

LEXUS

◀ IMPORTANT UPDATE ▶

Lexus Fixed Operations

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

DATE	TOPIC
May 9, 2019	Desiccated service module information provided. Lexus Touch amenity information included.

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.



Original Publication Date: December 12, 2018

To: All Lexus Dealer Principals, General Managers, Pre-Owned Managers, Service Managers, Parts Managers, and Warranty Administrators

Subject: Safety Recall JLK - **Remedy Notice**
Certain 2002 - 2005 Model Year SC 430 Vehicles
Non-Desiccated Front Passenger Airbag Inflator - "Like for Like" Replacement (**Zone C**)

On December 12, 2018, Lexus filed an Information Report (IR) with the National Highway Traffic Safety Administration (NHTSA) identifying certain vehicles involved in the fifth phase of the Takata recall (due to begin in 2020) and informing the agency of our intent to pull ahead the remedy on the vehicles described below because parts are now available:

- 2002-2005 SC 430

Condition

The subject vehicles are equipped with front passenger airbag inflators produced by Takata. The propellant in these inflators may degrade after prolonged exposure to high absolute humidity and fluctuating high temperatures. Degraded propellant can cause the inflator to explode during airbag deployment. In the event of an inflator explosion, metal fragments could pass through the airbag cushion material, striking the vehicle occupants, and result in serious injury or death.

Background

Lexus previously recalled these vehicles under Safety Recalls DSC and ELG due to this condition. During the remedy for these Safety Recalls, some vehicles were repaired with a Phase Stabilized Ammonium Nitrate (PSAN) inflator manufactured by Takata **without** a drying agent called desiccant. Vehicles that were repaired using PSAN inflators **without** desiccant are now involved in Safety Recall JLI.

While Takata has not yet declared the airbag inflators in these vehicles defective based on the schedule specified in a Consent Order between NHTSA and Takata, Lexus is conducting this field action ahead of schedule due to the availability of parts and sufficient dealer capacity to repair these vehicles.

Note: Some vehicles repaired under Safety Recalls DSC and ELG **ARE NOT** included in Safety Recall JLI, because they were repaired with a different style inflator.

Remedy

The remedy will consist of the replacement of the front passenger airbag inflator or airbag assembly at **NO CHARGE** to the vehicle owner.

Covered Vehicles

There are approximately 600 vehicles covered by this Safety Recall.

Zone	Model Name	Model Year	Approximate UIO	Remedy Launch Date
A	SC 430	2002 - 2005	600	December 12, 2018

Zone Descriptions

Time, temperature, and humidity have been found by NHTSA and multiple independent investigations to contribute to significant propellant degradation that can lead to an unreasonable risk of an inflator explosion. Based on this information, NHTSA has identified the specific states and U.S. territories for each of the three Zones.

ZONE A - JLI: Zone A vehicles are identified as having been originally sold, currently registered, or previously registered in a Zone A state or US territory: AL, CA, FL, GA, HI, LA, MS, SC, TX, American Samoa, Guam, Puerto Rico, Saipan, and the US Virgin Islands. These states and U.S. territories have been identified as having high temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at between 6-9 years.

ZONE B - JLI: Zone B vehicles are identified as having been originally sold, currently registered, or previously registered in a Zone B states: AZ, AR, DE, IL, IN, KS, KY, MD, MO, NE, NV, NJ, NM, NC, OH, OK, PA, TN, VA, WV, and the District of Columbia. These states have been identified as having moderate temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at between 10-15 years.

ZONE C - JLK: Zone C vehicles are identified as having not been originally sold in zone A or B, not currently registered in Zone A or B, and never previously registered in Zone A or B. Zone C states are: AK, CO, CT, ID, IA, ME, MA, MI, MN, MT, NH, NY, ND, OR, RI, SD, UT, VT, WA, WI, and WY. These states have been identified as having lower temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at between 15-20 years.

Owner Letter Mailing Date

Lexus will begin to notify owners of vehicles open for remedy approximately one week after the remedy is made available.

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.

If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, Lexus requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

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@toyota.com. In the subject line of the email state "Disclosure Form JLI" 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/>).

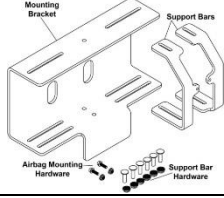

L/Certified Vehicles

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 L/Certified until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Campaign Special Service Tools

In a shipment which was scheduled to arrive on July 31, 2013, your dealership was sent a package containing special service tools for Safety Recall DSC which will also be used for this campaign.

These tools are needed when performing the front passenger airbag inflator module campaign. These tools **ARE NOT** available through normal parts or tools channels. There is a very limited supply of tools, but if additional tools are needed, contact your Area representative.

Name	Sample Image	Qty
Airbag Mounting Bracket & hardware		1
Barcode Scanner Models: Datalogic QD2300 (Only Barcode) QD2430 (Barcode and QR Code)		1

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership associates involved in the recall process are required to successfully complete E-Learning course [LSC13A](#). To ensure that all vehicles have the repair performed correctly; technicians performing this repair must also complete [LSC13B](#) and be certified to one or more of the following levels:

- Master Service Technicians
- Master Diagnostic Specialists

NOTE: To support additional service capacity, Lexus Certified and Senior Service Technicians, with at least 36 months Lexus experience AND L652 course credit, may also perform this repair following successful completion of course LSC13B.

