

◀ IMPORTANT UPDATE ▶

Lexus Fixed Operations

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

DATE	TOPIC
January 13, 2021	<ul style="list-style-type: none"> The Remedy Procedures section has been updated with information on the "Takata scanning application website" that is now required to be used for all vehicles covered by Takata recalls.
January 9, 2019	<ul style="list-style-type: none"> Remedy is now available for Zone A 2014 - 2015 model year IS 250C and IS 350C, 2014 IS-F and 2014 - 2017 GX 460 vehicles. Remedy is now available for Zone B 2011 - 2013 model year IS 250, IS 350, 2011 - 2015 IS 250C, IS 350C, 2011 - 2014 IS-F, 2011 - 2012 ES 350 and 2011 - 2017 GX 460 vehicles. Remedy is now available for Zone C 2010 - 2013 IS 250 and IS 350, 2010 - 2014 IS-F, 2010 - 2015 IS 250C and IS 350C, 2010 - 2012 ES 350, and 2010 - 2017 GX 460 vehicles. Affected vehicle volume has been updated for 2010 - 2012 ES350, 2010 - 2013 GX460, 2010 - 2013 IS-F, 2010 - 2013 IS250 and IS350 and 2010 - 2013 IS250C and IS350C for Zone A. Affected vehicle volume has been updated for 2010 ES350, 2010 GX460, 2010 IS250 and 2010 IS250C and IS350C for Zone B.
July 11, 2018	Dealer Transportation Section added with new opcode and sublet for Customer Vehicle Pick Up and Redelivery.
April 18, 2018	Information on dealer return of non-desiccated parts and direction not to use for vehicle repair has been added.
January 9, 2018	<p>Remedy is now available for Zone A 2013 model year IS 250, IS 350, IS 250C, IS 350C, IS-F and GX 460 vehicles.</p> <p>Remedy is now available for Zone B 2010 model year IS 250, IS 350, IS 250C, IS 350C, IS-F, ES 350 and GX 460 vehicles.</p> <p>Remedy is now available for Zone C 2009 model year IS 250, IS 350, IS-F and ES 350 vehicles.</p>
November 2, 2017	<p>Remedy is now available for Zone A 2012 model year ES 350 and 2012 model year GX 460 vehicles.</p> <p>Remedy is now available for Zone B 2009 model year ES 350 vehicles.</p> <p>Remedy is now available for Zone C 2007 and 2008 model year ES 350 vehicles.</p>
September 21, 2017	Remedy is now available for Zone A 2011 - 2012 IS 250C/IS 350C, 2011 ES 350 and 2011 GX 460 vehicles.
June 27, 2017	<p>Remedy is now available for Zone A 2010 IS 250C/IS 350C and GX 460 vehicles.</p> <p>Estimated remedy timing for ES 350 updated.</p>
June 15, 2017	Remedy is now available for Zone A 2012 LFA and 2010 ES 350 vehicles.
March 30, 2017	<p>Remedy is now available for Zone A 2007 - 2009 ES 350 vehicles.</p> <p>Customer towing sublet added under Warranty Reimbursement Procedures.</p>
March 10, 2017	Estimated remedy timing for all vehicles has been added.
February 24, 2017	Remedy suspension has been removed and new Part Number added for Lexus IS 250, IS 350, and IS-F vehicles.
February 10, 2017	Remedy has been suspended until further notice for Phase 1 and Phase 2 Lexus IS 250, IS 350, and IS-F vehicles.
February 07, 2017	Remedy is now available for Phase 1 and Phase 2 Lexus IS 250, IS 350, and IS-F vehicles.
January 12, 2017	Phase Two information has been added.
December 13, 2016	Vehicle UIOs have been updated.

October 17, 2016	Early production 2017MY GX 460 VIN applicability look-up website address information provided and new/pre-owned customer disclosure forms updated to request campaign code, model and model year.
September 9, 2016	Model Years of affected vehicles were updated.
July 15, 2016	Text updates to clarify some details.
June 9, 2016	Information regarding new vehicles currently for sale with non-desiccated passenger frontal PSAN airbag inflators has been added.

