



14V350
Not in system

September 30, 2015

To: General Managers
From: Don Fordiani, National Field and Dealer Operations Manager
Subject: Safety Recall DSC (Supplement to DLC) - *Remedy Notice (Phase 2) - 2007 MY Parts Available*
2002 through certain 2007 Model Year SC 430 Vehicles
Front Passenger Air Bag Inflator Module

Background

The original remedy for Safety Recall DLC launched in early August, 2013, included an inspection and, if necessary, replacement of the airbag inflator module. A supplemental action, Safety Recall DSC, was announced in early June, 2014, with an updated remedy procedure requiring replacement of the airbag inflator module for ALL included vehicles.

In mid-June, 2015, Lexus expanded Safety Recall DSC to include certain 2004 through 2007 model year SC 430 vehicles. These additional vehicles were added to DSC Remedy or D4C Interim based upon their registered location and the remedy status for that location.

Lexus has completed the remedy preparations and will begin mailing the remedy owner letter for vehicles added to Phase 2 of Safety Recall DSC. Note: Inflators are now available for 2007 model year SC 430 vehicles covered by this Safety Recall. 2007 SC 430 vehicles will now be identified under the remedy status code DSC.

Condition

The subject vehicles are equipped with front passenger airbag inflators which may have been manufactured in such a way as to have a potential for the intrusion of moisture over time. Depending on the circumstances, this could cause excessive internal pressure when the air bag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, striking and potentially seriously injuring the vehicle occupants in a crash.

- Phase 1: Launched in late June, 2014; will include vehicles registered in the Lexus Southern Area, Hawaii, Puerto Rico and the U.S. Virgin Islands.
- Phase 2: Launching in late January, 2015 for vehicles registered in the Western, Central and Eastern Areas.

Lexus dealers included in the Phase 2 remedy will replace the Airbag Inflator Module at **NO COST** to the vehicle owner.

Dealer and Owner Notification

Dealers will be notified via e-mail on October 1, 2015.

Owners of the involved vehicles included in Phase 2 will have received a Safety Recall Notification by first class mail beginning in early February, 2015. Owners of the newly added covered vehicles began receiving a Safety Recall Notification by first class mail beginning in early July, 2015. Customers of 2007 Model Year SC 430 vehicles who

received an interim notification letter will receive a letter advising them of the availability of the remedy beginning in October, 2015.

Lexus dealers located in the Phase 2 areas will replace the airbag inflator module at **no charge**. The inspection procedure will no longer be included in the remedy procedure

Lexus makes significant effort to obtain current customer name and address information 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.

Covered Vehicles

There are approximately 32,000 vehicles covered by Safety Recall DSC (D4C). Vehicles covered by Safety Recall DLC that received a replacement airbag inflator module are not included in either action.

Please **verify eligibility by confirming through TIS prior to performing repairs.**

Area Support for Illegible Serial Numbers

If you are contacted by a dealership associate that has a vehicle where the Airbag Inflator serial number is illegible, the dealership technician will need to replace the Airbag Assembly. Please instruct the technician to scan the serial number of the new Airbag Assembly during replacement. The Techstream screen will display "replacement is Not Required", however the technician must scan this number to receive the required warranty authorization number. Please have the dealer use the Replace Inflator operation code from the dealer letter for the appropriate model they are servicing.

Parts Ordering Process (DDMAX)

Orders can be placed through each dealer's facing PDC. The kit for 2007MY vehicles is expected to be available in mid-Summer 2015. When available, these parts will be placed on DDMAX and will be systematically released once a day based on established order criteria. Parts and service managers should work together to schedule appointments based on parts availability.

Model Year	Part Number	Description	Quantity/Vehicle
2002 - 2006	04003-28124	49 Continental United States -Inflator Assy Kit, Instr Pln Air	1
2007	04005-09524	49 Continental United States - Inflator Assy Kit, INstr Pln	1

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.)

The attached Dealer Notification Letter contains additional details.

Please review this remedy notification with your staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your understanding and cooperation.

Attachments

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

Update 10-01-15: 2007 model year part numbers identified
Update 07-01-15: Update to Rental Information, Warranty Sublet, and Return Parts Shipping
Update 06-15-15: Additional model years added.
Update 01-30-15: Phase 2 Remedy launched
Update 11-13-14: Service Consultant Reference Guide Added
Updated 11-13-14: UIO information updated
Update 10-24-14: FAQ updated with additional information related to ELG.