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Safety Recall 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.

Campaign Specific Part Associate E- Learning Training Requirement

The Airbag Inflator Assembly being replaced during this campaign is a Class 9 Hazmat part. Therefore Parts Associates involved in this recall are required to complete E-Learning Module ([LSC13F](#) “Safety Recall DLC – Front Passenger Airbag Inflator” found on [www.LCTPTESTS.com](#)) This E-Learning module will explain the proper procedure for documenting and returning the Airbag Inflator Assembly to TK Holdings Incorporated.

Shipping Information for Removed Inflators and Airbag Assemblies

This parts return procedure is applicable to removed airbag inflators, airbag modules, and airbag assemblies. With this process, each dealer will be required to perform the following:

- Apply a return address label to the outside of each inflator/module/assembly box (**label provided by Takata in the new part box**).
- Store the old parts on a pallet until 100 are accumulated or whatever amount is collected after 30 days.
- **Keep a running log of how many of each type of inflator/module/assembly are on the pallet.**
- Secure the parts on the pallet with shrink wrap.
- Contact Takata at 1-877-650-9409 to arrange LTL pick-up.
- Place an over-pack label on the palletized load and provide the LTL driver with the pre-filled out documentation that will be sent to the dealer by Takata.

This process will not require the dealer to fill out any paperwork. All documents will be filled out by Takata and returned to the dealer.

Refer to the Job Aid available on TIS for more details on this process and how to get more labels.

In addition, to compensate dealers for purchasing pallets and shrink wrap, a sublet claim of 0.20 cents per vehicle may be applied to each inflator replacement warranty claim.

NOTE: This updated inflator recovery program only applies to the continental 48 states. Alaska, Hawaii and the US Territories must contact the following Takata USA representative directly for shipping instructions: Miguel Prigadaa - Tel #: 210-250-5078 or e-mail: MLGTakataRestrains_International@menlowworldwide.com.

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, the parts have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory improves, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

Model	Model Year	Location	Part Number	Part Description
SC 430	2002 - 2005	All States and USTT	04008-03124	INFLATOR ASSY KIT, INSTR PNL AIR BAG

Non-Desiccated Part Recovery

Dealers should discontinue the installation of the non-desiccated parts listed below for recall, customer pay repairs AND over-the-counter sales (if applicable).

Non-Desiccated Part Recovery

Dealers should discontinue the installation of the non-desiccated parts listed below for recall repairs.

Model Year	Part Number	Description
2002-2006	04003-28124	49 Continental United States -Inflator Assy Kit, Instr PIn Air
2007-2010	04005-09524	49 Continental United States - Inflator Assy Kit, INstr PIn
2002 -2006	73960-24010	Air Bag Assy, Instr Pnl Pass
2007 - 2010	73960-24030	Air Bag Assy, Instr Pnl Pass

Desiccated Service Modules

*The Service Module Assemblies shown in the table **CANNOT BE USED** under JLK.*

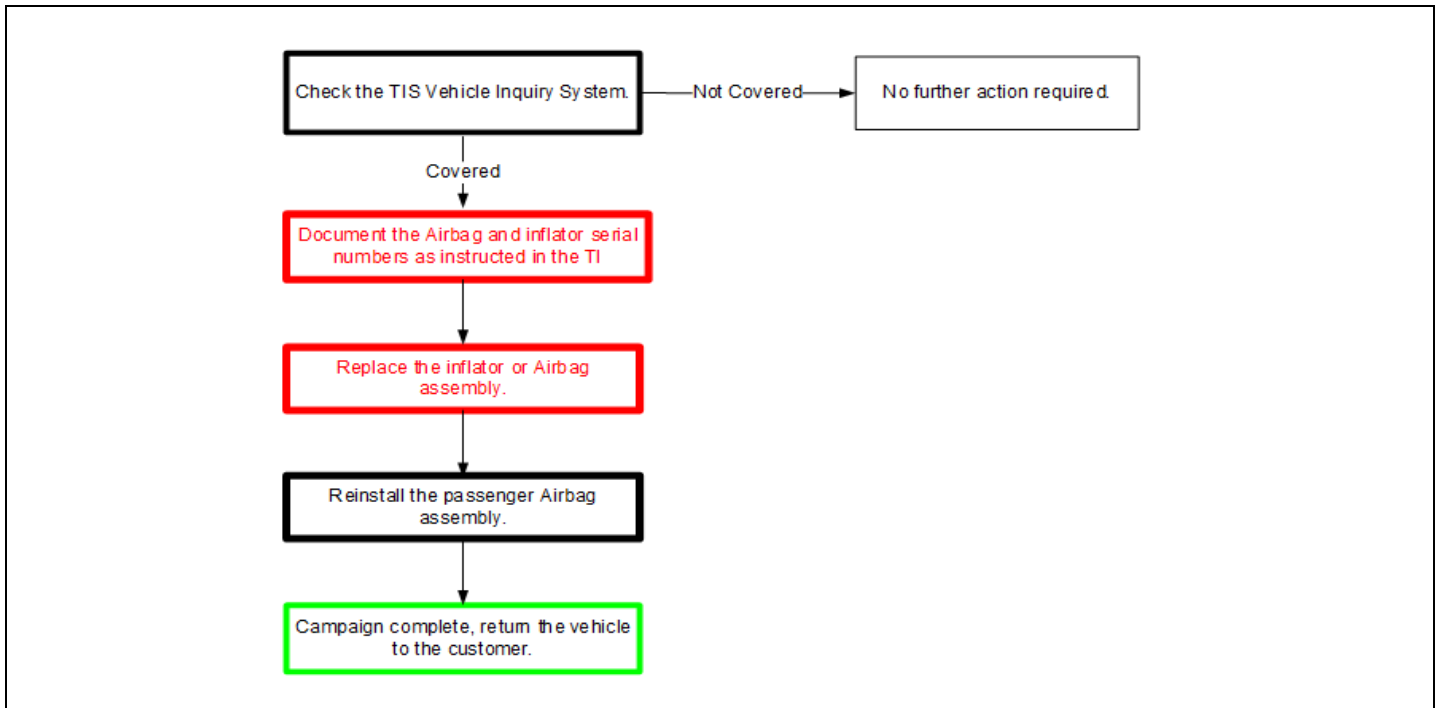
While the airbag assemblies listed below may be used on other Takata Campaigns such as ELG and DSC, they are not valid for the repair of vehicles under JLK.

