAG INFLATOR RECALL PHASE AS ANNOUNCED IN MAY 2016

For all NEW 2015–2017 model year GX460 (early production 2017 model year only) and 2015 model year IS250C/350C vehicles in transit and/or in dealer inventory that will be subject to a future Takata recall phase, Lexus expects dealers to apply an advisory label to the passenger front window during PDS or prior to making it available for sale. Based on the number of new vehicles in your inventory and in-transit to your dealership, Lexus has already provided an initial quantity of advisory labels to support this process.

Up until this point, Lexus has been applying these labels at all ports and processing centers prior to delivery to dealers. As of October 2016, Lexus will no longer be applying these labels at ports or processing centers.

If the provided quantities are not enough to support dealer inventory, additional quantities are available at the Material Distribution Center (MDC) in packs of 20 (1 pack = 20 advisory labels) at no cost. As with many MDC items, shipping charges do apply and expedited shipping is available at an additional cost. To order online visit <https://portal.toyotamdc.com> or call (800) 622-2033, referencing MDC #: 00411-TAKINF-LEX.



**IMPORTANT ADVISORY**

This vehicle is equipped with a Takata-produced Front Passenger Airbag Inflator. It is NOT currently involved in any recall. However, according to an order issued by the U.S. National Highway Traffic Safety Administration (NHTSA), the front passenger airbag inflator will be recalled by the end of 2019. As a result, Lexus will contact you to arrange for a replacement inflator or airbag assembly at NO CHARGE in connection with this future recall.

Based on multiple independent investigations and NHTSA's independent expert, NHTSA has concluded that the Takata Front Passenger Airbag Inflator in your vehicle does not pose an unreasonable risk to safety until after long-term exposure to environmental moisture and fluctuating high temperatures.

For more information about Takata recalls please see the NHTSA website ([www.safercar.gov](http://www.safercar.gov)) or call 1-800-486-2839.

#### LABEL APPLICATION INSTRUCTIONS:

Please apply the label to the inside of the passenger's front window as illustrated.

### STEP TWO

#### WHAT TO COMMUNICATE AND COMPLETE WITH BUYERS OF NEW VEHICLES LINKED TO A FUTURE RECALL PHASE

Some new vehicles in dealership inventory are affected by the May 2016 expansion, but will not be recalled until the end of 2019. Please refer to Page 1 for vehicles and timing.

**As part of our Customer First commitment, Lexus expects dealers to use the Future Phase – Customer Contact & Vehicle Disclosure Form (Refer to your GSM or find it in the GLG/GLH Package on TIS) to obtain preferred contact information from the vehicle buyer and advise them of the fact that the vehicle will be subject to a recall related to the Takata front passenger airbag inflator by the end of 2019. Specifically, the form:**

1. **Helps ensure that Lexus has preferred contact information so Lexus or the dealer can contact the customer when the future recall occurs and the remedy becomes available, as appropriate.**
2. **Advices the customer that:**
  - a. **The vehicle listed below is equipped with a Takata-produced front passenger airbag inflator.**
  - b. **The passenger airbag inflator in this new vehicle is NOT subject to a current recall but will be in the future.**
  - c. **Based on multiple independent investigations and NHTSA's independent expert, NHTSA has concluded that the vehicle's Takata front passenger airbag inflator does not pose an unreasonable risk to safety until after long-term exposure to environmental moisture and fluctuating high temperatures.**
  - d. **NHTSA and Takata are prioritizing the Takata airbag inflator recalls based on when affected inflators are likely to pose an unreasonable risk to safety, considering several factors, including time, temperature and environmental moisture in the operating location.**
  - e. **More information can be obtained on Lexus' website ([www.lexus.com/recall](http://www.lexus.com/recall)).**



The form contains fields for VIN, CHASSIS/CODE, MODEL, MODEL YEAR, Customer Name, Customer Address, Home Phone, Mobile Phone, Dealer Name/Address, Dealer City, Dealer Phone Number, Dealer Website, and Dealer Salesperson. It also includes a section for the customer to sign and date, and a section for the dealer to sign and date.

Future Phase – Customer Contact & Vehicle Disclosure Form

After explaining the above points, Lexus expects dealers to:

1. **Obtain vehicle buyer information by having the customer complete the form.**
2. **Create and provide a copy of the completed form to the vehicle buyer. Retain original for step 4.**
3. **Provide vehicle buyer with a current copy of the Lexus Q&A for the Takata Recall (Q&A found on [www.lexus.com/recall](http://www.lexus.com/recall)).**
4. **Keep the completed form on file at the dealer and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com).**

## PRE-OWNED VEHICLE INVENTORY

Pre-owned vehicles in dealer inventory affected by the May 2016 Takata recall expansion may fall into two categories:

1. **Pre-owned vehicles in the current Safety Recalls GLG or GLH Phase 1.**

NOTE: 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. If the remedy parts are available, dealers can apply the recall remedy, so no form is needed and the vehicle may be certified as L/Certified if applicable. If the pre-owned vehicle will be sold and recall remedy parts are not available, dealers MUST use the **Pre-Owned Safety Recall Customer Contact and Vehicle Disclosure Form**, as instructed in section 1 below.