Subject: Safety Recall DSC (Supplement to DLC) - *Remedy Phase 2 Update*
2002 through certain 2007 Model Year SC 430 Vehicles
Front Passenger Airbag Inflator Module

Dear Dealer Principal:

This notification is being made to inform dealers of an expansion to Safety Recall DSC. On June 16, 2015, Lexus amended this action, adding certain 2004 through 2007 model year SC 430 vehicles.

Background

The original remedy for Safety Recall DLC launched in early August, 2013, included an inspection and, if necessary, replacement of the airbag inflator module. A supplemental action, Safety Recall DSC, was announced in early June, 2014, with an updated remedy procedure requiring replacement of the airbag inflator module for ALL included vehicles.

In mid-June, 2015, Lexus expanded Safety Recall DSC to include certain 2004 through 2007 model year SC 430 vehicles. These additional vehicles were added to DSC Remedy or D4C Interim based upon their registered location and the remedy status for that location.

Lexus has completed the remedy preparations and will begin mailing the remedy owner letter for vehicles added to Phase 2 of Safety Recall DSC.

Phase 1: Launched in late June, 2014 included vehicles registered in the Lexus Southern Area, Hawaii, Puerto Rico and the U.S. Virgin Islands.

Phase 2: Launched in late January, 2015 for vehicles registered in the Western, Central and Eastern Areas.
Note: Inflators are now available for 2007 model year SC 430 vehicles covered by this Safety Recall. 2007 SC 430 vehicles will now be identified under the remedy status code DSC.

Lexus dealers are requested to replace the Airbag Inflator Module at **NO CHARGE** to the vehicle owner.

Condition

The subject vehicles are equipped with front passenger airbag inflators which may have been manufactured in such a way as to have a potential for the intrusion of moisture over time. Depending on the circumstances, this could cause excessive internal pressure when the air bag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, striking and potentially seriously injuring the vehicle occupants in a crash.

Owner Notification

Owners of the involved vehicles included in Phase 2 will have received a Safety Recall Notification by first class mail beginning in early February, 2015. Owners of the newly added covered vehicles began receiving a Safety Recall Notification by first class mail beginning in early July, 2015. Customers of 2007 Model Year SC 430 vehicles who received an interim notification letter will receive a letter advising them of the availability of the remedy beginning in October, 2015.

Lexus dealers located in the Phase 2 areas will replace the airbag inflator module at no charge. The inspection procedure is no longer included in the remedy procedure

Lexus makes significant effort to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

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

Pre-Owned Vehicles in Dealer Stock

All vehicles in dealership stock that are covered by this Safety Recall must have the passenger airbag inflator replaced before customer delivery.

Covered Vehicles

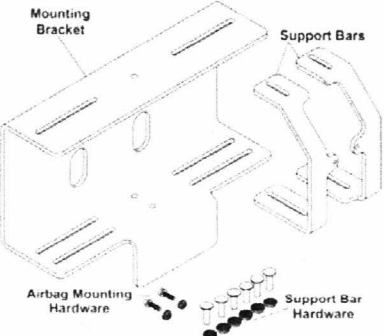
There are approximately 32,000 vehicles covered by Safety Recall DSC. Vehicles covered by Safety Recall DLC that received a replacement airbag inflator module are not included in either action.

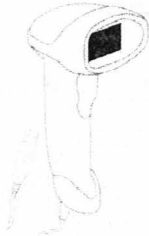
Please **verify eligibility by confirming through TIS prior to performing repairs**.

Campaign Special Service Tools

Your dealership was sent a package containing special service tools (SSTs) for Safety Recall DLC in July, 2013. These tools will also be used for this campaign.

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

Name	Sample Image	Qty
Airbag Mounting Bracket & Hardware		1

Barcode Scanner		1
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Technician Training Requirements

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

Master Service Technicians
Master Diagnostic Specialists

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

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

Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Campaign Specific Part Associate E-Learning Training Requirement

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

Shipping Information for Removed Inflator Assemblies

New Parts Return Shipping Process

NOTE: This updated inflator recovery program only applies to the Continental 48 States. Alaska, Hawaii and the US Territories will continue to use the current program.

IMPORTANT: Effective July 1, 2015, the current inflator part return process, **using Fed-Ex as the shipper will be discontinued**. A new procedure using a third party coordinator (Stericycle Solutions) has been developed. With this new process, each dealer will be required to perform the following:

- Apply a return address label to the outside of each returned inflator box (**Label provided by Takata in the new part box**).
- Store the old inflators on a pallet until they accumulate 100 inflators or whatever amount is collected after 30 days.
- **Keep a running log of how many inflators are on the pallet.**
- Secure the inflators on the pallet with shrink wrap.
- Contact Stericycle 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 Stericycle.

