



October 6, 2016

Subject: Safety Recall GLJ - *Remedy Notice*
Certain 2011 - 2012 Model Year CT 200h Vehicles
Curtain Shield Air Bag

On June 28, 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:

- 2011 - 2012 model year CT 200h

Condition

The involved vehicles are equipped with curtain shield air bags (CSA) in the driver and passenger side roof rails that have air bag inflators composed of two chambers welded together. Some inflators could have a small crack in the weld area joining the chambers, which could grow over time, and lead to the separation of the inflator chambers. This has been observed when the vehicle is parked and unoccupied for a period of time. If an inflator separates, the CSA could partially inflate, and, in limited circumstances, one or both sections of the inflator could enter the interior of the vehicle. If an occupant is present in the vehicle, there is an increased risk of injury.

Remedy

Any authorized Lexus dealer will install retention brackets on the curtain shield air bag inflators at **NO CHARGE**. These retention brackets are designed to prevent the inflator chambers from entering the vehicle interior if separation occurs.

Covered Vehicles

There are approximately 25,600 vehicles covered by this Safety Recall, including approximately 45 vehicles in Puerto Rico.

Model Name	Model Year	Production Period
CT 200h	2011 - 2012	Late August 2010 - Late April 2012

Owner Letter Mailing Date

Lexus will begin to notify owners in October 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, Lexus 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.

LCCS Vehicles

Lexus requests that dealers remove all LCCS vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this repair 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; technicians performing this repair are required to currently hold at least one of the following certification levels:

Master Service Technician
Master Diagnostic Specialist

Always check which technicians can perform the recall remedy by logging on to <https://www.LCTPReports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this 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

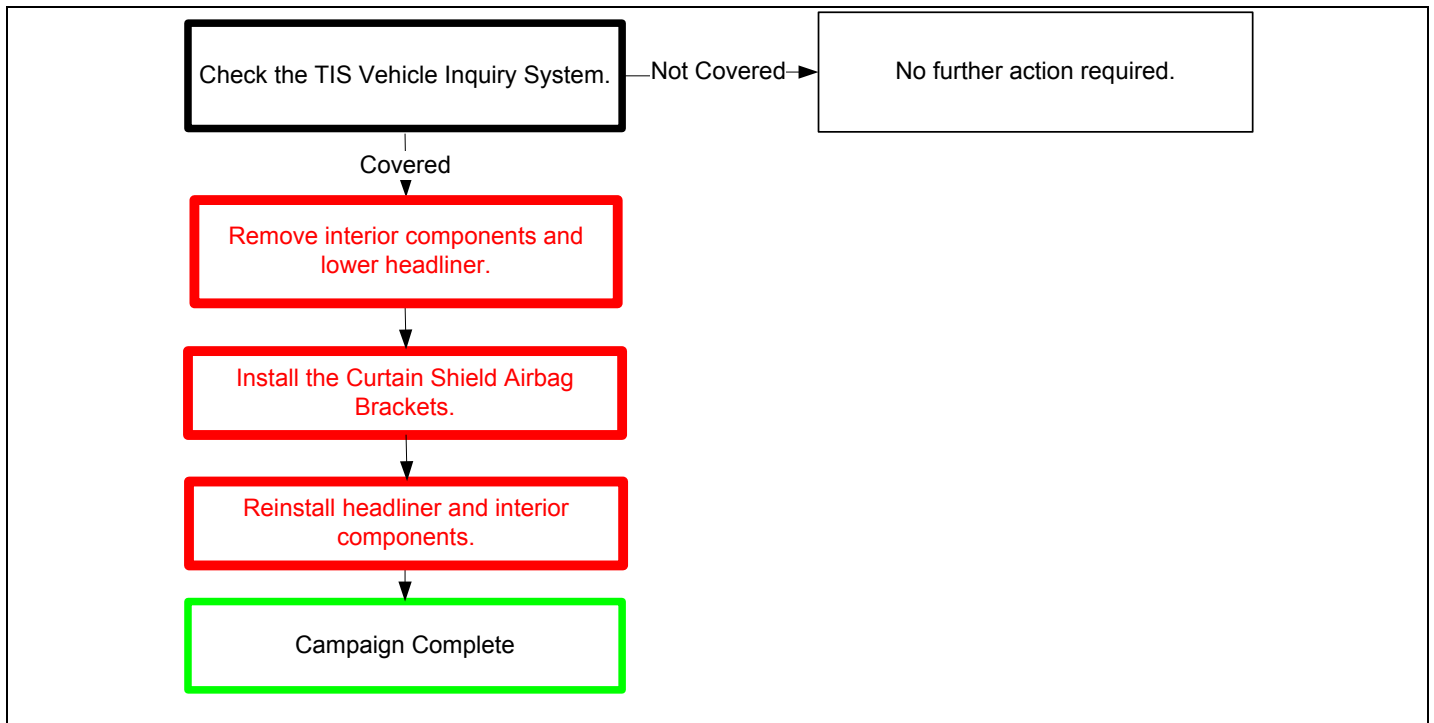
The repair quality of covered vehicles is extremely important to Lexus. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer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

Parts Ordering Process

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Lexus Special Activities MAC/DOS report on the Lexus Customer Services website accessed via Dealer Daily for the most up-to-date parts ordering information.

