



June 23, 2014

To: Area General Managers

From: Don Fordiani, National Field and Dealer Operations Manager

Subject: Special Service Campaign ELC (E2C) - **Preliminary Notice**  
*Product Investigation and Limited Regional Recall (Florida, Hawaii, Puerto Rico, and U.S. Virgin Islands)*  
Certain 2003, Certain 2004, and Certain 2005 Model Year SC 430 Vehicles  
Front Passenger Airbag Inflator Module

This notification is being provided to inform dealers of our intent to conduct a Special Service Campaign (SSC) on the covered vehicles.

This preliminary information is being provided to keep you informed of this investigation and limited regional recall. *Lexus is currently preparing the parts for this activity.* We will notify dealerships again at the time of the next phase, prior to the owner notification starting.

### Background

The National Highway Traffic Safety Administration (NHTSA) and TK Holdings, Inc. (Takata) have requested the support of BMW, Chrysler, Ford, Honda, Nissan, Mazda, and Toyota in investigating certain airbag inflator modules manufactured by Takata for use in various vehicles. This investigation includes front passenger airbag inflator modules installed in the covered vehicles. This investigation and regional recall is limited to Florida, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

The purpose of this field action is to support the shared immediate interest in protection of owners, drivers, and passengers and the collection of parts for inspection and analysis by NHTSA and Takata.

### Potential Condition

The subject vehicles are equipped with a front passenger airbag inflator produced by Takata which is currently being evaluated by NHTSA. Toyota and other vehicle manufacturers are working with Takata and NHTSA to determine if these airbag inflator modules could have been assembled improperly or have other operational issues that could cause the inflator to rupture and the airbag to abnormally deploy when activated in a crash.

### Covered Vehicles

Lexus is currently working to identify vehicles involved in this campaign and anticipated additional information will be provided in late June, 2014.

### Status

- Lexus is currently preparing the parts and anticipates additional information will be provided in Late Summer 2014 as parts become available.
- ELC ("E2C" until the remedy is launched) Preliminary Notice documents will be posted on TIS starting the morning of Monday, June 23, 2014.
- For reference purposes only, VINs covered by this Safety Recall will be searchable on TIS mid to late week of June 23, 2014.

## 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 Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

## Customer Handling

A Q&A is attached to assist you in responding to any dealership questions or customer concerns. If the customer has any further questions they are requested to contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm PST, or Saturday, 7:00 am through 4:00 pm PST.

Please review this preliminary notification with your staff to assure that all relevant associates have been informed on this subject.

Thank you for your on-going support.

Attachment

CC: Assistant Area General Managers  
Customer Satisfaction Managers  
Customer Services Field Managers  
Customer Services Operations Managers  
District Service and Parts Managers  
District Technical Managers  
Field Product Engineers  
Pre-Owned Managers  
Vehicle Field Sales Managers