



◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
8/14/2019	The "Parts Ordering Process" section has been updated with information regarding the Part Lookup Website.

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.



Original Publication Date: July 31, 2019

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

SAFETY RECALL JLL (*Remedy Notice*)

Certain 2008 - 2019 Model Year LX 570
 Passenger Airbags Could Deactivate
 NHTSA Recall No. 18V-887

Involved Vehicles for this Safety Recall (Campaign Codes J2L & JSL)			
Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
LX 570 2008 - 2019	Mid-July 2007 - Early December 2018	53,200	47

STOP **STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.** **STOP**
Refer to Dealer Inventory Procedures section for more details.

On December 13, 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 2008 - 2019 model year LX 570 vehicles.

Condition

The front passenger occupant classification system has a seatbelt tension sensor that could malfunction over time and could cause the airbag warning light and the passenger airbag "OFF" indicator to illuminate. In addition, the front passenger airbag, knee airbag, and the passenger seat-mounted side airbag may be deactivated. If these airbags are deactivated, there is an increased risk of injury to the occupant in the event of a crash.

Remedy

Any authorized Lexus dealer will replace the front passenger seatbelt assembly **FREE OF CHARGE**.

Covered Vehicles

There are approximately 53,200 vehicles covered by this Safety Recall. Approximately 200 of those vehicles were distributed to Puerto Rico. Vehicles that had the JSL remedy applied **ARE NOT** included in JLL.

Owner Letter Mailing Date

Lexus will begin to notify owners in mid-August 2019. A sample of the owner notification letter has been 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 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.

Dealer Inventory Procedures

New Vehicles in Dealership Inventory

There are approximately 47 in new dealer inventory as of July 30, 2019.



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. Further, 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.

Lexus reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Lexus provides these flooring reimbursements at 60-day intervals. Lexus reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being remedied.

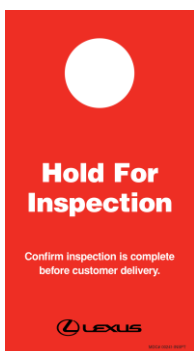
Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

NOTE:

- *New vehicles in dealer inventory subject to a Safety Recall must be remedied before delivery into commerce under a sale or lease. Dealer-to-dealer trades as well as vehicle sales between dealers should not be made until a vehicle is remedied.*
- 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/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00241-INSPT	Inspection Mirror Hang Tag	25 Per Pack

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 JLL/JSL" 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/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

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.

LCCS Service Loaners

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.

Customer Handling, Parts Ordering, and Remedy Procedures

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, 8:00 am to 8:00 pm, Saturday 9:00 am to 6:00 pm Eastern Time.

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.

Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

Part Lookup Website

Use the JLL parts lookup website to view the applicable remedy part for a vehicle involved in this Safety Recall. *This website is for parts lookup only and will not order parts.* The website, username and default password are listed below:

<https://j05-jll.imagespm.info>

Username: Dealer Code

Default Password: xxxxx

Each dealer only has a single account; please ensure that the reset password is communicated to all technicians and dealer associates that will be utilizing this website.

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:

- Certified
- Senior
- Master

Always check which technicians can perform the repair by logging on to <https://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 Recovery Procedures

All parts replaced as part of this Safety Recall must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Lexus recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Lexus.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

Warranty Reimbursement Procedures

Loaner Vehicle Reimbursement Procedure

During the interim period, Lexus recommended that owners of vehicles affected by JLL (Interim J2L) do not have passengers sit in the front passenger seat as described in the FAQ until the remedy becomes available. If this recommendation was not feasible for the customer's personal or business needs, a loaner vehicle or alternative transportation can be claimed for \$45 per day during the interim period.