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: May 23, 2016

To: All Lexus Dealer Principals, General Managers, Sales Managers, Service Managers and Parts Managers

Subject: Safety Recall GLG (Interim G2G) - *Remedy Notice*
Multiple Models and Model Years
Front Passenger Airbag Inflator (*Zone A*)

Background

On May 4, 2016, the National Highway Traffic Safety Administration (NHTSA) announced an expansion of the Takata Airbag Inflator Recalls. This announcement explained that Takata will, over time, recall additional specific front airbag inflators manufactured with phase-stabilized ammonium nitrate (PSAN) propellant that does not contain a material called a "desiccant". This expansion impacts Lexus and multiple other automotive manufacturers using specific Takata frontal airbag inflators.

On May 16, 2016, Takata filed the first of multiple Defect Information Reports (DIRs) with NHTSA to address the first phase of this expansion.

On May 23, 2016, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the first phase of the Takata recall and informing the agency of our intent to conduct a voluntary Safety Recall on the vehicles described below.

- 2006 - 2011 IS 250/350
- 2008 - 2011 IS-F
- 2007 - 2011 ES 350
- 2010 - 2011 IS 250C/350C
- 2010 - 2011 GX 460

On January 9, 2017, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the second phase of the Takata recall and informing them of our intent to conduct a voluntary Safety Recall on the vehicles described below:

- 2012 IS 250/350
- 2012 IS 250C/350C
- 2012 IS-F
- 2012 ES 350
- 2012 GX 460
- 2012 LFA

On January 9, 2018, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the third phase of the Takata recall and informing the agency of our intent to conduct a voluntary Safety Recall on these vehicles. The involved vehicles are described in the attached Phase and Zone summary:

- 2013 IS 250/350
- 2013 IS 250C/350C
- 2013 IS-F
- 2013 GX 460

On January 9, 2019, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the fourth phase of the Takata recall and informing the

agency of our intent to conduct a voluntary Safety Recall on these vehicles. The involved vehicles are described in the attached Phase and Zone summary:

- 2014 - 2015 IS 250C/350C
- 2014 IS-F
- 2014 - 2017 GX 460

Condition

The subject vehicles are equipped with front passenger airbag inflators produced by Takata. According to 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.

Remedy

The remedy will consist of the replacement of the airbag inflator or the airbag assembly, depending on the vehicle model. Refer to the table below for remedy launch date.

GLG Status Chart				
Zone	Model Name	Model Year	Anticipated Remedy Date	Approximate UIO
A	IS 250 - IS 350	2006 - 2012	Remedy Available Now (Launched Early February 2017)	187,814
	IS 250 - IS 350	2013	Remedy Available Now (Launched Early January 2018)	7,139
	IS-F	2008 - 2012	Remedy Available Now (Launched Early February 2017)	3,560
	IS-F	2013	Remedy Available Now (Launched Early January 2018)	125
	IS-F	2014	Remedy Available Now (Launched Early January 2019)	73
	IS 250C - IS 350C	2010	Remedy Available Now (Launched Late June 2017)	9,563
	IS 250C - IS 350C	2011 - 2012	Remedy Available Now (Launched Late September 2017)	7,049
	IS 250C - IS 350C	2013	Remedy Available Now (Launched Early January 2018)	2,023
	IS 250C - IS 350C	2014 - 2015	Remedy Available Now (Launched Early January 2019)	3,779
	ES 350	2007 - 2009	Remedy Available Now (Launched Late March 2017)	142,284
	ES 350	2010	Remedy Available Now (Launched mid-June 2017)	29,353
	ES350	2011	Remedy Available Now (Launched Late September 2017)	25,089
	ES 350	2012	Remedy Available Now (Launched Early November 2017)	17,972
	GX 460	2010	Remedy Available Now (Launched Late June 2017)	6,993

	GX 460	2011	Remedy Available Now (Launched Late September 2017)	6,719
	GX 460	2012	Remedy Available Now (Launched Early November 2017)	5,082
	GX 460	2013	Remedy Available Now (Launched Early January 2018)	6,877
	GX 460	2014 - 2017	Remedy Available Now (Launched Early January 2019)	39,809
	LFA	2012	Remedy Available Now (Launched mid-June 2017)	180

Note:

- Vehicles opened for the remedy can have the repair performed at any authorized Lexus dealership *regardless of geographical location.*

Covered Vehicles

This Safety Recall currently covers the first, second, third and fourth phases of Zone A.