Model	Model Year	Part Number	Part Description
SC430	2002-2006	73970-24011	AIR BAG ASSY, INSTR PNL PASS
	2007-2010	73970-24031	

Remedy Procedures

Refer to TIS for Technical Instructions repair. Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

Warranty Reimbursement Procedure



Model	Op. Code	Description	Flat Rate Hour
SC 430	LGG11F	Replace Airbag Assembly	5.7 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Dealers may claim the cost for materials needed for inflator return shipping under opcode LGG11F at a maximum rate of \$0.20 per vehicle as sublet type “ZZ.”
- Towing may be offered to the customer and can be claimed up to \$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.

Dealer Transportation - Customer Vehicle Pickup and Delivery

- Dealer Transportation Opcode is only to be used if the customer's vehicle was delivered to and from the dealer. Transportation sublet is not to exceed \$120. These claims may be subject to debit if it is determined that the vehicle was not picked up or delivered.
- Dealers will determine the transportation cost, which they are allowed to claim as sublet "DE", under the Dealer Transportation opcode by multiplying their dealer labor rate by 0.7 hours (ex. \$100 x 0.7 = \$70 Dealer Transportation).

Model	Repair Op Code	Dealer Transportation Op Code	Sublet	\$ Amount to be Included on Claim for Dealer Transportation Cost
SC 430	LGG11F	JLKTRA	DE	0.7hr x Dealer Labor Rate (ex: \$100 x 0.7 = \$70)

Lexus' usual customer care amenities of rental, car wash and fuel tank fill apply to this Safety Recall.

NOTE:

- Rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals greater than 3 days or \$45/day requires DSPM authorization.

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota 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.

Unremedied VIN List:

Lexus is committed to increasing Safety Recall completion rates. Engaging dealerships in customer outreach efforts is of vital importance to achieving this goal. To this end, dealers who utilize the Service Smarts for Retention (SSR) system can access a list of incomplete VINs in their area for campaign JLK. This information is to be used to contact customers about open recalls ONLY. DO NOT use this information for any other purpose.

For the Takata recall, communications to customers are coordinated with the National Highway Traffic Safety Administration (NHTSA). To promote clear and consistent messages, Lexus has developed templates for dealers to use in communications with customers. Dealers may add their logos and contact information in the spaces provided on the templates. These templates have been provided to the Engage vendor and will also be available for download in SSR.

Please refer to the special **Takata Unrepaired VINs for Dealers FAQ** included in the dealer package for further details.