2. **Pre-owned vehicles not currently under Safety Recalls GLG or GLH Phase 1 but which will be recalled under a future phase.**

NOTE: These cars can be certified and sold as L/Certified if applicable. Dealers MUST install an advisory label and the **Future Phase □ Customer Contact & Vehicle Disclosure Form** must be completed as instructed in sections 2a and 2b below.

### (1) CURRENT RECALL PHASE

### WHAT TO DO WITH PRE-OWNED VEHICLES IN INVENTORY SUBJECT TO A CURRENT TAKATA RECALL (GLG OR GLH PHASE 1) WHERE PARTS ARE NOT YET AVAILABLE

Typically, Lexus expects that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a **current** Safety Recall unless the defect has been remedied. What is different in this case is that, until remedy parts are available, delivery of a pre-owned vehicle is acceptable with the Pre-Owned - Safety Recall Customer Contact & Vehicle Disclosure Form informing the customer that the vehicle is involved in a current Safety Recall and that the remedy is currently being prepared by Lexus.

**As part of our Customer First commitment, Lexus expects dealers to use the Pre-Owned □ Safety Recall Customer Contact & Vehicle Disclosure Form (Refer to your GSM or find it in the GLG/GLH Package on TIS) to obtain vehicle buyer preferred contact information and advise the customer of the fact that the vehicle is subject to a current recall related to the Takata front passenger airbag inflator. Specifically, the form:**

1. **Helps ensure that Lexus has preferred contact information so Lexus or the dealer can contact the customer when the remedy becomes available, as appropriate.**
2. **Advises the customer that:**
  - a. **The vehicle listed below is equipped with a Takata-produced front passenger airbag inflator.**
  - b. **The passenger airbag inflator in this pre-owned vehicle is subject to a current recall but will be remedied as soon as remedy parts become available.**
  - c. **More information can be obtained on Lexus' website ([www.lexus.com/recall](http://www.lexus.com/recall)).**



The form is titled 'Pre-Owned - Safety Recall Customer Contact & Vehicle Disclosure Form'. It includes fields for Customer Name, Address, City, State, Zip, Phone, and Email. There are also checkboxes for 'I am a current owner of this vehicle' and 'I am a previous owner of this vehicle'. The form is designed to collect contact information from the customer to be used for future recall communications.

Pre-Owned -  
Safety Recall  
Customer  
Contact &  
Vehicle  
Disclosure  
Form

After explaining the above points, Lexus expects dealers to:

1. **Obtain vehicle buyer information by having the customer complete the form.**
2. **Create and provide a copy of the completed form to the vehicle buyer. Retain original for step 4.**
3. **Provide vehicle buyer with a current copy of the Lexus Q&A for the Takata Recall (Q&A found on [www.lexus.com/recall](http://www.lexus.com/recall)).**
4. **Keep the completed form on file at the dealer and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com).**
5. **Encourage buyers to register on [www.lexus.com/drivers](http://www.lexus.com/drivers) to ensure timely communication on important recall matters.**



## PRE-OWNED VEHICLE INVENTORY (CONT.)

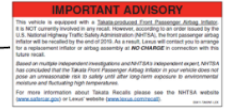
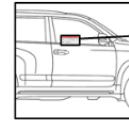
Sections 2a and 2b apply to pre-owned vehicles not currently under Safety Recalls GLG or GLH Phase 1 but will be recalled under a future phase, as referenced on Page 4.

### (2a) FUTURE RECALL PHASE

#### WHAT TO DO WITH PRE-OWNED VEHICLES IN INVENTORY SUBJECT TO A FUTURE TAKATA RECALL PHASE (GLH AND POTENTIALLY OTHERS)

For **pre-owned vehicles** in dealer inventory that will be subject to a future Takata recall phase, Lexus expects dealers to apply an advisory label to the passenger front window prior to making it available for sale. Based on the number of pre-owned vehicles in your inventory at your dealership, Lexus has already provided an initial quantity of advisory labels to support this process.

Additional quantities are available at the Materials Distribution Center (MDC) in packs of 20 (1 pack = 20 advisory labels) at no cost. As with many MDC items, shipping charges do apply and expedited shipping is available at an additional cost. To order online visit <https://portal.toyotamdc.com> or call (800) 622-2033, referencing MDC #: 00411-TAKINF-LEX.