- Phase 1 includes approximately 396,900 Lexus vehicles in this Safety Recall, including approximately 3,000 vehicles in Puerto Rico.
- Phase 2 includes approximately 44,700 Lexus vehicles in this Safety Recall including approximately 300 vehicles in Puerto Rico.
- Phase 3 includes approximately 16,200 Lexus vehicles in this Safety Recall including approximately 130 vehicles in Puerto Rico.
- Phase 4 includes approximately 43,700 Lexus vehicles in this Safety Recall including approximately 150 vehicles in Puerto Rico.

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 inflator rupture. Based on this information, NHTSA has identified the specific states and U.S. territories for each of the three Zones.

ZONE A: GLG (Interim G2G): 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: GLH (Interim G2H): Zone B vehicles are identified as having been originally sold, currently registered, or previously registered in a Zone B state: 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: HLA (Interim H2A): 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.

Refer to the attached Takata Phase and Zone Summary for additional details on involved vehicles and zones as well as other projected future Safety Recall applicability for additional Lexus vehicles.

Owner Letter Mailing Date

Lexus will begin to notify owners of vehicles open for remedy approximately one week after the remedy is made available. Samples of the owner notification letters have been included for your reference. **Refer to the table in the Remedy section of this letter for anticipated remedy owner notification timing.**

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.

New Vehicles in Dealership Inventory - Reminder

Lexus has not identified any new vehicles in dealership inventory that are covered by this Safety Recall. However, below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

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.

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

Current Phase (Phases 1, 2, 3 and 4) - 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 Pre-Owned Vehicle-Safety Recall 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 - GLG" and include the VIN.

Also, as a reminder, L/Certified policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be designated, sold or delivered as an L/Certified vehicle until the Safety Recall has been completed on that vehicle.

LCCS Service Loaners

Lexus requests that dealers remove all service loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

Loaner Vehicle Reimbursement Procedure

For the customer's convenience, a loaner vehicle or alternate transportation may be provided and claimed at \$45/day. Dealer may also provide alternative transportation such as a taxi, Uber or Lyft.

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:

- Master
- Diagnostic Specialist

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.

Always check which technicians can perform the recall remedy 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.

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: MLGTakataRestraints_International@menloworldwide.com.

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.

Takata Scanning Application Website

The Technical Instructions will now direct you to the Takata scanning application website. The Takata scanning application website is replacing the original scanning application. **The new Takata scanning application website will be available for all other vehicles and campaigns starting January 14, 2021 at 7:00 AM CST.** For your reference, the website and default password are listed below:

<https://takata-scan-app.imagespm.info/>

Username: Dealer Code

*Default Password: xxxxx

**NOTE: If your dealer has already reset the password from the default, it will not be changed with this update.*

The Takata scanning application website link can also be found in service lane; location is shown below:

Campaign | Service History | ToyotaCare | Warranty | FS Products | Roadside Assistance | Telematics | DTC History | Diagnostic Report | Customer Survey

Campaign Description: SAFETY RECALL KOQ - Remedy Notice - Certain 2003 – 2008 Model Year Corolla Vehicles - Passenger Airbag May Not Inflate Properly

Campaign Status: Remedy Available

Completion Status: **Not Completed**

Memo: Remedy Available - Instead of using the scanning application use <https://takata-scan-app.imagespm.info/>

[Show Documents]

Tech Cert Requirements:

However, if the original scanning application link is chosen, it will now re-direct to *the Takata scanning application website.*

EXAMPLE of the "original scanning application" link location in Service lane:

Campaign | Service History | ToyotaCare | Warranty | FS Products | Roadside Assistance | Telematics | DTC History | Diagnostic Report | Customer Survey

Campaign Description: Safety Recall E04 - Remedy - Front Passenger Airbag Inflator Module

Campaign Status: Remedy Available

Completion Status: **Not Completed**

Memo: Remedy Available

[Show Documents]

Tech Cert Requirements:

Check Applicability for Vin

Additional instructions for this Takata scanning application website are included in the Technical Instructions.

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

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

Model	Part Number	Part Description	Qty/Vehicle
IS 250, IS 350 and IS-F	04007-06353	Instrument Panel Airbag Inflator Kit	1
	04006-66108	A-Pillar Garnish Clip Kit	1
ES 350	04007-06733	Instrument Panel Airbag Inflator Kit	1
	04006-66108+*	Front Pillar Garnish Kit	1
IS 250C and IS 350C	04007-06353	Instrument Panel Airbag Inflator Kit	1
GX 460	04007-58160	Instrument Panel Airbag Module	1

*The kit contains 2 clips.