Part Number	Description	Quantity
04006-40176	Bracket Kit, Curtain Shield Air Bag	1

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
CGG50B	Install the Curtain Shield Airbag Retention Brackets	3.8

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- A loaner vehicle or alternative transportation can be claimed as a sublet type "RT" under Op. Code CGG50B
Rentals greater than 4 days or \$35.00 per day requires DSPM authorization.

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 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.

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
Pre-owned Manager
Service Manager
Warranty Administrator



Safety Recall GLJ - *Remedy Notice*
Certain 2011 - 2012 Model Year CT 200h Vehicles
Curtain Shield Air Bag

Frequently Asked Questions
Published October 6, 2016

Q1: *What is the condition?*

A1: The involved vehicles are equipped with curtain shield air bags (CSA) in the driver and passenger side roof rails that have air bag inflators composed of two chambers welded together. Some inflators could have a small crack in the weld area joining the chambers, which could grow over time, and lead to the separation of the inflator chambers. This has been observed when the vehicle is parked and unoccupied for a period of time. If an inflator separates, the CSA could partially inflate, and, in limited circumstances, one or both sections of the inflator could enter the interior of the vehicle. If an occupant is present in the vehicle, there is an increased risk of injury.

Q1a: *What is the inflator?*

A1a: The inflator is a device contained within the air bag assembly. In this curtain shield air bag (CSA) assembly, the inflator is comprised of two chambers that work in unison to inflate the air bag when a signal is received. These CSA inflators principally utilize compressed gas for air bag inflation.

Q1b: *Are the subject inflators manufactured by Takata?*

A1b: No. The air bag inflators involved in this Safety Recall were produced by a different supplier and are of different type and structure than the Takata inflators involved in other Safety Recalls.

Q1c: *Why has this condition only been observed after the vehicle has been parked and unoccupied for a period of time?*

A1c: Initial indications are that the elevated interior temperatures that occur after a vehicle is operated in a warm environment and then parked may influence the possibility for the condition to occur.

Q2: *What is Lexus going to do?*

A2: Lexus will send, starting in October 2016, an owner notification by first class mail advising owners to make an appointment with their authorized Lexus dealer to install retention brackets on the curtain shield air bag inflators at **NO CHARGE**. These retention brackets are designed to prevent the inflator chambers from entering the vehicle interior if separation occurs.

Q2a: *What are the retention brackets?*

A2a: The retention brackets are devices that are designed to deflect the direction of, and absorb energy from the inflator sections. In the unlikely event of a weld separation, the brackets are designed to prevent the sections from entering the vehicle interior.

Q2b: *Why not replace the CSA air bag assemblies?*

A2b: The retention brackets provide an effective remedy to keep a separated inflator chamber from entering the interior of the vehicle.

Q3: *Are there any warnings that this condition exists?*

A3: No. There are no warnings that this condition exists; however, this condition has only been observed when a vehicle is parked and unoccupied for a period of time.

Q4: *Which and how many vehicles are covered by this Safety Recall?*

A4: There are approximately 25,600 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
CT 200h	2011 - 2012	Late August 2010 - Late April 2012

Q4a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A4a: Yes, there are approximately 456,400 2010 - 2012 Toyota Prius and 2010 and 2012 Prius Plug-In vehicles covered by this Safety Recall.

Q5: *How does Lexus obtain my mailing information?*

A5: 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.

Q6: *What if I have additional questions or concerns?*

A6: If you have additional questions or concerns, please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday - Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

Certain 2011 - 2012 Model Year CT 200h Vehicles
Curtain Shield Air Bag
SAFETY RECALL NOTICE *(Remedy Notice)*
This notice applies to your vehicle: [VIN]
NHTSA Recall No. 16V-487

URGENT SAFETY RECALL
This is an important Safety Recall.
The remedy will be performed at
NO CHARGE to you.

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 2011 - 2012 Model Year CT 200h 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 involved vehicles are equipped with curtain shield air bags (CSA) in the driver and passenger side roof rails that have air bag inflators composed of two chambers welded together. Some inflators could have a small crack in the weld area joining the chambers, which could grow over time, and lead to the separation of the inflator chambers. This has been observed when the vehicle is parked and unoccupied for a period of time. If an inflator separates, the CSA could partially inflate and one or both sections of the inflator could enter the interior of the vehicle. If an occupant is present in the vehicle, there is an increased risk of injury.

What will Lexus do?

Any authorized Lexus dealer will install retention brackets on the curtain shield air bag inflators at **NO CHARGE**. These retention brackets are designed to prevent the inflator chambers from entering the vehicle interior if separation occurs.

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 four hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available to a longer period of time.

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, 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/ownersupdate. 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.

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

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.

Thank you for driving a Lexus.

Sincerely,

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

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