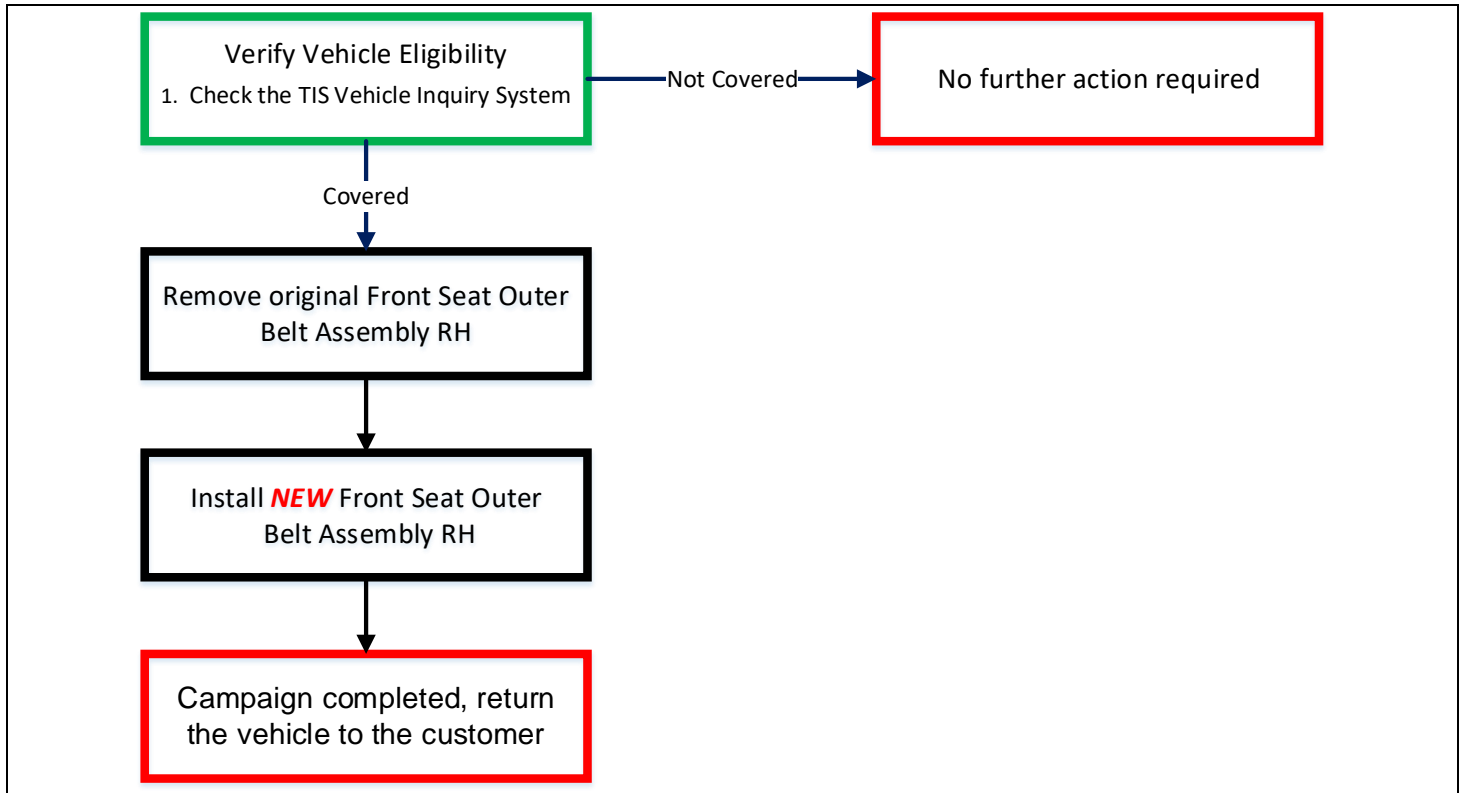
Claims for rental during the interim phase must be filed under campaign designation J2L.

Op Code Filing Under J2L Designation	Description
J2L004	Vehicle Rental 1-30 Days
J2L005	Vehicle Rental 31-60 Days
J2L006	Vehicle Rental 61-90 Days
J2L007	Vehicle Rental 91- 120 Days
J2L008	Vehicle Rental 121 - 150 Days
J2L009	Vehicle Rental 151 - 180 Days
J2L010	Vehicle Rental 181 - 210 Days
J2L011	Vehicle Rental 211 - 240 Days

NOTE:

- Rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization.

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
JLL001	Replace the front passenger seat belt	0.5

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Lexus' usual customer care amenities of car wash and fuel fill-up apply to this Safety Recall. Additionally, up to three days of rental vehicle expense (to a maximum of \$45/day) while the vehicle is being remedied 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.

