

To: Kathy Wachs (TMS)
Subject: RE: Customer Support Program ZLJ - Certain 2006 – 2008 Model Year Lexus IS 250 and IS 350 Vehicles Certain 2008 Model Year Lexus IS F Vehicles Coverage for Driver Side Knee Airbag Inflator Connector

From: Kathy Wachs (TMS)
Sent: Wednesday, February 27, 2019 3:38 PM
Subject: Customer Support Program ZLJ - Certain 2006 – 2008 Model Year Lexus IS 250 and IS 350 Vehicles Certain 2008 Model Year Lexus IS F Vehicles Coverage for Driver Side Knee Airbag Inflator Connector

In our continuing efforts to ensure the best in customer satisfaction, Lexus is announcing a Customer Support Program to provide coverage for the driver side knee airbag inflator connector on certain 2006 - 2008 model year IS 250 and IS 350 vehicles and on certain 2008 model year IS F vehicles.

Background

Lexus has received reports regarding an illumination of the SRS warning light in some of the subject vehicles even though the airbags are functioning. Due to a design issue in a connector, some degradation in its connection can cause the SRS warning light to illuminate constantly or intermittently in the instrument cluster. This condition does not prevent the vehicle's airbags or SRS system from deploying.

Note: If this condition is present, DTC B1861 will be present or stored in history.

Although the driver side knee airbag inflator connector is covered by Lexus's Restraint System Warranty for 6 years or 70,000 miles (whichever comes first), we at Lexus care about the customers' ownership experience. Lexus is providing coverage for repairs related to the condition described above.

Customer Support Program Details

This Customer Support Program provides coverage for the driver side knee airbag inflator connector. The specific condition covered by this program is the constant or intermittent illumination of the SRS warning light in the instrument cluster due to the driver side knee airbag inflator connector developing layers of oxidation between a terminal and its wire core due to insufficient crimping. If the condition is present, Diagnostic Trouble Code B1861 will be stored in the vehicle's memory.

If the condition is verified, the driver side knee airbag inflator connector will be replaced with a new one of improved design under the terms of this Customer Support Program.

- *This coverage will be offered until June 12, 2020 regardless of mileage.*

This coverage is for work performed at an authorized Lexus dealer only. It is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of the Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered.

Covered Vehicles

There are approximately 165,100 vehicles covered by this Customer Support Program. Approximately 1,300 vehicles covered by this Customer Support Program were distributed to Puerto Rico.

Please reference the attached Dealer Letter for additional details.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

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BY LEXUS