

# LEXUS

## ◀ IMPORTANT UPDATE ▶

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
October 25, 2017	<ul style="list-style-type: none"><li>• A sample of the owner letter has been added.</li><li>• Loaner Vehicle Reimbursement Procedure has been added.</li><li>• The Warranty Reimbursement Procedure has been updated with the remedy op codes.</li></ul>

*The most recent update in the attached Dealer Letter will be highlighted with a red box.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



August 31, 2017

**Subject:** Safety (Noncompliance) Recall HLD - **Remedy Notice**  
Certain 2006 Model Year LX470 Vehicles  
Certain 2008, 2009, 2011 and 2013 Model Year LX570 Vehicles  
Driver or Front Passenger Airbag Assembly

On August 31, 2017, Lexus filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety (Noncompliance) Recall on certain 2006 model year LX470 vehicles and on certain 2008, 2009, 2011, and 2013 model year LX570 vehicles.

**Condition**

In the subject vehicles, an incorrect driver airbag assembly or incorrect front passenger airbag assembly may have been installed during the vehicle assembly process. If an affected airbag deploys, it could deploy in a manner other than as designed. As a result, the involved vehicles may not comply with Federal Motor Vehicle Safety Standard (FMVSS) 208. This could increase the risk of injury in the event of a crash which would cause the airbags to deploy.

**Remedy**

Any Lexus dealer will replace the driver airbag assembly or the front passenger airbag assembly with the correct one at ***NO CHARGE***.

**Covered Vehicles**

There are thirteen vehicles covered by this Safety (Noncompliance) Recall. None of the vehicles covered by this Safety (Noncompliance) Recall were distributed to Puerto Rico.

Model	Model Year	UIO	Production Period	Location of affected airbag assembly
LX470	2006	3	Early May 2005 - Late October 2005	Driver
LX570	2008	1	Mid-July 2007	
	2009	4	Early October 2008 - Late November 2008	
	2008	2	Early December 2007 - Late June 2008	Front Passenger
	2009	1	Late November 2008	
	2011	1	Mid-October 2010	
	2013	1	Late February 2013	

## Owner Letter Mailing Date

Lexus will begin to notify owners in September 2017. **A sample of the owner letter is 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 (Noncompliance) 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.

## Lexus L/Certified Vehicles

Lexus L/Certified policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as an L/Certified vehicle until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

## LCCS Vehicles

Lexus requests that dealers remove all LCCS service loaner 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 Certified Technician

Always check which technicians can perform this repair 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

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 limited availability of the remedy parts, a special parts ordering process is designed specifically for this Safety (Noncompliance) Recall.

To obtain the applicable remedy part (driver or front passenger airbag assembly) for an involved vehicle, email [pqss\\_mac@toyota.com](mailto:pqss_mac@toyota.com).

Upon receipt of your email, [pqss\\_mac@toyota.com](mailto:pqss_mac@toyota.com) will identify and order the applicable remedy part number for the involved vehicle. The part will then be delivered to your dealership via regular parts delivery method, or it will be directly shipped to your dealership via 3<sup>rd</sup> party shipping carrier (FedEx or UPS). Your dealership *does not* need to place a parts-order.

[Pqss\\_mac@toyota.com](mailto:pqss_mac@toyota.com) will provide your dealership with the name of the shipping carrier (regular parts delivery method, UPS or FedEx), the ETA, and a shipment tracking number (for UPS and FedEx only). The ETA for the remedy part varies based on the variety of the remedy part and the location of your dealership. However, in some cases, ETA could be several weeks. Please provide the owner with a loaner vehicle while you wait for the remedy part to arrive at your dealership.

Your email to [pqss\\_mac@toyota.com](mailto:pqss_mac@toyota.com) should contain the following information:

Email Subject:   ▪ Safety (Noncompliance) Recall HLD - Request for remedy part.

Email Body:    ▪ Involved vehicle's VIN.

                  ▪ Reason for replacement. Example: My dealership requires a remedy part to perform Safety (Noncompliance) Recall HLD.