The new process will not require the dealer to fill out any paperwork. All documents will be filled out by Stericycle and returned to the dealer.

Starting June 2015, during part production, Takata started replacing the current FedEx documentation in the inflator box with the new return labels and updated instructions. To support this new process, in late June 2015, each dealer will receive:

- 4 laminated Job Aids to help you understand the new process.
- 1 roll (125) of the new return labels to use until the new inflators start to arrive with the correct labels in the box. More labels will be available from Takata if needed.

Refer to the Job Aid available on TIS for more details on the new 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 starting July 1, 2015.

Parts Ordering Process (DDMAX)

Orders can be placed through each dealer's facing PDC. The kit for 2007MY vehicles is expected to be available in mid-Summer 2015. When available, these parts will be placed on DDMAX and will be systematically released once a day based on established order criteria. Parts and service managers should work together to schedule appointments based on parts availability.

Model Year	Part Number	Description	Quantity/Vehicle
2002 - 2006	04003-28124	49 Continental United States -Inflator Assy Kit, Instr Pln Air	1
2007	04005-09524	49 Continental United States - Inflator Assy Kit, INstr Pln	1

In the limited cases, where the serial number is illegible, the airbag assembly will require replacement. Please contact your Area representative for further direction on vehicle repair and claim filing procedures.

