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Service Consultant Quick Reference Guide - Overall Takata Status Summary

Remedy Availability

DSC/ELG										
Model	Model Year									
	2002	2003	2004	2005	2006	2007	2008	2009	2010	
SC430										

ZONE A - GLG (Interim G2G)												
Model	Model Year											
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
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	2017
IS250/350												
IS250C/350C												
IS-F												
ES350												
GX460												
Phase	Phase 1		Phase 2		Phase 3		Phase 4					

ZONE C - HLA (Interim H2A)												
Model	Model Year											
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
IS250/350												
IS250C/350C												
IS-F												
ES350												
GX460												
Phase	Phase 2		Phase 3		Phase 4							

Timing of Projected Safety Recall Phase Announcement

Phase 1: May 2016 Phase 2: January 2017 Phase 3: January 2018 Phase 4: January 2019

Chart Legend

Involvement in current Safety Recall - Remedy



Projected for Future Phase - Full model year applicability



Projected for Future Phase - Partial model year applicability



Only some early production 2017 model year GX460 vehicles have been manufactured with an airbag that is affected by this Safety Recall condition and will be included in a future phase.

Parts Availability

DSC	SC 430 inflators are currently on DOS. Sufficient inventory available to support dealer orders.
ELG	
GLG	No restrictions on IS 250/IS 350/IS F and IS 250C/IS 350C inflators
GLH	No restrictions on ES 350 inflators.
HLA	GX 460 inflators on MAC. Refer to MAC report for release request instructions.

Refer to Dealer Letters posted in TIS for specific part number application.

Customer Vehicle Towing Availability

Lexus is offering towing services to customers that reside in areas where dealerships are not located within reasonable traveling distance.

Towing may be offered to the customer and can be claimed under the following Op. Codes for a maximum of \$250 as sublet type "TW". The customer may request vehicle pick up if they reside in areas where dealerships are not located within reasonable traveling distance or if the customer is not comfortable driving their vehicle

Campaign	Opcodes Available for Tow	Sublet Type
DSC	AGG48F	"TW"
ELG	AGGC7F	
GLG	AGGCYX, AGGC7Y, AGGC7R, AGGC7S	
GLH	BGG23X, BGG23Y, BGG23R, BGG23S	
HLA	BDC23X	

Alternate Transportation Availability

DSC and ELG

If the customer does not feel comfortable driving his/her vehicle, please accommodate the customer by providing a loaner vehicle. Loaner vehicles are available for \$45/day for a maximum of 4 days under sublet type "RT." **Per day expense exceeding \$45/day or loaners exceeding 4 days, requires DSPM authorization.** For additional information, reference the Lexus Customer Convenience System (LCCS) Service Loaner Program guidelines.

Campaign	Rental Sublet Type
DSC	"RT"
ELG	

GLG/GLH/HLA

The table below details for which guest vehicles Lexus will still reimburse for long term alternate transportation. Only vehicles listed below are eligible as noted for reimbursement of long term alternate transportation.

Safety Recall	Vehicle Model	Model Year	Alternate Transportation Still Reimbursed	Notes
GLG	IS 250 / IS 350	2006 - 2010	No	Rental only reimbursed through August 31, 2017 rental dates
	IS 250 / IS 350	2011 - 2012	Yes	Rental only reimbursed through November 15, 2017 rental dates
	IS 250C / IS 350C	2010 - 2012	No	Rental only reimbursed through September 30, 2017 rental dates
	IS F	2008 - 2012	No	Rental only reimbursed through August 31, 2017 rental dates
	ES 350	2007 - 2010	No	Rental only reimbursed through September 30, 2017 rental dates
	ES 350	2011	Yes	Rental only reimbursed through November 15, 2017 rental dates
	ES 350	2012	Yes	Rental will be reimbursed through February 15, 2018 rental dates
	GX 460	2010	No	Rental only reimbursed through September 30, 2017 rental dates
	GX 460	2011	Yes	Rental only reimbursed through November 15, 2017 rental dates
GLH	IS 250 / IS 350	2006 - 2009	No	Rental only reimbursed through August 31, 2017 rental dates
	IS F	2008 - 2009	No	Rental only reimbursed through August 31, 2017 rental dates
	ES 350	2007 - 2008	No	Rental only reimbursed through September 30, 2017 rental dates
	ES 350	2009	Yes	Rental will be reimbursed through February 15, 2018 rental dates
HLA	IS 250 / IS 350	2006 - 2008	No	Rental only reimbursed through August 31, 2017 rental dates
	IS F	2008	No	Rental only reimbursed through August 31, 2017 rental dates
	ES 350	2007 - 2008	Yes	Rental will be reimbursed through February 15, 2018 rental dates

Note: Do not put newly inquiring guests whose vehicles are under remedy into alternate transportation but find a way to remedy the vehicle for the customer in an expedient manner