

Safety Recall GLG (G2G)/GLH (G2H) Summary

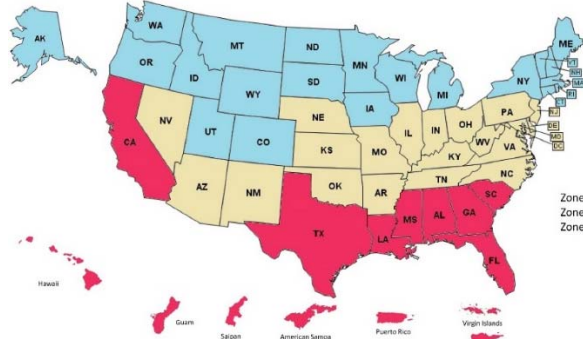
Vehicles and Zones

These Safety Recalls have been structured with multiple phases across three geographic zones. Time, Temperature, and Humidity have been found by NHTSA and multiple independent investigations to contribute to significant Takata airbag inflator propellant degradation that can lead to an unreasonable risk of inflator rupture.

ZONE A: Includes states with high temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at 6-9 years.

ZONE B: Includes states with moderate temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at 10-15 years.

ZONE C: Includes states with lower temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at 15-20 years.



Follow the steps below to understand if your vehicle may be involved in a current or future Safety Recall:

1. Identify the geographic zone where you live or principally operate the vehicle; A, B or C.
2. Locate your applicable Zone Table and the vehicle model and model year.
3. Refer to the Phase Definition at the bottom of each table for the Phase and Safety Recall Timing.

Note: the vehicle models and model years described on this document represent the best information currently available to Lexus and are subject to change if additional information is identified by Lexus, Takata, or NHTSA.

Involved in current Safety Recall Projected for Future Phase

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

ZONE C - (Future Projected Safety Recall)											
Model	Model Year										
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
IS250/350											
IS250C/350C											
IS-F											
ES350											
GX460											
LFA											
Phase	Phase 2			Phase 3		Phase 4					

Timing of Projected Safety Recall Phase Announcement

Phase 1: May 2016

Phase 3: January 2018

Phase 2: January 2017

Phase 4: January 2019

Alternate Transportation

Q: My vehicle is involved in this Safety Recall but the remedy is not yet available. Will Lexus provide a loaner vehicle until the remedy is available?

A: Remember, this condition does not cause the front Passenger airbag to activate when it should not. To minimize risk, Lexus recommends that no passengers sit in the front passenger seat. If this recommendation is not feasible for the customer's personal or business needs, alternative transportation may be made available.

Always educate customers using current dealer communication, Hot Sheet, Lexus.com/recall and safecar.gov. The following guidelines will assist dealers in managing alternate transportation arrangements when applicable.

Dealer Action	Rental Car/Unsubsidized LCCS Vehicle	LCCS Subsidized Vehicle
Secure a monthly rental rate (ensure any rental company agreement regarding renewal of documents, etc., are followed).	✓	N/A
Submit copy of rental/LCCS agreement and Lexus Customer Request for Alternate Transportation Form to Lexus Headquarters with an R.O. opened and closed to document alternate transportation provision. (Note: No additional dealer reimbursement for use of Subsidized LCCS vehicles.)	✓	✓
Guest will need to return to dealership every 30 days to complete a new loaner vehicle agreement. Dealers must re-verify the guest's Driver's License and inspect the vehicle for damages each time. Failure to do so negates all insurance coverage.	Rental Car N/A Unsubsidized LCCS ✓	✓
Reconcile Lexus "B" invoice credit for alternate transportation to Monthly Statement.	✓	N/A
Contact customer when part to remedy vehicle is available, make remedy repair, and end alternate transportation arrangement.	✓	✓

MANDATORY Disclosure of Current/Future Recall Prior to New/Pre-owned Vehicle Purchase

Dealer Action	New Vehicle	Pre-Owned Vehicle
Vehicle currently under recall:		
1. Review Safety Recall with customer and have guest complete the Pre-Owned Safety Recall Customer Contact & Vehicle Disclosure Form.	N/A	✓
2. Provide copy of form and FAQ to guest.		
Vehicle not currently under recall:		
1. Place advisory label on passenger window for vehicles offered by dealer for sale.		
2. Review Safety Recall with customer and have guest complete Future Phase Customer Contact & Vehicle Disclosure Form.	✓	✓
3. Provide copy of form and FAQ to guest.		

Additional Resources

Dealer Resources	Customer Resources
Safety Recall GLG/GLH dealer communication package posted in TIS	Safecar.gov
Lexus Hot Sheet posted in LexusLearn.com	Lexus.com/recall
Area Office/DSPM	Owner interim notification letter, zone map, and FAQ.
Lexus LCCS Policy and Procedures Manual (pages 44, 46, 52 and 53) posted in Lexus Customer Services website.	Lexus dealer
Lexus Service and Parts Operations Communication 2016-16 posted in Lexus Customer Services website.	Lexus Customer Assistance Center
Lexus.com/recall	
Safecar.gov	

NOTE: This document is not intended to replace the resources referenced above. Please continue to refer to the resources for program details.