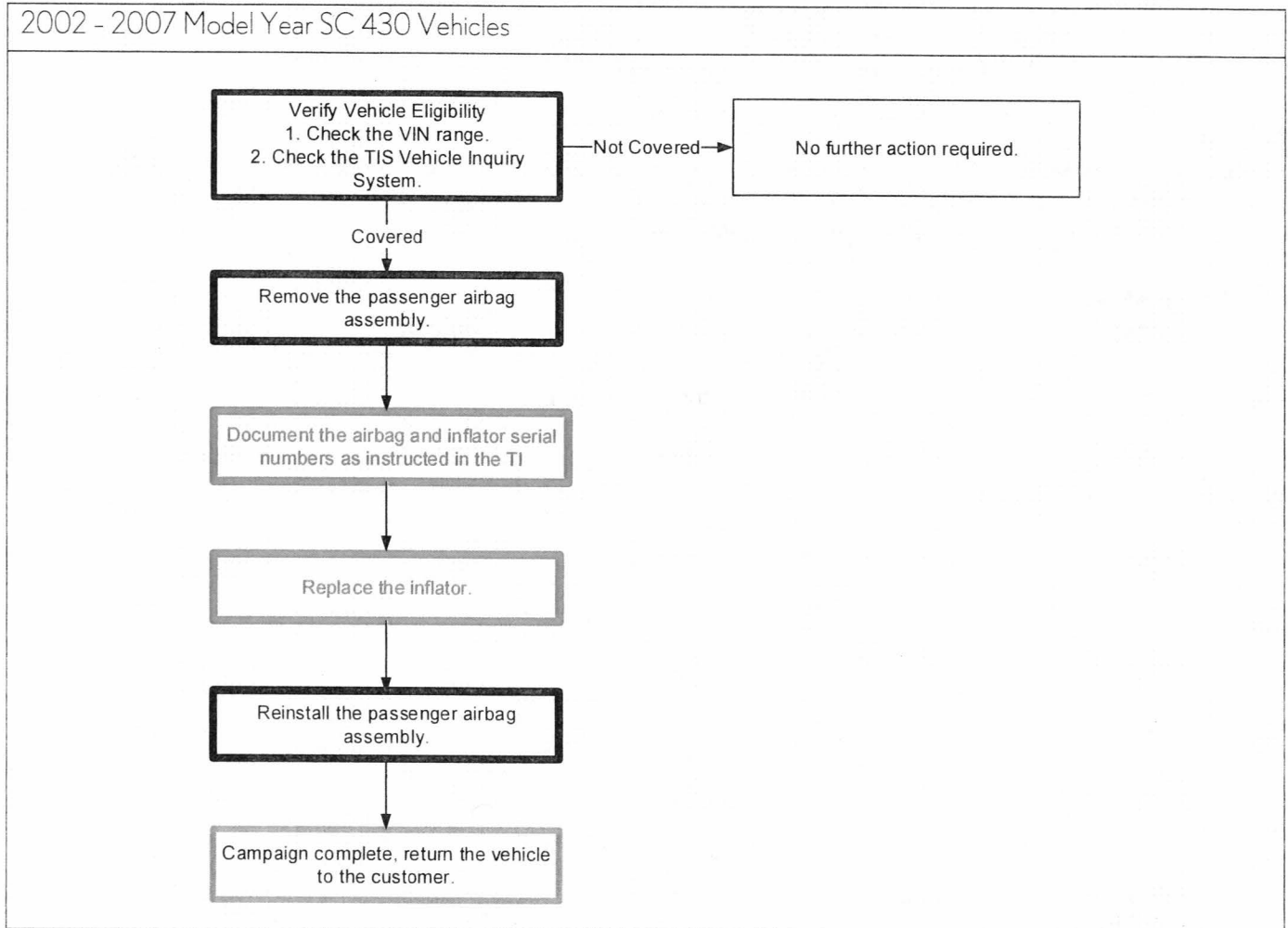
IMPORTANT PARTS ORDERING UPDATE

All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to Service and Parts Operations Communication 2011-20 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

Remedy Procedures

Please refer to TIS for Technical Instructions on inspection and repair.

Warranty Reimbursement Procedure



Model	Operation Code	Description	Flat Rate Time*
SC 430	AGG48F	Replace Airbag Inflator Assembly	5.5 hours/vehicle

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

NOTE: Dealers may claim the cost for materials needed for inflator return shipping at a maximum rate of \$0.20 per vehicle as sublet type "ZZ."

If parts are not available due to back order, a customer loaner vehicle can be claimed under opcode AGG48F. If a customer contacts your dealership and does not feel comfortable driving his/her vehicle, please accommodate the customer by providing a loaner vehicle. Loaner vehicles are available for \$45/day for a maximum of 4 days under sublet type "RT." Per day expense exceeding \$45/day or loaners exceeding 4 days, requires DSPM authorization. For additional information, reference the Lexus Customer Convenience System (LCCS) Service Loaner Program guidelines.

Lexus' usual customer care amenities of car wash and fuel tank fill apply to this Safety Recall. Additionally, one day of rental vehicle expense (to a maximum of \$45/day) or the cost of pick-up and delivery or remote repair of the customer's vehicle may be claimed if required.

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.

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 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 remedy notification with your staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your understanding and cooperation.

Lexus

A Division of Toyota Motor Sales, USA, INC.

Attachments

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



Safety Recall DSC (Supplement to DLC) - UPDATE
2002 through certain 2007 Model Year SC 430 Vehicles
Front Passenger Airbag Inflator Module

Background

The original remedy for Safety Recall DLC launched in early August, 2013, included an inspection and, if necessary, replacement of the airbag inflator module.

- In early June 2014, a supplemental Safety Recall was announced with a revised remedy which involved replacement of the passenger inflator module regardless of inspection results.
- In mid-June, 2015, Lexus expanded Safety Recall DSC to include certain 2004 through 2007 model year Lexus vehicles.

Lexus will re-notify owners of vehicles originally included in Safety Recall DSC that have not had the passenger airbag inflator module replaced and notify owners included in the expansion, once parts are produced in sufficient quantities. Vehicles that already received a replacement passenger airbag inflator module are not included in this supplemental Safety Recall.

Q1: What is the condition?

A1: The subject vehicles are equipped with front passenger air bag inflators which may have been manufactured in such a way as to have a potential for the intrusion of moisture over time. Depending on the circumstances, this could create excessive internal pressure when the air bag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, striking and potentially seriously injuring the vehicle occupants in a crash.

Q1a: What is the Inflator?

A1a: The inflator is a device contained within the airbag assembly. It contains a solid propellant wafers which are ignited in the event airbag deployment is necessary. When ignited, the wafers expand into an inert gas, inflating the airbag.

Q2: How does my vehicle relate to the recent news coverage about Takata and Lexus' new action for Areas of High Absolute Humidity?

A2: Lexus has two separate Safety Recall actions related to Takata inflators. One is a nationwide recall and a second is focused on the gulf coast states and other areas with consistently high absolute humidity. Your vehicle is included in the nationwide Takata recall activity. Please note that both recalls have the same final remedy - airbag inflator replacement.

Takata has tested parts recovered from recalled vehicles. Test results from the parts recovered from consistently high absolute humidity areas (such as Florida and the Gulf Coast) have shown a possible correlation with high absolute humidity areas and elevated risk for passenger airbag inflator rupture. Test results of parts from areas with lower absolute humidity than these coastal regions have less risk of rupture. The geographic concentration of inflators with the potential for rupture in these areas of consistently high absolute humidity warrants priority replacement in these areas. Therefore, Lexus is conducting superseding Safety Recall ELG for areas with High Absolute Humidity, and is prioritizing the remedy of the vehicles in these areas.

Q2a: What is absolute humidity?