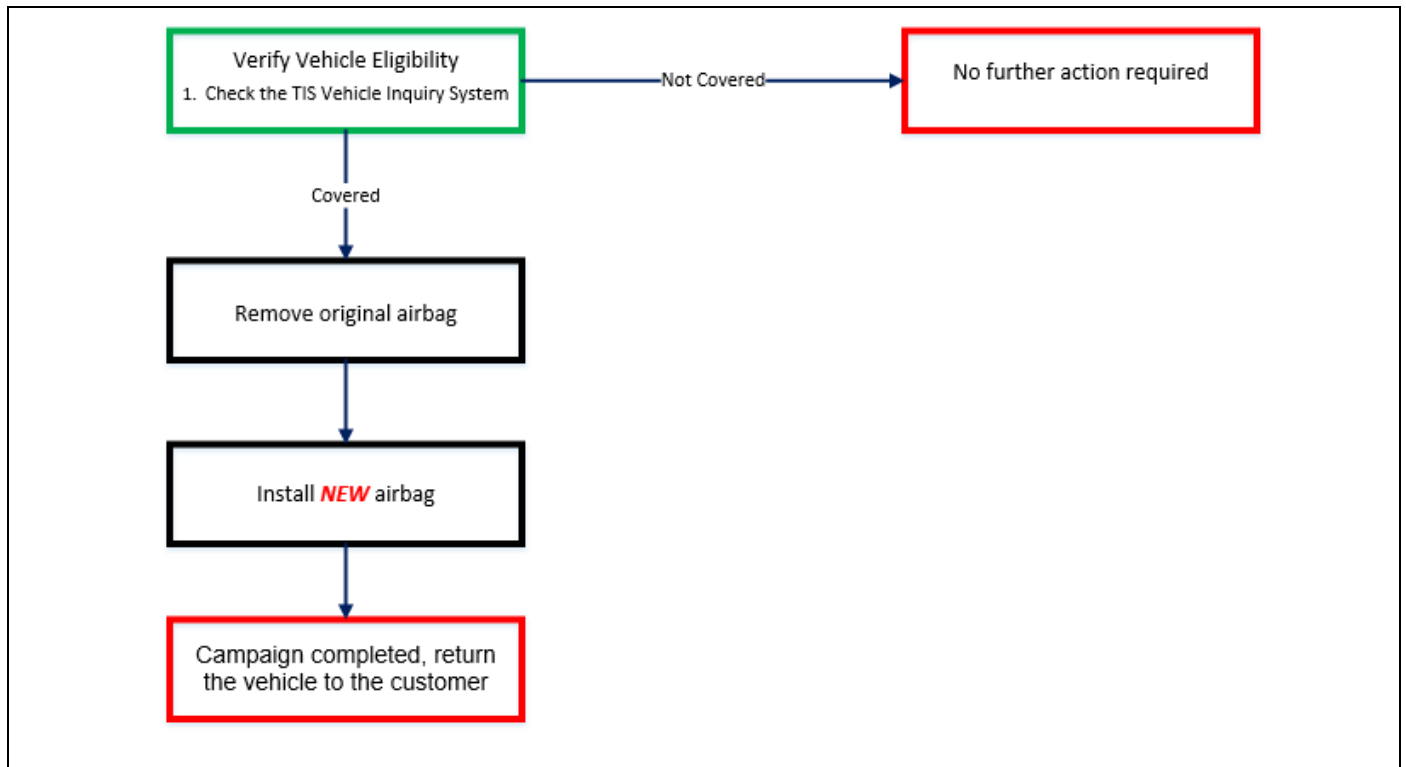
                  ▪ Dealer code.

                  ▪ Ship-to information (dealership name, address, attention, phone number).

Email Attachment:   ▪ Photograph of the involved vehicle's certification label (vinyl label installed on the driver's door or door post). The photograph should be clear, legible, and capture the entire certification label.

*The accuracy of the information in your email is CRITICAL. Parts supply is limited. To ensure that the applicable remedy part is correctly allocated to your dealership, double check all the information in your email. If a remedy part is incorrectly allocated, (for example, incorrect shipping address was provided to [pqss\\_mac@toyota.com](mailto:pqss_mac@toyota.com)), it may take several months to obtain a replacement remedy part.*

## Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
GGG75G	Replace the driver airbag assembly for LX470	0.3
GGG75J	Replace the driver airbag assembly for LX570	0.7
GGG75K	Replace the front passenger airbag assembly for LX570	5.6

- The flat rate time includes 0.1 hours for administrative cost per unit for the dealership.
- The remedy part *must* be included on the warranty claim or the claim will be rejected.
- A photograph of the old airbag assembly serial number and a photograph of the new airbag assembly serial number are required to be attached to the warranty claim.

Lexus' usual customer care amenities of car wash and fuel fill-up apply to this Safety Recall. Additionally, one day of rental vehicle expense (to a maximum of \$45) or the cost of pick-up and delivery of the customer's car may be claimed if required and subject to the guidelines published in the Safety Recall and Special Service Campaign General Procedures document on TIS.

### Loaner Vehicle Reimbursement Procedure

A loaner vehicle or alternative transportation can be claimed for \$45 per day.

Op. Code	Description
GGG76A	Vehicle Rental 1-30 Days
GGG76B	Vehicle Rental 31-60 Days

**NOTE: Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

### Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Safety (Noncompliance) Recall. This claim filing information is used by Lexus for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect opcode or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

### 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 only to media.

### Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety (Noncompliance) Recall. 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 (1-800-255-3987) - Monday through Friday, 8:00 am to 9:00 pm, Saturday 9:00 am to 6:00 pm Eastern 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.*

Lexus, a Division of Toyota Motor North America, Inc.