Media Contacts

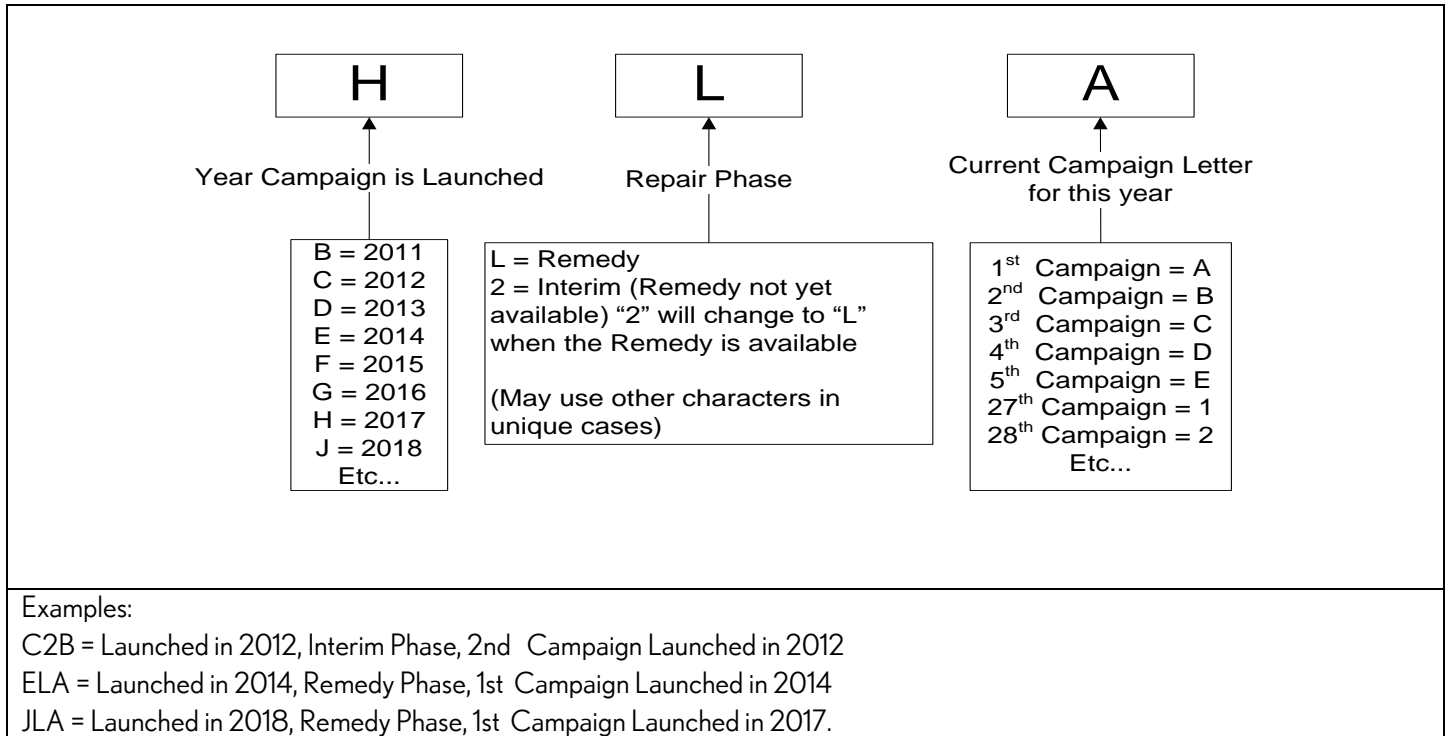
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media associates.

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

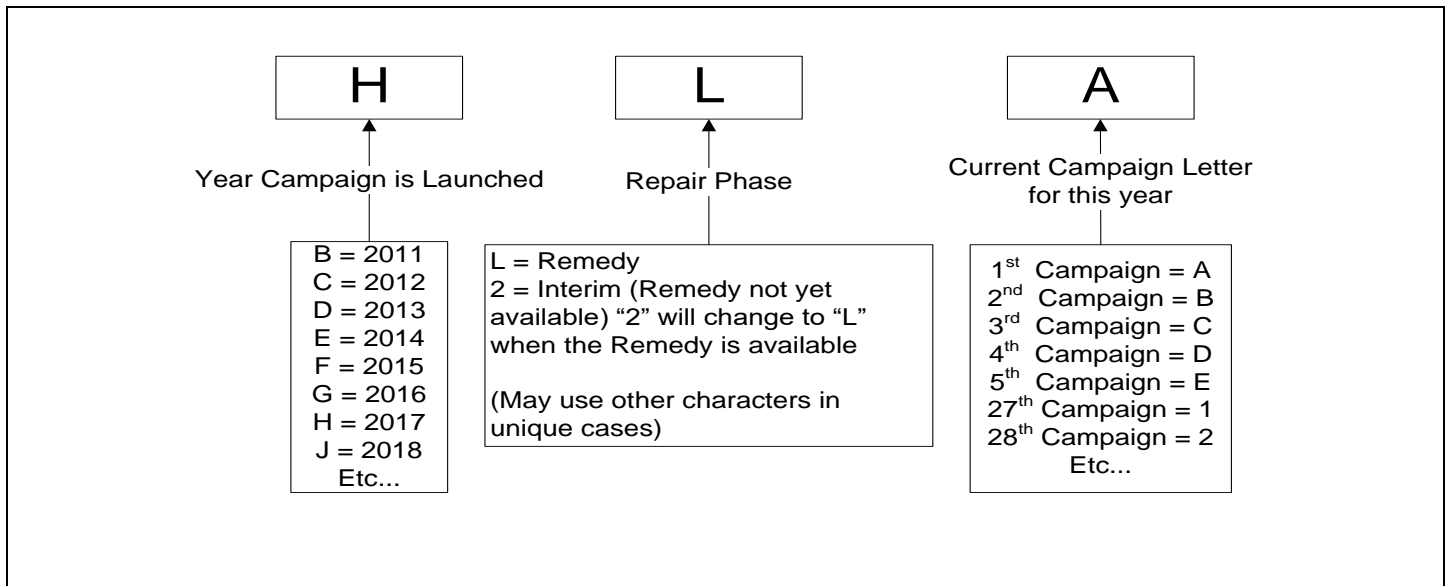


Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your cooperation.

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

Campaign Designation Decoder



Examples:

C2B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012

ELA = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014

JLA = Launched in 2018, Remedy Phase, 1st Campaign Launched in 2017.

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, U.S.A., INC.



Safety Recall JLI, JLJ, and JLK – *Remedy Notice*
Certain 2002-2005 Model Year SC 430 Vehicles
Non-Desiccated Takata Front Passenger Airbag Inflator – “Like for Like” Replacement (*Zone A, B, and C*)

Frequently Asked Questions
Original Publication Date: December 12, 2018

Q1: *What is the condition?*

A1: The subject vehicles are equipped with front passenger airbag inflators produced by Takata. The propellant in these inflators may degrade after prolonged exposure to high absolute humidity and fluctuating high temperatures. Degraded propellant can cause the inflator to explode during airbag deployment. In the event of an inflator explosion, metal fragments could pass through the airbag cushion material, striking the vehicle occupants, and result in serious injury or death.

