



Originally Published: January 30, 2018

Subject: **Safety Recall JLA (J2A) - *Interim Notice***
Certain 2015 - 2016 Model Year NX Vehicles and Certain 2016 Model Year RX Vehicles
Airbag Sensor

On January 31, 2018, 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 certain 2016 model year RX and certain 2015 - 2016 model year NX vehicles.

Condition

The involved vehicles have airbag systems where an open circuit could be created over time. If this were to occur, the airbag warning light will illuminate, the side/curtain shield airbags, and/or front airbags, may not deploy. Airbag non-deployment could increase the risk of injury to the occupants in the event of a crash.

Remedy

Lexus is currently preparing the remedy for this condition. When the remedy becomes available, Lexus will send an owner notification by first class mail advising owners to make an appointment with their authorized Lexus dealer to have the airbag sensors inspected and replaced with new ones ***IF NECESSARY*** at ***NO CHARGE***.

Covered Vehicles

There are approximately 40,700 vehicles covered by this Safety Recall. There are approximately 300 vehicles distributed to Puerto Rico involved in this Safety Recall.

Model Name	Model Year	Production Period
NX200t	2015 -2016	Late May 2015 - mid-October 2015
NX300h	2015 - 2016	Late May 2015 - mid-October 2015
RX350	2016	Early May 2015 - mid-January 2016
RX450h	2016	Late September 2015 - mid-January 2016

Owner Letter Mailing Date

Lexus expects to notify owners in late March 2018.

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.

New Vehicles in Dealership Inventory

There is 1 vehicle in new dealer inventory as of January 30, 2018.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. In addition, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.Lexus.com/>).

Pre-Owned Vehicles in Dealer Inventory

Lexus typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Lexus.

Lexus expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Lexus and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@Lexus.com. In the subject line of the email state "Disclosure Form JLA/J2A" and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.Lexus.com/>).

L/Certified Vehicles

The 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 Service Loaner 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.

Loaner Vehicle Reimbursement Procedure

For customers who are uncomfortable driving their vehicle while Lexus prepares the remedy, alternative transportation can be claimed for \$45 per day.

Lexus is currently preparing the rental vehicle op codes. The Dealer Letter will be updated when these op codes are available, please hold claim filing until that time.

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

Media Contacts

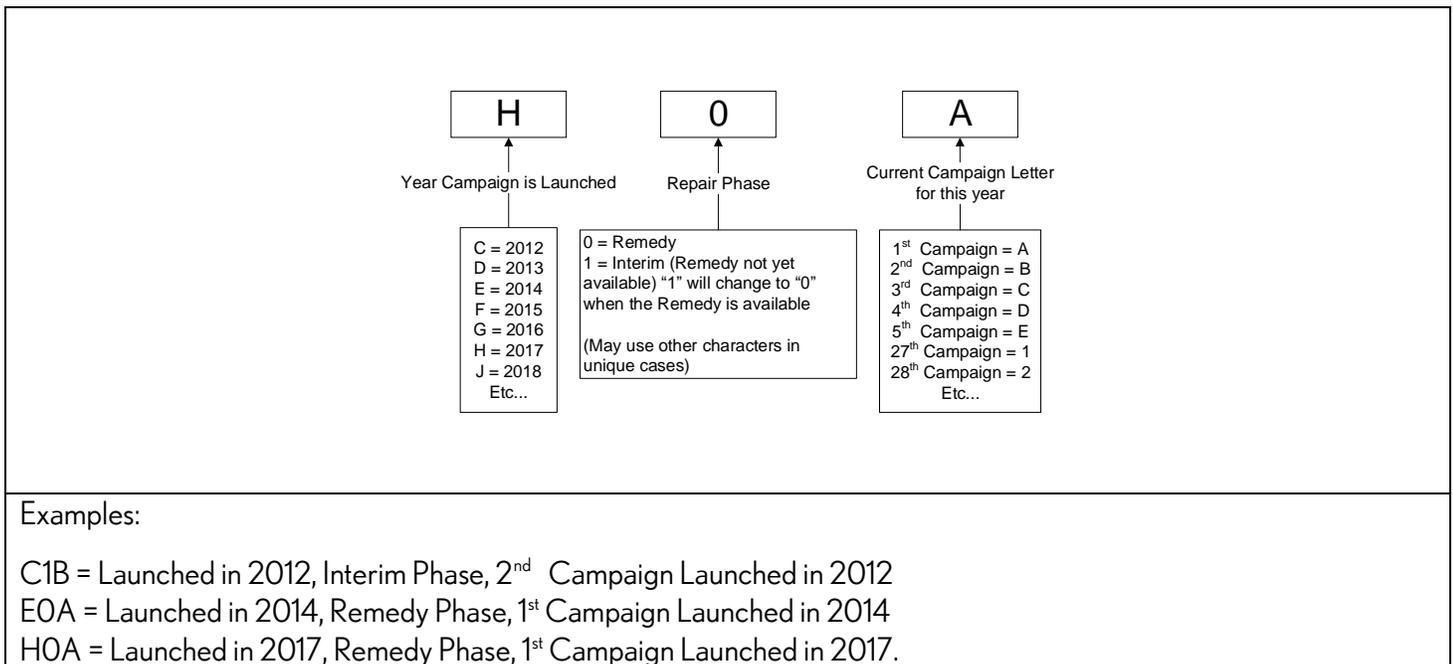
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Lexus Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety 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 Guest Experience Center (1-800-255-3987) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 5:00 pm Central Time.