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).

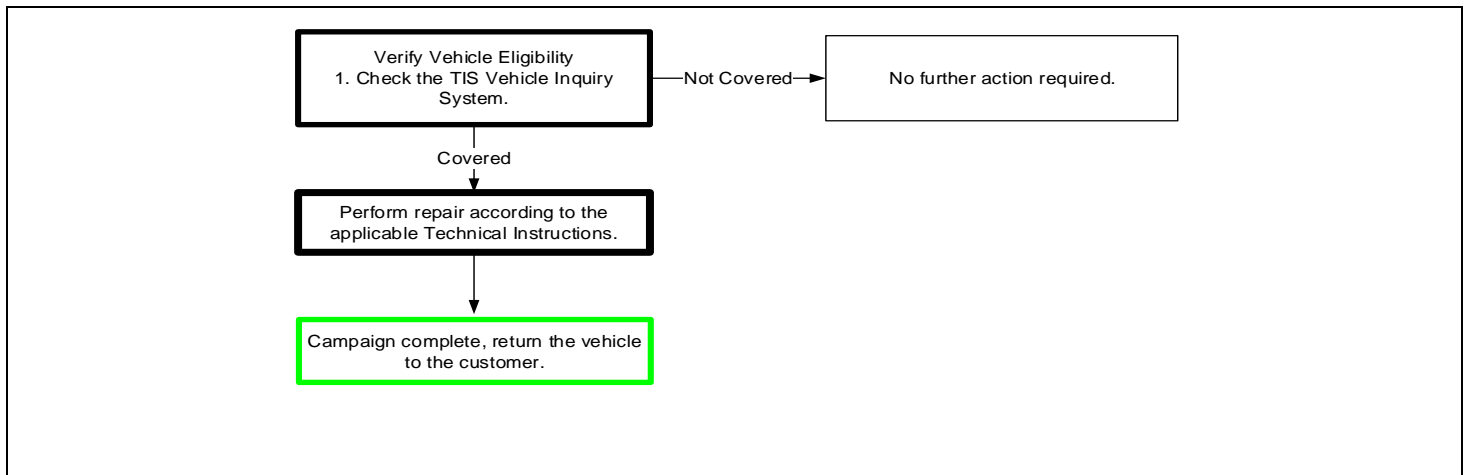
Model	Model Year	Part Number	Part Description
IS 250 - IS 350, IS-F and IS 250C - IS 350C	2006-2015	73960-53020 73960-53060	AIR BAG ASSY, INSTR PNL PASS L/DOOR
ES350	2007-2012	73960-33110 73960-33111	
GX 460	2010-2017	73960-60250	
LFA	2012	73960-77010	

Lexus requires all dealers to return any parts listed above remaining in dealer inventory by utilizing the Hazmat Part Return Program available. Dealers will be issued a refund for all part returns. This part return program is outlined in *Service and Parts Operations Communication 2016-07*.

Important Note:

In order to return the inflator, packages must **NOT** be opened/tampered with.

Warranty Reimbursement Procedure



Model	Op. code	Description	Flat Rate Hours
IS 250, IS 350, IS-F, and IS C	AGGC7X	Replace Instrument Panel Airbag Inflator Kit	4.2 hrs./veh
ES 350	AGGC7Y	Replace Instrument Panel Airbag Inflator Kit	2.8 hrs./veh.
GX 460	AGGC7R	Replace Instrument Panel Airbag Module Without Refrigerated Center Console	3.6 hrs./veh
GX 460	AGGC7S	Replace Instrument Panel Airbag Module with Refrigerated Center Console	4.6 hrs./veh

- 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 Op. code AGGC7X at a maximum rate of \$0.20 per vehicle as sublet type “ZZ.”
- Towing may be offered to the customer and can be claimed under opcodes AGGC7X, AGGC7Y, AGGC7R and AGGC7S 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.
- DSPM authorization is required for towing expenses greater than \$250.

Lexus’ usual customer care amenities of car wash and fuel tank fill apply to this Safety Recall. Additionally, two days of rental vehicle expense (to a maximum of \$45/day) may be claimed if required for the remedy repair.

