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Lexus Customer Services
June 23, 2014
Approved by: Don Fordiani

Special Service Campaign ELC (E2C)
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
Preliminary Notice

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



Special Service Campaign ELC (E2C) - **Product Investigation and Limited Regional Recall (Florida, Hawaii, Puerto Rico, and U.S. Virgin Islands)**

Certain 2003 through 2005 Model Year SC 430 Vehicles

Front Passenger Air Bag Inflator Module

Preliminary Notice

Q1: Why is Lexus conducting this Special Service Campaign?

A1: 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.

Q2: What is the potential condition?

A2: The subject vehicles are equipped with a front passenger airbag inflator produced by Takata which is currently being evaluated by NHTSA.

Toyota has been requested by NHTSA and Takata to replace and collect airbag inflator modules in Florida, Hawaii, Puerto Rico, and the U.S. Virgin Islands at this time for evaluation to determine if the inflators could rupture and cause the air bag to inflate abnormally when activated in a crash.

Q2a: What is the Airbag Inflator Module?

A2a: The airbag inflator module is a device contained within the airbag assembly. It contains a solid propellant wafer which is ignited in the event airbag deployment is necessary. When ignited, the wafer expands into an inert gas, inflating the airbag.

Q3: What is Lexus going to do?

A3: When sufficient replacement parts become available, Lexus will notify owners of vehicles currently registered in Florida, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

Lexus dealers located in these areas will replace the airbag inflator module at **no charge** to you. The original module will be sent back to the supplier for evaluation.

Q3a: How does Lexus obtain my mailing information?

A3a: 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.

Q4: Are there any other Lexus/Toyota/Scion vehicles being investigated?

A4: Yes, certain 2003 through 2005 Model Year Corolla, Corolla Matrix, Sequoia and Tundra Vehicles are covered by this field action in the US. Also, it has been determined that an abnormal deployment/rupture condition does exist on 2002 through certain 2003 and one 2004 Model Year SC430 vehicles.

Q5: What if I have additional questions or concerns?

A5: 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.