



January 27, 2016

To: Area General Managers  
From: Chuck Yaeger - National Manager Fixed Operations  
Subject: Safety Recall GLA (G2A) - *Interim Notice*  
Certain 2016 RX 350 and RX 450h Vehicles  
Driver's Knee Airbag Replacement

On January 27, 2016, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration informing the agency of our intent to conduct a voluntary Safety Recall on certain 2016 Model Year RX 350 and RX 450h vehicles

Condition

The subject vehicles are equipped with a driver's knee airbag assembly that may not have been properly manufactured. This could affect the performance of the airbag and increase the risk of injury in a crash.

Interim Phase

Lexus will advise dealers of the interim phase of this Safety Recall on January 27, 2016.

Lexus is currently preparing the remedy. Once preparations are complete, Lexus will send an owner notification letter by first class mail to owners of vehicles involved in this Safety Recall.

Lexus currently anticipates the remedy will be available in early-February, 2016. The remedy will consist of an inspection of the driver's knee airbag to determine if it is included in this campaign. If so, the driver's knee airbag assembly will be replaced. Additional details will be provided as they become available.

Covered Vehicles

There are approximately 5,000 2016 model year RX 350 and RX 450h vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period	UIO
RX 350	Certain 2016	11/17/2015 - 12/23/2015	4,264
RX 450h	Certain 2016	11/17/2015 - 12/23/2015	801

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please remind dealers to *verify eligibility by confirming through TIS prior to performing repairs*.

### New Vehicles in Dealership Inventory

There are approximately 974 vehicles in new dealer inventory.



Under Title 49, Section 30112(a) 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. In addition, 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.

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

Please share the reference VIN list provided to your Area Offices to assist your dealers in identifying new vehicles in dealer inventory involved in this Safety Recall. Dealers can use a VIN sticker inside the vehicle's glove box to apply to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



Note: Dealerships can order Hang Tags from the Material Distribution Center (MDC).

Material Number	Description	Quantity Per Pack
00241-INSPT	Inspection Mirror Hang Tag	25/pack

### Pre-Owned Vehicles in Dealer Inventory

Lexus requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied.

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

### LCCS Vehicles

Lexus requests that dealers take any affected LCCS vehicle out of service until the remedy procedure is completed.

Also, to further assist your dealers, please provide the list of VIN's that our records show to be in dealerships' new vehicle, pre-owned vehicle or LCCS inventory

#### 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 Contacts

Customers who receive the owner letter may contact your dealers with questions regarding this Safety Recall. Please remind your dealers to welcome them 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 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.

*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.

#### Attachment

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

