



Lexus, A Division of Toyota Motor Sales, USA, Inc.
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To: All Lexus Dealer Principals, General Managers, Sales Managers, Pre-owned Managers, Service Managers, Parts Managers, and Warranty Administrators

SAFETY RECALL GLG/GLH/HLA (*Remedy Notice*)

****Parts Status UPDATE****

Certain 2010 - 2017 Model Year GX 460

Some dealers may be experiencing delays in receiving part number 04007-58160 used for the Takata remedy on GX 460 vehicles. Lexus is working diligently to increase supply for these vehicles and distribute them to each PDC to meet demand of your guests. We will keep you updated regularly as the supply of parts changes.

In the meantime, Lexus makes the following recommendations for guest handling:

1. Please apologize to your guests on behalf of Lexus and assure them we are working diligently to increase supply of parts to minimize inconvenience.
2. Please order parts for guests who qualify for the remedy keeping track of them, so they can be called back when parts arrive. The CPOR system has been in use since early March for GX 460 parts allowing you to track customer orders by VIN and Order Reference Number.
3. This issue only affects GX 460. Parts supplies are healthy for other models. Please educate your staff on the overall parts supply situation, and please continue to make appointments of remedy vehicles for other models involved in Takata recalls.
4. If a guest is uncomfortable driving his/her vehicle until it can be remedied, loaner vehicle reimbursement is available. Please refer to the dealer letter on TIS for more details.

Thank you for your continued support and cooperation.

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