Q2: *Why is Takata recalling all frontal airbag inflators manufactured with propellant that do not also include a desiccant?*

A2: Multiple independent investigations and NHTSA’s independent expert concluded that the propellant in non-desiccated, frontal Takata airbag inflators degrades over time. The degradation is the result of various factors existing in the location where the vehicle containing the inflators is principally operated, including long-term exposure to environmental moisture and fluctuating high temperatures.

Q2a: *What is the Inflator?*

A2a: The inflator is a device contained within the airbag assembly. It contains solid propellant wafers which are ignited in the event airbag deployment is triggered. When ignited, the wafers expand into an inert gas, inflating the airbag.

Q2b: *What happens when the non-desiccated propellant degrades?*

A2b: If the propellant degrades substantially, the inflators can become over-pressurized and explode during airbag deployment.

Q2c: *What is a desiccant?*

A2c: A desiccant is a material that acts as a drying agent. Desiccants collect moisture present in their immediate environment, helping to limit moisture absorption by other nearby materials, such as propellant in an airbag inflator.

Q2d: *What is absolute humidity?*

A2d: The measure of the water vapor content in the air is known as absolute humidity, and it is displayed in grams of water vapor per cubic meter of air. Higher temperature, southern coastal climates consistently experience the greatest concentrations of water vapor in the air, as warmer ambient air can hold more water.

Note: relative humidity is simply a percentage value and is related to current or measured temperature; therefore, areas with high relative humidity do not necessarily have high absolute humidity.

Q2e: *How is humidity related to the condition?*

A2e: The specific relationship of humidity to the operation of the inflator and the cause of improper airbag inflator performance and explosion is still under investigation.

Q3: *I already had my recall repair completed under a previous recall of the passenger airbag inflator. Why is my vehicle being recalled again?*

A3: All vehicles repaired under a previous recall with a remedy part containing Phase Stabilized Ammonium Nitrate (PSAN) without desiccant are scheduled for recall under the Takata Coordinated Remedy Program administered by the National Highway Traffic Safety Administration (NHTSA) beginning December 31, 2019. Vehicles repaired using a PSAN inflator without desiccant are sometimes referred to as “Like for Like” vehicles.

Q3a: *If these “Like for Like” vehicles are not scheduled for recall until later on, why is Lexus recalling these vehicles now?*

A3a: Due to sufficient supply of remedy parts and dealer capacity for certain vehicles, Lexus was able to pull ahead the launch of the remedy phase for these vehicles involved in advance of Takata’s decision.

Q3b: *When is Lexus is planning to recall other vehicles that may be involved in this “Like for Like” phase?*

A3b: At this time, Lexus is planning to follow NHTSA’s Coordinated Remedy Program timing beginning December 31, 2019 for all other vehicles that may be involved in the “Like for Like” phase, but will consider pulling ahead other models if it is appropriate to do so.

Q4: *Which airbags in Lexus vehicles are affected by this field action?*

A4: This field action only includes certain Lexus vehicles repaired under a previous recall with Takata-produced front Passenger airbag inflators that do not include a desiccant.

Q5: *Are there concerns with other airbags in the vehicle?*

A5: No. This recall only applies to certain front Passenger airbag inflators manufactured and installed in certain Lexus vehicles. Other airbags in the vehicle will not be affected by this announcement or subsequent Safety Recalls involving Toyota and Scion vehicles.

Q6: *Which vehicles are affected by this Safety Recall?*

A6: There are approximately 12,700 Lexus vehicles covered by these Safety Recalls.

Model	Model Year	Appx. UIO	Production Range	Remedy Launch Date
SC 430	2002 - 2005	12,700	Early January, 2001 - Mid-December, 2004	December 12, 2018

Q6a: *How are the zones identified, and which zone am I located in?*

A6a: These Safety Recalls have been structured with multiple phases across three geographic zones. Time, Temperature, and Humidity have been found by NHTSA and multiple independent investigations to contribute to significant Takata airbag inflator propellant degradation that can lead to an unreasonable risk of an inflator explosion.

ZONE A (JLI): Includes states with high temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at 6-9 years.

Zone	Model Name	Model Year	Approximate UIO
A	SC 430	2002 - 2005	9,700

ZONE B (JLK): Includes states with moderate temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at 10-15 years.

Zone	Model Name	Model Year	Approximate UIO
B	SC 430	2002 - 2005	2,400

ZONE C (JLK): Includes states with lower temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at 15-20 years.

Zone	Model Name	Model Year	Approximate UIO
C	SC 430	2002 - 2005	600

Q6b: *Are there any other Toyota/Lexus/Scion vehicles covered by this Safety Recall in the U.S.?*

A6b: No. There are no other Toyota/Lexus/Scion vehicles covered by this Safety recall in the U.S. However, other vehicles may be covered under Safety Recalls DSC or ELG.

Q7: *What is Lexus going to do?*

A7: Lexus dealers will replace the front passenger airbag inflator or airbag assembly with a new one at **no charge** to the vehicle owner. Lexus will begin notifying owners of vehicles approximately one week after launch.