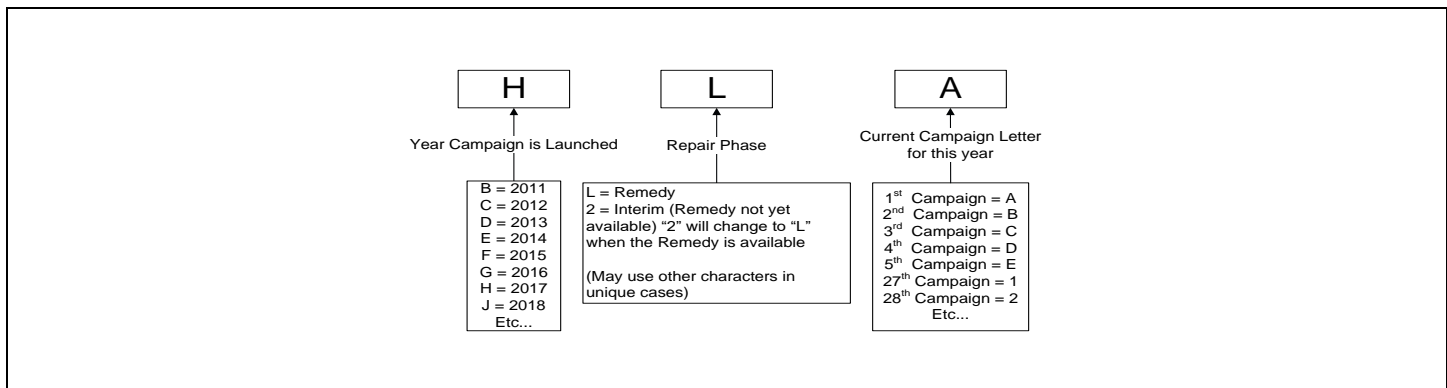
Claim Filing Accuracy and Correction Requests

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 Op Code 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.

Campaign Designation / Phase Decoder



Examples:
 C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
 EOA = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014
 JOA = Launched in 2018, Remedy Phase, 1st Campaign Launched in 2018.

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 JLL *(Remedy Notice)*

Certain 2008 - 2019 Model Year LX 570
 Passenger Airbags Could Deactivate
 NHTSA Recall No. 18V-887

Frequently Asked Questions
Original Publication Date: July 31, 2019

Q1: *What is the condition?*


A1: The front passenger occupant classification system has a seatbelt tension sensor that could malfunction over time and could cause the airbag warning light and the passenger airbag “OFF” indicator to illuminate. In addition, the front passenger airbag, knee airbag, and the passenger seat-mounted side airbag may be deactivated. If these airbags are deactivated, there is an increased risk of injury to the occupant in the event of a crash.

Q1a: *What is the seat belt tension sensor?*

A1a: The function of a seat belt tension sensor is to help distinguish between child restraint systems and other occupants who may be in that seating position.

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

A2: If this condition has occurred, the SRS warning light will illuminate. In addition, the Front Passenger Airbag Status Indicator Light may always show “OFF”, even if there is an occupant in the front passenger seat. If you see these warning lights, you may be experiencing the condition described above. You should contact your local authorized Lexus dealer for diagnosis and appropriate repair as soon as possible.

SRS Warning Light	Front Passenger AIRBAG Status Indicator Light
	<p style="font-size: 2em; font-weight: bold; margin: 0;">AIRBAG OFF</p>

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, you may be experiencing this condition, and the side and curtain shield airbags and/or front and knee airbags may not deploy as designed in a crash. Please contact your local authorized Lexus dealer promptly for diagnosis and appropriate repair. If the warning lamp illumination is related to the condition covered by this Safety Recall, the remedy, once developed, 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 should I do if my Front Passenger AIRBAG Status Indicator Light always shows OFF?