Dealer Transportation – Customer Vehicle Pick Up and Redelivery

- 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 subject to debit if it is determined that the vehicle was not picked up or redelivered.
- Dealers will determine the transportation cost, which they are allowed to claim as sublet “ZZ”, under the Dealer Transportation Opcode by multiplying their dealer warranty labor rate by 0.7 hours (ex. \$100 x 0.7 = \$70 Dealer Transportation).

Model	Repair Opcode	Dealer Transportation Opcode	Sublet Type	\$ Amount to be Included on Claim for Dealer Transportation Cost
IS 250 IS 350 IS-F IS C	AGGC7X	GLGTRA	ZZ	0.7 hr x Dealer Warranty Labor Rate (ex: \$100 x 0.7 = \$70)
ES 350	AGGC7Y			
GX 460	AGGC7R			
GX 460	AGGC7S			

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 8:00 pm, Saturday 8:00 am to 5:00 pm Central Time.

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, Inc.

Attachments

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



Safety Recalls GLG, GLH, & HLA - *Remedy Notice*
 Multiple Models and Model Years
 Takata Front Passenger Airbag Inflator

Frequently Asked Questions
 January 9, 2019

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June 9, 2016

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On January 9, 2017, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the second phase of the Takata recall and informing the agency of our intent to conduct a voluntary Safety Recall on these vehicles. The involved vehicles are described in the attached Phase and Zone summary.

On January 9, 2018, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the third phase of the Takata recall and informing the agency of our intent to conduct a voluntary Safety Recall on these vehicles. The involved vehicles are described in the attached Phase and Zone summary.

On January 9, 2019, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the fourth phase of the Takata recall and informing the agency of our intent to conduct a voluntary Safety Recall on these vehicles. The involved vehicles are described in the attached Phase and Zone summary.

Q1: What is the condition?

A1: The subject vehicles are equipped with front passenger airbag inflators produced by Takata. According to 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 phase-stabilized ammonium nitrate (PSAN) propellant that do not also include a desiccant?

A2: Multiple independent investigations and NHTSA’s independent expert concluded that the ammonium nitrate 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 propellant which is ignited to initiate airbag deployment. When ignited, the propellant expands 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.

Q3: *Which airbags in Lexus vehicles are affected by this Safety Recall?*

A3: This Safety Recall only includes certain Takata-produced front Passenger airbag inflators. No front Driver airbags in Lexus vehicles are included.

Q4: *Does this involve other airbags in the vehicles?*

A4: No. The announcement made by NHTSA only applies to certain front Passenger airbag inflators manufactured and installed in certain Lexus vehicles. Other airbags in the vehicles will not be affected by this announcement or subsequent Safety Recalls involving Lexus vehicles.

Q5: *Which vehicles are involved in this Safety Recall?*

A5: Refer to the attached Takata Phase and zone summary for details on involved vehicles. Also, customers can refer to Lexus.com/recall and select the Takata information link to see applicable models and zones.

Q5a: *How are the zones identified, and which zone am I located in?*

A5a: Refer to the attached Takata Phase and Zone Summary for details on zones.

Q6: *Are there any warnings that this condition exists?*

A6: No. There are no warnings or other indicators 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, and only when a passenger is occupying the front passenger seat. Therefore, Toyota recommends that no one occupy the front passenger seat until the remedy is performed.

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.

Q7: *What is Lexus going to do?*

Refer to the table below for anticipated remedy launch timing. Owner notifications will begin approximately one week after the anticipated remedy launch.

Zone	Model Name	Model Year	Anticipated Remedy Date	Approximate UIO
A	IS 250 - IS 350	2006 - 2012	Remedy Available Now (Launched Early February 2017)	187,814
	IS 250 - IS 350	2013	Remedy Available Now (Launched Early January 2018)	7,139
	IS-F	2008 - 2012	Remedy Available Now (Launched Early February 2017)	3,560
	IS-F	2013	Remedy Available Now (Launched Early January 2018)	125
	IS-F	2014	Remedy Available Now (Launched Early January 2019)	73