Q7a: *Will the new airbag assembly contain Phase Stabilized Ammonium Nitrate?*

A7a: No. Lexus will be replacing the airbag inflator or airbag assembly with a new one that is not manufactured by Takata.

Q8: *Are there any warnings that this condition exists?*

A8: No. There are no warnings that this condition exists. However, the condition **does not cause the front Passenger airbag to activate when it should not**. Also, the front passenger airbag is designed to inflate only in certain moderate to severe crashes. Further, NHTSA has concluded that the non-desiccated frontal Takata airbag inflators do not pose an unreasonable risk to safety until they reach a certain level of propellant degradation, which is the result of time, temperature and environmental moisture, which depends on the vehicle's location. Takata will determine that these airbag inflators pose an unreasonable risk to safety in December 2019.

Q9: *What should you do?*

A9: Lexus strongly recommends that you have this Safety Recall remedy performed immediately. Please contact any authorized Lexus dealer to schedule an appointment to have your front passenger airbag inflator or airbag assembly replaced free of charge. When taking your vehicle to the dealership for your service appointment, it is recommended that only the driver occupy the vehicle. If you are uncomfortable driving the vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick up.

Q10: *Are all vehicles involved in the previous Takata Front Passenger Inflator Recall Actions covered by this Safety Recall?*

A10: No. This Safety Recall applies to owners who originally had their vehicles repaired under Safety Recalls DSC or ELG and received a new inflator or airbag assembly that did not contain desiccant.

Q11: *How does Lexus obtain my mailing information?*

A11: 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.

Q12: *Do I need my owner letter to have the remedy performed?*

A12: You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

Q13: *What if I have additional questions or concerns?*

A13: If you have additional questions or concerns go to www.Lexus.com/recall, or please contact the Lexus Guest Experience Center at 1-800-255-3987 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 6:00 pm Eastern Time.



Safety Recalls JLI/JLJ/JLK – Takata Unrepaired VINs for Dealers

Frequently Asked Questions

Q1: *Why is Lexus providing unrepaired VINs to dealers?*

A1: Lexus is making every effort to increase the completion rate for the Takata recall. Engaging dealerships in this effort is of vital importance. Lexus recognizes that dealers have local expertise for their market areas and need to know what unrepaired vehicles are in their area in order to provide assistance in our efforts.

Q2: *How will Lexus provide unrepaired VINs to dealers?*

A2: Lexus is developing an integration within the Service Smarts for Retention (SSR) system to provide unrepaired VINs and customer contact information to dealers.

Q2a: *What if my dealership doesn't use SSR today?*

A2a: At this time, we can only provide this data through the SSR system. However, SSR is free to access for all dealers. If your dealership would like to obtain access, find and click the SSR link on the Service menu in Dealer Daily and follow the instructions to sign up.

Q2b: *What if I don't have access to SSR?*

A2b: If your dealership is not a current SSR user, please contact the Dealer Daily administrator within your dealership to gain access. Only users who have a business need to access the data within SSR should be provided access.

Q3: *Are there any special conditions or terms of use involved with this data?*

A3: Yes, each time a dealer accesses the data in SSR, they will be required to agree to a series of terms and conditions. The use of this data is strictly prohibited for any purpose other than contacting customers about the incomplete recall on their vehicle. It cannot be used for marketing of any kind.

Q4: *Can I download the data and provide to members of my dealership to reach out to customers?*

A4: Yes, we encourage you to use the data to reach customers in your area for the purpose of informing them about an open recall. We ask that you keep in mind that Terms and Conditions state that you may not load this data into any other database and you may not retain the data for longer than is necessary to reach out to customers for that purpose.

Q5: *Will I be able to use my National Business Partner (Affinitiv) to reach out to customers in my area?*

A5: Yes. A similar integration with Affinitiv which exists today in SSR will be available for the Takata unrepaired VINs.

Q5a: *Can I provide the data to other Third-Party Vendors?*

A5a: Yes, but any Third-Party Vendor which receives this data must be contractually bound in writing to the same Terms and Conditions which dealers agree to when accessing the data.

Q6: *Will Lexus purge the list of unrepaired VINs in my area as they are repaired?*

A6: Yes, each night SSR will be purged of any VINs for which repair warranty claims were received on the previous day.

Q7: *What data will be available in SSR?*

A7: VIN, customer name, address, phone number, and email address. Note that phone number and email address may not be available for all VINs.

Q8: *What can I send to customers to notify them about their open recall?*

A8: Lexus has created specific templates. Dealers **MUST** use these templates for all communications. These communications have been designed so that dealers can incorporate their own logo, contact information, and links to online scheduling systems.

Q8a: *Where can I obtain the communication templates?*

A8a: Communication templates will be available within SSSR for download.

Q8b: Can I change the content of the templates?

A8b: No. These specific templates have been reviewed as part of the National Highway Traffic Safety Administration's (NHTSA) Coordinated Remedy Program. Consistent messaging in communications about the Takata recalls is important. Dealers should not change the content of the template aside from adding their dealer logo and contact information. Links to online appointment scheduling can be added as well as service hours if desired by the dealer.

Q9: What are the terms and conditions of use?

A9: Terms and conditions are shown below. Dealers will be required to agree to these terms and conditions each time they access this data on VINs with unrepaired Takata inflators in SSR. Failure to adhere to any of these terms can result in being denied access to unrepaired VIN information.