A2a: The measure of the water vapor content in the air is known as absolute humidity, and it is displayed in grams of water vapor per cubic meter of air. Higher temperature, southern coastal climates consistently experience the greatest concentrations of water vapor in the air, as warmer ambient air can hold more water.

Note: relative humidity is simply a percentage value and is related to current or measured temperature;

therefore, areas with high relative humidity do not necessarily have high absolute humidity.

Q2b: Which vehicles from Safety Recall DSC are now covered by Superseding Safety Recall ELG?

A2b: Approximately 12,000 vehicles originally involved in DSC are now involved in Superseding Safety Recall ELG. Vehicles transferred to ELG were originally sold, currently registered, or ever registered in areas of High Absolute Humidity, encompassing the following: Coastal Areas around the Gulf of Mexico for Texas, Alabama, Mississippi, Georgia, and Louisiana. In addition it will include Florida, Puerto Rico, Guam, Saipan, American Samoa, U.S. Virgin Islands and Hawaii.

Q2c: Until I have the remedy performed, are there any steps I can take to minimize the occurrence of this condition.

A2c: No, There are no steps you can take to minimize the occurrence of this condition. *However, the condition does not cause the airbag to activate when it should not.* Also the front passenger airbag is designed to inflate only in certain moderate to severe crashes. *To further minimize risk, Lexus recommends that you locate passengers into the rear seating positions.*

Q3: What is Lexus going to do?

A3: Lexus will send an owner notification by first class mail advising owners to make an appointment with their authorized Lexus dealer to have the airbag inflator module replaced at **no charge**.

Customers of 2007 Model Year SC 430 vehicles who received an interim notification letter will receive a letter advising them of the availability of the remedy beginning in October, 2015.

Q3a: How does Lexus obtain my mailing information?

A3a: Lexus uses an industry provider who works with each states' 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.

Q3b: Do I need my owner letter to have the remedy performed?

A3b: You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

Q4: Which and how many vehicles are covered by this Safety Recall?

A4: There are approximately 32,000 vehicles covered by Safety Recall DSC. Vehicles covered by Safety Recall DLC that received a replacement airbag inflator module are not included in either action.

Model Name	Model Year	Production Period
SC430	2002 through certain 2007	Early January, 2001 through Early August, 2007

Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A4a: There are approximately 1,744,000 Toyota vehicles covered by Safety Recall DSF (D3F). Vehicles covered by Safety Recall DOF that received a replacement airbag inflator module are not included in either action.

Q5: What if I previously paid for repairs to my vehicle for this condition?

A5: Reimbursement consideration instruction will be provided in the remedy owner letter.

Q6: What if I have additional questions or concerns?

A6: If you have additional questions or concerns, please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

2002 - 2007 Model Year SC430 Vehicles
Front Passenger Airbag Inflator Module
SAFETY RECALL NOTICE (Remedy Notice)

This notice applies to your vehicle [VIN]

URGENT SAFETY RECALL
This is an important Safety Recall
Notification. The remedy will be
performed at **NO CHARGE** to you.

Dear Lexus Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in certain 2002-2007 model year SC430 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 subject vehicles are equipped with front passenger air bag inflators which may have been manufactured in such a way as to have a potential for the intrusion of moisture over time. Depending on the circumstances, this could create excessive internal pressure when the air bag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, striking the vehicle occupants potentially resulting in serious injury or death.

What will Lexus do?

Any authorized Lexus dealer will replace the passenger airbag inflator module at **no charge** to you.

What should you do?

This is an important Safety Recall.

Please contact any authorized Lexus dealer to schedule an appointment to have this remedy performed as soon as possible. The repair will take approximately 6 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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.

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

If you would like to update your vehicle ownership or contact information, please go to www.lexusdrivers.com. You will need your user name, password, and full 17-digit Vehicle Identification Number (VIN).

What if you have other questions?

- ***Your local Lexus dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair when parts are available.***
- You can find additional information and locate a Lexus dealer in your area by going online and visiting www.lexus.com.
- If you require further assistance, you may contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am to 4:00 pm Pacific Time.

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time, 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>.

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

If you have previously paid for repairs to address this specific condition, please mail all required paperwork* to the following address for reimbursement consideration and allow 6-8 weeks for processing:

Lexus, a Division of Toyota Motor Sales, U.S.A., Inc
Lexus Customer Assistance Center L201
19001 South Western Avenue
Torrance, CA 90509

* Please refer to the attached Reimbursement Checklist for required paperwork details.

Please note the dealership will need to complete the Safety Recall remedy before reimbursement consideration requests can be processed.

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.

We have sent this notice in the interest of your continued satisfaction with our products, and 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, U.S.A., INC.

SAMPLE