Campaign Designation Decoder



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

Attachments

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



Safety Recall JLA(J2A) - *Interim Notice*
Certain 2015 - 2016 NX Vehicles and Certain 2016 Model Year RX Vehicles
Airbag Sensor

Frequently Asked Questions
Original Publication Date: January 30, 2018

Q1: *What is the condition?*

A1: The involved vehicles have airbag systems where an open circuit could be created over time. If this were to occur, the airbag warning light will illuminate, the side/curtain shield airbags, and/or front airbags may not deploy. Airbag non-deployment could increase the risk of injury to the occupants in the event of a crash

Q1a: *Will all airbags in the subject vehicles become deactivated if an affected sensor is equipped in my vehicle?*

A1a: Depending on the location, and type of the affected sensor with the condition, the side/curtain airbags, and/or front airbags may not deploy.

Q2: *Are there any warning signs that this condition exists?*

A2: If this were to occur, the airbag warning light will illuminate.



Q3: *What should I do if my airbag warning light illuminates?*

A3: The Airbag Warning Light is designed to come on when the engine switch is turned to the "ON" position during the ignition cycle check function. Under normal operation it goes off after a few seconds. The warning light turning off after the check period means the system is operating as designed**. If the Airbag Warning Light (1) does not illuminate or (2) illuminates or remains illuminated after the few second check period, please contact your local authorized Lexus dealer for diagnosis and appropriate repair. If the warning lamp illumination is related to the condition covered by this Safety Recall, the inspection and repair will be performed at no charge to you.

**Please refer to the Owner's Manual for additional operation details related to this system.

Q4: *What is Lexus going to do?*

A4: Lexus is currently preparing the remedy for this condition. When the remedy becomes available, Lexus will send an owner notification by first class mail advising owners to make an appointment with their authorized Lexus dealer to have the airbag sensors inspected and replaced with new ones *IF NECESSARY* at *NO CHARGE*.

Q5: *Which and how many vehicles are covered by this Safety Recall?*

A5: There are approximately 40,700 vehicles covered by this Safety Recall. There are approximately 300 vehicles distributed to Puerto Rico involved in this Safety Recall.

Model Name	Model Year	Production Period
NX200t	2015 - 2016	Late May 2015 - mid-October 2015
NX300h	2015 - 2016	Late May 2015 - mid-October 2015
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Q5a: *Are there any other Toyota/Lexus/Scion vehicles covered by this Safety Recall in the U.S.?*

A5a: Yes, there are certain 2016 model year Toyota Prius vehicles covered by this Safety Recall.

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 have additional questions or concerns?*

A7: If you have additional questions or concerns, please contact the Lexus Guest Experience Center at 1-800-255-3987, Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 5:00 pm Central Time.



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LEXUS
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for L/Certified units.

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Lexus dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature _____

Lexus recommends that you register with the Lexus Drivers Community at <http://www.lexus.com/drivers/> and regularly check recall applicability using www.lexus.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model _____

Model Year _____

Customer Information

Customer Name _____

Customer Email _____

Customer Address _____

Home Phone # _____

Mobile Phone # _____

Date _____

Please provide this information so that Lexus or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit www.lexus.com/drivers or contact us at 1-800-255-3987.

Dealer Information

Dealer Name/Address _____

Dealer Code _____

Dealer Phone Number _____

Dealer Staff Name _____

Dealer Staff Signature _____