In my capacity as a duly-authorized representative of my dealership ("**Dealer**"), and in my individual capacity, I understand that by clicking 'I Agree' below, I hereby accept, agree and acknowledge on behalf of myself and Dealer that:

- a. Dealer is authorized to download and use the Recall Customer Data (as defined below) solely in connection with the applicable Toyota, Lexus, and Scion recalls only for owners or lessees of Toyota, Lexus or Scion brand motor vehicles that have registration addresses located within the Dealer's Primary Market Area, as further modified with actual service customers of Dealer (collectively, "**Customers**"), and only to call Customers, or send to Customers direct mail or email reminders, to notify them there is an open recall for their applicable Toyota, Lexus or Scion vehicle (the "**Permitted Purpose**").
- b. "**Recall Customer Data**" means customer (including Customer) first and last name, physical address, phone number, email address, other contact information, and VIN numbers associated with an open recall.
- c. Neither I nor Dealer shall use any Recall Customer Data information for marketing of any kind, nor shall we include any sales, service or other retail marketing messages in recall reminder communications.
- d. I understand that all Recall Customer Data is confidential and proprietary to Toyota Motor Sales, U.S.A., Inc. and its designees ("**Toyota**"), and neither I nor Dealer shall disclose it to any person or entity, unless approved in advance and in writing by Toyota. None of the Recall Customer Data shall be accessed, used or stored outside of the United States.
- e. I shall protect and shall not share my access credentials to this Recall Customer Data with anyone (other than, if necessary, with Dealer's systems administrator solely for the limited purpose of supporting the Permitted Purpose).
- f. I shall not access or use this Recall Customer Data for unauthorized, fraudulent or malicious purposes, or in a manner that could damage, disable, overburden or impair any of the systems in which the Recall Customer Data is being provided.
- g. I understand that storage of the Recall Customer Data within any database or other methodology (including, but not limited to, on printed materials) for any activity beyond the Permitted Purpose is prohibited. In particular, none of the Recall Customer Data shall be shared, stored, published, sold or used for any marketing purposes (including, but not limited to, not used to 'cleanse' or validate information in any marketing or customer database). None of the Recall Customer Data shall be comingled with data in any of Dealer's database systems.
- h. Neither I nor Dealer shall retain the Recall Customer Data for more than the period of time necessary to ensure completion of the applicable open recall.
- i. Dealer shall require each personnel of Dealer who is given access to the Recall Customer Data to agree that he/she shall (i) use the Recall Customer Data solely as necessary to accomplish his/her work responsibilities related to the open recalls applicable to such Recall Customer Data, and not for any other purposes or personal reasons; (ii) maintain the secrecy of any password or code that is provided for access to the Recall Customer Data; and (iii) not attempt to download or copy the Recall Customer Data onto portable devices or otherwise transfer or disclose the Recall Customer Data for any use not set forth above. Without limiting my agreement to the other items of this agreement, I hereby agree to each of the items (i) through (iii) of this item i.
- j. Dealer shall keep records of any individuals who are given access to the Recall Customer Data for a period of no less than 5 years, and shall provide copies of such records to Lexus upon request.
- k. Neither I nor Dealer may share the Recall Customer Data with any third party whatsoever, except as follows:
 - a. If Dealer has an active agreement with one of the approved National Business Partners identified by Lexus (or any successor program regarding vendor 'partnerships' for digital and print communication fulfillment identified by Lexus from time to time), Dealer may provide Recall Customer Data only of Dealer's Customers to such National Business Partner via the Service Smarts for Retention (or "**SSR**") portal, solely to conduct Customer notifications for open recalls applicable to such Recall Customer Data, on Dealer's behalf for the Permitted Purpose (and for no other purpose).
 - b. If Dealer wishes to have a third party that is not an National Business Partner access the Recall Customer Data, Dealer may (A) only provide Recall Customer Data only of Dealer's Customers to such third party for the purpose of conducting Customer notifications on Dealer's behalf for the Permitted Purpose, and (B) only permit access if such third-party has signed a Third Party Processor Agreement with R. L. Polk & Co. ("**IHS Markit**")

(and any state-designated or required documentation) permitting access to such Recall Customer Data. If Dealer elects to proceed in this manner, please contact quality_compliance@toyota.com for further details and instructions.