	IS 250C - IS 350C	2010	Remedy Available Now (Launched Late June 2017)	9,563
	IS 250C - IS 350C	2011 - 2012	Remedy Available Now (Launched Late September 2017)	7,049
	IS 250C - IS 350C	2013	Remedy Available Now (Launched Early January 2018)	2,023
	IS 250C - IS 350C	2014 - 2015	Remedy Available Now (Launched Early January 2019)	3,779
	ES 350	2007 - 2009	Remedy Available Now (Launched Late March 2017)	142,284
	ES 350	2010	Remedy Available Now (Launched mid-June 2017)	29,353
	ES350	2011	Remedy Available Now (Launched Late September 2017)	25,089
	ES 350	2012	Remedy Available Now (Launched Early November 2017)	17,972
	GX 460	2010	Remedy Available Now (Launched Late June 2017)	6,993
	GX 460	2011	Remedy Available Now (Launched Late September 2017)	6,719
	GX 460	2012	Remedy Available Now (Launched Early November 2017)	5,082
	GX 460	2013	Remedy Available Now (Launched Early January 2018)	6,877
	GX 460	2014 - 2017	Remedy Available Now (Launched Early January 2019)	39,809
	LFA	2012	Remedy Available Now (Launched mid-June 2017)	180
B	IS 250 - IS 350	2006 - 2009	Remedy Available Now (Launched Early February 2017)	42,770
	IS 250 - IS 350	2010	Remedy Available Now (Launched Early January 2018)	6,063
	IS 250 - IS 350	2011 - 2013	Remedy Available Now (Launched Early January 2019)	11,515
	IS-F	2008 - 2009	Remedy Available Now (Launched Early February 2017)	736
	IS-F	2010	Remedy Available Now (Launched Early January 2018)	112
	IS-F	2011 - 2014	Remedy Available Now (Launched Early January 2019)	276
	IS 250C - IS 350C	2010	Remedy Available Now (Launched Early January 2018)	3,350
	IS 250C - IS 350C	2011 - 2015	Remedy Available Now (Launched Early January 2019)	4,514
	ES 350	2007-2008	Remedy Available Now (Launched mid-June 2017)	62,138
	ES 350	2009	Remedy Available Now (Launched Early November 2017)	13,709
	ES 350	2010	Remedy Available Now (Launched Early January 2018)	18,309
	ES 350	2011 - 2012	Remedy Available Now (Launched Early January 2019)	24,687

	GX 460	2010	Remedy Available Now (Launched Early January 2018)	4,107
	GX 460	2011 - 2017	Remedy Available Now (Launched Early January 2018)	34,614
C	IS 250 - IS 350	2006 - 2008	Remedy Available Now (Launched Early February 2017)	13,460
	IS 250 - IS 350	2009	Remedy Available Now (Launched Early January 2018)	2,620
	IS 250 - IS 350	2010 - 2013	Remedy Available Now (Launched Early January 2019)	7,538
	IS-F	2008	Remedy Available Now (Launched Early February 2017)	233
	IS-F	2009	Remedy Available Now (Launched Early January 2018)	24
	IS-F	2010 - 2014	Remedy Available Now (Launched Early January 2019)	97
	IS 250C - IS 350C	2010 - 2015	Remedy Available Now (Launched Early January 2019)	1,898
	ES 350	2007-2008	Remedy Available Now (Launched Early November 2017)	21,345
	ES 350	2009	Remedy Available Now (Launched Early January 2018)	4,400
	ES 350	2010 - 2012	Remedy Available Now (Launched Early January 2019)	13,854
	GX 460	2010 - 2017	Remedy Available Now (Launched Early January 2019)	17,701

Note:

- Vehicles opened for the remedy can have the repair performed at any authorized Lexus dealership *regardless of geographical location*.

Q8: *Until the remedy is completed, are there any steps I can take to minimize the occurrence of this condition?*

A8: *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, and only when a passenger is occupying the front passenger seat. Therefore, Toyota recommends that no one occupy the front passenger seat until the remedy is performed.*

Further, based on multiple independent investigations and NHTSA's independent expert, 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 after long-term exposure to environmental moisture and fluctuating high temperatures. NHTSA and Takata are prioritizing the expanded inflator recalls based on when involved inflators are more likely to pose an unreasonable risk to safety, considering time, temperature, and environmental moisture, which depends on a vehicle's location.

Q9: *Are there any indicators that my vehicle is equipped with an affected Takata inflator?*

A9: No. There are no indicators. See the Takata Recall Phase and Zone Summary for details on involved vehicles.