**LABEL APPLICATION INSTRUCTIONS:**  
Please apply the label to the inside of the passenger's front window as illustrated.

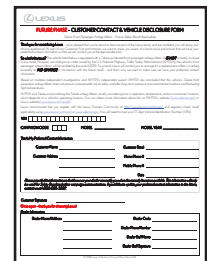
### (2b) FUTURE RECALL PHASE

#### WHAT TO COMMUNICATE AND COMPLETE WITH BUYERS OF PRE-OWNED VEHICLES LINKED TO A FUTURE RECALL PHASE

Some **pre-owned vehicles** in dealership inventory are affected by the May 2016 announcement made by NHTSA and Takata, but will be involved in a future phase and recalled by the end of 2019. (Please refer to Page 1 for vehicles and timing)

**As part of our Customer First commitment, Lexus expects dealers to use the Future Phase – Customer Contact & Vehicle Disclosure Form to obtain preferred contact information from the vehicle buyer and advise them of the fact that the vehicle will be subject to a recall related to the Takata front passenger airbag inflator by the end of 2019. Specifically, the form:**

1. **Helps ensure that Lexus has preferred contact information so Lexus or the dealer can contact the customer when the future recall occurs and the remedy becomes available, as appropriate.**
2. **Advise the customer that:**
  - a. **The vehicle listed below is equipped with a Takata-produced front passenger airbag inflator.**
  - b. **The passenger airbag inflator in this new vehicle is NOT subject to a current recall but will be in the future.**
  - c. **Based on multiple independent investigations and NHTSA's independent expert, NHTSA has concluded that the vehicle's Takata front passenger airbag inflator does not pose an unreasonable risk to safety until after long-term exposure to environmental moisture and fluctuating high temperatures.**
  - d. **NHTSA and Takata are prioritizing the Takata airbag inflator recalls based on when affected inflators are likely to pose an unreasonable risk to safety, considering several factors, including time, temperature and environmental moisture in the operating location.**
  - e. **More information can be obtained on Lexus' website ([www.lexus.com/recall](http://www.lexus.com/recall)).**



Future Phase –  
Customer Contact &  
Vehicle Disclosure Form

After explaining the above points, Lexus expects dealers to:

1. **Obtain vehicle buyer information by having the customer complete the form.**
2. **Create and provide a copy of the completed form to the vehicle buyer. Retain original for step 4.**
3. **Provide vehicle buyer with a current copy of the Lexus Q&A for the Takata Recall (Q&A found on [www.lexus.com/recall](http://www.lexus.com/recall)).**
4. **Keep the completed form on file at the dealer and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com).**

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## COMPETITORS ARE ALSO AFFECTED

The Takata front airbag inflator recall impacts Lexus and multiple other automotive manufacturers. For consumers that may be cross-shopping Lexus, we encourage you to discuss this information with them to compare affected Lexus vehicles with related vehicles from other automotive manufacturers. For additional information on the Takata Safety Recall and affected vehicles by other manufacturers, consumers can visit [safercar.gov](http://safercar.gov).

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## WHAT TO DO IF CUSTOMERS OR MEDIA HAVE QUESTIONS

### **MEDIA CONTACTS**

It is imperative that all media contacts (local and national) receive a consistent message. If any media contact your dealer, please direct them to the Toyota Motor Sales Media Line at (310) 468-5297.

### **CUSTOMER CONTACTS**

Customers who receive the owner letters in July 2016 or hear about this condition on the news may contact your dealership with questions regarding the letter and/or the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. Always refer to the Lexus Customer Frequently Asked Questions for the Takata Safety Recall found on [www.lexus.com/recall](http://www.lexus.com/recall) to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please go to [www.lexus.com/recall](http://www.lexus.com/recall) or contact the Lexus Customer Assistance Center (1-800-255-3987) - Monday through Friday, 5:00 a.m. to 6:00 p.m., Saturday 7:00 a.m. to 4:00 p.m. PST.

Lexus would also like dealers to encourage customers to register their vehicle on [www.lexus.com/drivers](http://www.lexus.com/drivers) to ensure timely communication on important recall matters. This is one way Lexus ensures up-to-date contact information for consumers and vehicles by VIN. Lexus also recommends that you suggest customers regularly check recall applicability using [www.lexus.com/recall](http://www.lexus.com/recall). Customers will need to input their 17-digit Vehicle Identification Number (VIN).

For additional information on the Takata Safety Recall, consumers can also visit [safercar.gov](http://safercar.gov) for Takata resources available from NHTSA.

***For information about vehicles subject to the Takata inflator recalls announced before May 2016, please refer to prior Dealer Communications and/or [www.lexus.com/recall](http://www.lexus.com/recall).***