A4: There are several reasons for the Front Passenger AIRBAG Status Indicator Light to show AIRBAG OFF. However, if this light shows OFF even if the front passenger seat is not occupied, this could indicate a problem. Please contact your local authorized Lexus dealer promptly for diagnosis and appropriate repair. If the warning lamp illumination is related to the condition covered by this Safety Recall, the remedy, once developed, will be performed at no charge to you. Additional information about this feature can be found in Owner's Manual section "1-7. Safety Information," within the subsection "System Malfunction."

Q5: What is Lexus going to do?

A5: Lexus will send an owner notification by first class mail starting in mid-August 2019, advising owners to make an appointment with their authorized Lexus dealer to have the front passenger seatbelt assembly replaced **FREE OF CHARGE**.

Q6: Which and how many vehicles are covered by this Safety Recall?

A6: There are approximately 53,200 vehicles covered by this Safety Recall. Approximately 200 of those vehicles were distributed to Puerto Rico. Vehicles that had the JSL remedy applied **ARE NOT** included in JLL.

Involved Vehicles for this Safety Recall (Original Campaign Codes J2L & JSL)		
Model Name	Model Year	Production Period
LX 570	2008 - 2019	Mid-July 2007 - Early December 2018

Q6a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A6a: Yes, there are certain 2008 - 2019 Toyota Land Cruiser vehicles covered by this Safety Recall.

Q7: What was campaign JSL and why is it no longer available?

A7: This Safety Recall was originally being administered with multiple campaign codes (J2L and JSL). Based on Lexus' engineering analysis, Lexus determined that certain vehicles (based, in part, on time in service) could be remedied through a modification to the seat belt assembly. In order to expedite repairs, Lexus dealers were asked to begin modifying the seat belt assembly for vehicles that could receive that remedy under campaign designation JSL. However, as the remedy for JSL was based, in part, on a vehicle's time in service, the remedy for vehicles originally covered by JSL is **NOT** available after June 6, 2019. There are no longer any vehicles eligible for the JSL remedy. Vehicles that were originally covered under campaign JSL but did not have JSL performed on or before June 6, 2019, were transitioned to J2L and should receive the JLL remedy now that it is available.

Q8: How long will the repair take?

A8: The repair takes approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q9: What if I previously paid for repairs related to this Safety Recall?

A9: Reimbursement consideration instructions will be provided in the owner letter.

Q10: How does Lexus obtain my mailing information?

A10: 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.

Q11: *What if I have additional questions or concerns?*

A11: If you have additional questions or concerns, please contact the Lexus Guest Experience Center (1-800-255-3987) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 6:00 pm Eastern Time.



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 2008 – 2019 Model Year LX 570
Passenger Airbags Could Deactivate
NHTSA Recall No. 18V-887

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 certain 2008 – 2019 model year LX 570 vehicles.

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 front passenger occupant classification system has a seatbelt tension sensor that could malfunction over time and could cause the airbag warning light and the passenger airbag "OFF" indicator to illuminate. In addition, the front passenger airbag, passenger knee airbag, and the passenger seat-mounted side airbag may be deactivated. **If these airbags are deactivated, there is an increased risk of injury to the occupant in the event of a crash.**

What should you do?

Please contact any authorized Lexus dealer to schedule an appointment to have the remedy performed as soon as possible. **The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience. 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.

What will Lexus do?

Any authorized Lexus dealer will replace the front passenger seatbelt assembly **FREE OF CHARGE** to you.

This is an important Safety Recall

The remedy will take approximately 45 minutes. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If this condition has occurred in your vehicle, the Airbag warning light will illuminate. In addition, the Front Passenger Airbag Status Indicator Light may continuously show "OFF", even if there is an occupant in the front passenger seat. If you see these warning lights, you may be experiencing the condition described above. You should contact your local authorized Lexus dealer for diagnosis and appropriate repair as soon as possible.



Airbag Warning Light



Front Passenger AIRBAG Status Indicator Light

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 deactivates after a few seconds. The warning light turning off after the check period means the system is operating as designed. Please refer to the Owner's Manual for additional operation details related to this system.

Until the remedy is performed, Lexus recommends that no passengers sit in the front passenger seat.

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 Driver's account at <https://www.lexus.com/drivers>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail this information for reimbursement consideration, please use the address or fax number shown 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 www.lexus.com/drivers. 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

SAMPLE



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 _____