Q10: *Are any vehicles currently being manufactured by Toyota, Lexus, or Scion being equipped with Takata frontal airbag inflators manufactured with PSAN propellant that does not include a desiccant?*

A10: No, Toyota, Lexus, and Scion are no longer manufacturing any vehicles with PSAN propellant that does not include a 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: *What if I have additional questions or concerns?*

A12: 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 - Friday, 7:00 am to 8:00 pm, or Saturday 8:00 am to 5:00 pm Central Time.



Safety Recalls GLG/GLH/HLA – 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.

NHTSA-Takata Airbag Inflator Expansion Summary of Phases / Zones

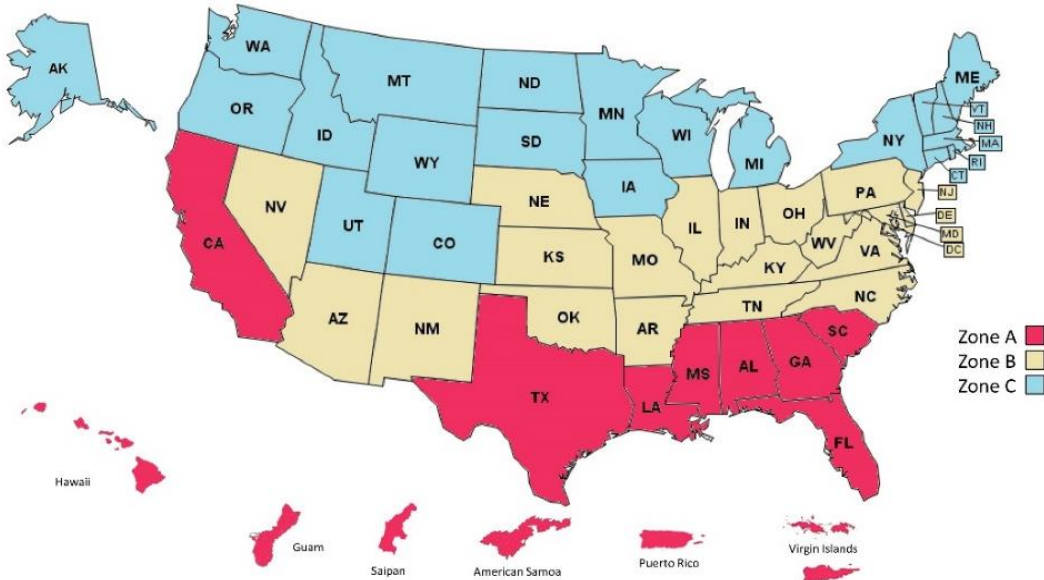


These Safety Recalls have been structured with multiple phases across three geographic zones. Time, Temperature, and Humidity have been found by NHTSA and multiple independent investigations to contribute to significant Takata airbag inflator propellant degradation that can lead to an unreasonable risk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

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

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

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



Follow the steps below to understand if your vehicle may be involved in a current or future Safety Recall:

1. Identify the geographic zone where you live or principally operate the vehicle; A, B or C.
2. Locate your applicable Zone Table and the vehicle model and model year.
3. Refer to the Phase Definition at the bottom of each table for the Phase and Safety Recall Timing.

Note: The vehicle models and model years described on this document represent the best information currently available to Lexus and are subject to change if additional information is identified by Lexus, Takata, or NHTSA. In addition, all remedy launch targets are subject to change.

Full Model Year Involved in current Safety Recall - *Remedy* Partial Model Year Involved in current Safety Recall - *Remedy*

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						

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. To determine if your 2017 model year GX460 will be included, refer to your dealer.

Timing of Projected Safety Recall Phase Announcement

Phase 1: May 2016
 Phase 2: January 2017

Phase 3: January 2018
 Phase 4: January 2019



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*)

Multiple Models and Model Years
Takata Front Passenger Airbag Inflator
NHTSA Recall No. 16V-340, 17V-006, 18V-024, and 19V-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:

- 2006 - 2013 IS 250
- 2006 - 2013 IS350
- 2010 - 2015 IS 250C
- 2010 - 2015 IS 350C
- 2008 - 2014 IS-F
- 2007 - 2012 ES350
- 2010 - 2017 GX 460

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 will Lexus do?

Any authorized Lexus dealer will replace the airbag inflator or the airbag assembly, depending on the vehicle model, at **NO CHARGE** to you.

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 8:00 am to 5:00 pm Central Time.

This is an important Safety Recall

The remedy will take approximately three to five 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 www.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



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 _____