- l.** I and Dealer shall follow all other instructions that Lexus may issue from time to time about the use of the Recall Customer Data and respond in a timely, complete, and accurate manner to any inquiries from Lexus regarding usage of the Recall Customer Data (including, but not limited to, making such information available to IHS Markit).
- m.** I acknowledge that use of the data other than for the Permitted Purpose may violate State or Federal laws (or both), including but not limited to the Driver's Privacy Protection Act of 1994, 18 U.S.C. §§ 2721-25. I and Dealer shall comply with all applicable laws, including, but not limited to the Driver's Privacy Protection Act of 1994.
- n.** By accessing or otherwise using the Recall Customer Data, Dealer agrees to defend, indemnify and hold harmless IHS Markit, Toyota, and their respective parents, affiliates and subsidiaries, and their respective agents, employees, representatives, contractors, officers, directors, principals, attorneys, shareholders, and the predecessors, successors, beneficiaries, and assigns of each of them, from any claims arising out of or related to Dealer's (or my) retention, comingling, or other unauthorized use of the Recall Customer Data. I and Dealer acknowledge and agree that IHS Markit is an intended third-party beneficiary of this agreement, and therefore has the right to directly enforce the provisions of this agreement.
- o.** Dealer and I understand and agree that Toyota may suspend or terminate access to the Recall Customer Data at any time, with or without cause, and with or without prior notice. Dealer and I acknowledge and agree that Toyota shall have no liability for any such suspension or termination. TO THE GREATEST EXTENT PERMITTED BY LAW, THE RECALL CUSTOMER DATA IS PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS, AND THERE ARE NO WARRANTIES, EXPRESS, IMPLIED AND/OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, NO WARRANTY AS TO THE ACCURACY, COMPLETENESS OR TIMELINESS OF THE RECALL CUSTOMER DATA OR OTHER INFORMATION, AND NO WARRANTY AS TO MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.
- p.** No oral or prior written commitments of Toyota shall be deemed a part or modification of this agreement. Invalidity, illegality or unenforceability of any provision or any part of any provision of this agreement shall not affect or impair the validity, legality or enforceability of any other provision or any part of any other provision of this agreement. This agreement is governed by and construed in accordance with the laws of the State of Texas, without regard to conflicts of law principles thereunder. Notwithstanding the governing law provisions of this agreement, the application of the Uniform Computer Information Transactions Act in whatever form it may be adopted and/or enacted, is specifically excluded under this agreement. This agreement shall be construed according to its fair meaning and as if prepared by all parties. All actions or proceedings arising in connection with this agreement shall be tried and litigated exclusively in either the State courts of Texas in the County of Collin, or in the Federal courts of the Northern District of Texas, Dallas Division, Dallas County, and this choice of venue is intended to be mandatory and not permissive in nature. Each party hereby waives any right to assert the doctrine of forum non conveniens or similar doctrine, or to object to venue. The parties hereby stipulate that the State courts of Texas in the County of Collin County, and the Federal courts of the Northern District of Texas, Dallas Division, Dallas County have in personam jurisdiction and venue over each of them for the purpose of litigating any dispute, controversy or proceeding arising out of or related to this agreement.

I UNDERSTAND AND DO LEGALLY BIND THE DEALER AND MYSELF TO ALL OF THE FOREGOING TERMS AND CONDITIONS.



Lexus, A Division of Toyota Motor Sales, USA, Inc.
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 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 _____



This notice applies to your vehicle:
[VIN]

URGENT SAFETY RECALL
This is an important Safety Recall.
The remedy will be performed **FREE**
OF CHARGE to you.

IMPORTANT SAFETY RECALL (Remedy Notice)

Certain 2002 - 2005 Model Year SC 430 Vehicles
Non-Desiccated Takata Front Passenger Airbag Inflator - "Like for Like" Replacement (Zone C)
NHTSA Recall No. 18V-**XXX**

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in the vehicles described below:

- 2002 - 2005 SC 430

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 subject vehicles are equipped with front passenger airbag inflators produced by Takata. The propellant in these inflators may degrade after prolonged exposure to high absolute humidity and fluctuating high temperatures. Degraded propellant can cause the inflator to explode during airbag deployment. **In the event of an inflator explosion, metal fragments could pass through the airbag cushion material, striking the vehicle occupants, and result in serious injury or death.**

What should you do?

Please contact any authorized Lexus dealer to schedule an appointment to have the remedy performed as soon as possible. *Your local Lexus dealer will be more than happy to answer any of your questions.*

- ✓ To find a dealer near you, visit www.lexus.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.lexus.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may 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.

Why am I receiving another recall notice if I already had the recalled inflator replaced?

Lexus previously recalled these vehicles for this same condition. At that time, the only inflator available for use as a replacement was a new one of the same design (so this was a "like for like" replacement). However, the new replacement inflator now in your vehicle can still degrade over time as noted above and must be replaced.

What will Lexus do?

Lexus dealers will replace the front passenger airbag inflator or assembly with a new one that is not manufactured by Takata, and which is of a different design, **FREE OF CHARGE** to you.

This is an important Safety Recall

The remedy will take approximately six hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period.

Until the remedy is performed, we recommend that you do not operate the vehicle with an occupant in the front passenger seat. We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.

If you are uncomfortable driving the vehicle to the dealership, your local authorized Lexus dealer may arrange for vehicle pickup.

What if you have other questions?

For more information about Takata Recalls please see Lexus' website (www.lexus.com/recall) or the National Highway Traffic Safety Administration (NHTSA) website (www.safercar.gov).



To visit Lexus.com/recall from your smart phone, scan the QR code to the left. Here you will find the most current Takata recall information and be able to check repair applicability specific to your VIN #.

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

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair order, proof-of-payment, and ownership information to Lexus' online, self-service portal. Log-in to your Lexus Drivers account at <https://drivers.lexus.com/lexusdrivers/>, click on the "Resources" tab, select "Safety Recall and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail this information for reimbursement consideration, please use the address below:

Lexus
A Division of Toyota Motor North America, Inc.
PO Box 259001 - SSC/CSP
Mail Drop E3-2D
Plano, TX 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

What if you are not the owner or operator of this vehicle?

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.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, you may do so by registering at <http://drivers.lexus.com/lexusdrivers>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time or without charge, 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>.

We have sent this notice in the interest of your continued satisfaction with our products. 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, USA