Attachment

CC: Customer Satisfaction Manager  
General Manager  
Parts Manager  
Pre-owned Manager  
Service Manager  
Warranty Administrator



Safety (Noncompliance) Recall HLD - *Remedy Notice*  
 Certain 2006 Model Year LX470 Vehicles  
 Certain 2008, 2009, 2011, and 2013 Model Year LX570 Vehicles  
 Driver or Front Passenger Airbag Assembly

Frequently Asked Questions  
 Original Publication Date: August 31, 2017

**Q1:** *What is the condition?*

A1: In the subject vehicles, an incorrect driver airbag assembly or incorrect front passenger airbag assembly may have been installed during the vehicle assembly process. If an affected airbag deploys, it could deploy in a manner other than as designed. As a result, the involved vehicles may not comply with Federal Motor Vehicle Safety Standard (FMVSS) 208. This could increase the risk of injury in the event of a crash which would cause the airbags to deploy.

**Q1a:** *Are the subject airbag assemblies manufactured by Takata.*

A1a: No. The airbag assemblies involved in this Safety (Noncompliance) Recall were produced by a different supplier.

**Q2:** *Are there any warnings that this condition exists?*

A2: No. There are no warnings that this condition exists. *However, the condition does not cause the subject airbags to activate when they should not.*

**Q3:** *What is Lexus going to do?*

A3: Lexus will send, starting in September 2017, an owner notification letter by first class mail advising owners to make an appointment with their authorized Lexus dealer to have the driver or front passenger airbag assembly replaced with the correct one at **NO CHARGE**.

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

A4: There are thirteen vehicles covered by this Safety (Noncompliance) Recall.

Model	Model Year	UIO	Production Period	Location of affected airbag assembly
LX470	2006	3	Early May 2005 - Late October 2005	Driver
LX570	2008	1	Mid-July 2007	
	2009	4	Early October 2008 - Late November 2008	
	2008	2	Early December 2007 - Late June 2008	Front Passenger
	2009	1	Late November 2008	
	2011	1	Mid-October 2010	
	2013	1	Late February 2013	

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

A4a: Yes. There are approximately eight Land Cruiser vehicles covered by this Safety (Noncompliance) Recall.



**Q5: *How long will the repair take?***

A5: The repair takes approximately 45 minutes for the driver airbag assembly and approximately 6 hours for the front passenger airbag assembly. A loaner vehicle will be provided for the total time necessary for the dealership to obtain the remedy parts and complete the repair. Please visit an authorized Lexus dealership as soon as possible so that the dealership can verify your vehicle's involvement in this Safety (Noncompliance) Recall and, if necessary, provide you with a loaner vehicle for the total time it takes the dealership to obtain the remedy parts and subsequently perform the repair.

**Q6: *How does Lexus obtain my mailing information?***

A6: 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.

**Q7: *What if I previously paid for repairs related to this Safety (Noncompliance) Recall?***

A7: Reimbursement consideration instructions will be provided in the owner letter.

**Q8: *What if I have additional questions or concerns?***

A8: If you have additional questions or concerns, please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Certain 2006 Model Year LX 470 Vehicles  
Certain 2008, 2009, 2011, and 2013 Model Year LX 570 Vehicles  
Driver or Front Passenger Airbag Assembly  
**IMPORTANT SAFETY RECALL** (*Remedy Notice*)

This notice applies to your vehicle: [VIN]  
NHTSA Recall No. 17V548

**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 certain 2006 model year LX 470 vehicles and certain 2008, 2009, 2011, and 2013 model year LX 570 vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 208, "Occupant crash protection".

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?**

In the subject vehicles, an incorrect driver airbag assembly or incorrect front passenger airbag assembly may have been installed during the vehicle assembly process. If an affected airbag deploys, it could deploy in a manner other than as designed. As a result, the involved vehicles may not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 208. This could increase the risk of injury in the event of a crash which would cause the airbags to deploy.

**What will Lexus do?**

Any authorized Lexus dealer will replace the driver airbag assembly or the front passenger airbag assembly with the correct one at **NO CHARGE**.

**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 repair takes approximately 45 minutes for the driver airbag assembly and approximately 6 hours for the front passenger airbag assembly. If necessary, a loaner vehicle will be provided for the total time necessary for the dealership to obtain the remedy parts and complete the repair.

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repairs 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 North America  
c/o Toyota Motor North America, Inc.  
P O Box 259001 - SSC/CSP Reimbursements  
Plano, Texas 75025-9001

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, 8:00 am to 9:00 pm, Saturday 9:00 am to 6:00 pm Eastern 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/drivers](http://www.lexus.com/drivers). 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.

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 North America

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