



Original Publication Date: February 27, 2019

To: All Lexus Dealer Principals, General Managers, Service Managers, and Parts Managers

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

Model / Years	Production Period	Approximate Total Vehicles
Lexus IS 250, 2006 – 2008	Late May 2005 – Mid-August 2008	131,490
Lexus IS 350, 2006 – 2008	Late May 2005 – Early August 2008	30,800
Lexus IS F, 2008	Mid-July 2007 – Early August 2008	2,810

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.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

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.

Owner Letter Mailing Date

Lexus will begin to notify owners in mid-March 2019. A sample of the owner notification letter has been included for your reference.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Customer Support Program. Please welcome them to your dealership 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 Guest Experience Center at 1-800-255-3987 - Monday through Friday, 7:00 am to 7:00 pm, Saturday 8:00 am to 5:00 pm Central Time.

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 Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on TIS or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

As this is a Customer Support Program, most customers will only request reimbursement from Lexus for past replacements; dealers should not increase their stock of related repair parts. *Dealers are requested to only order parts for vehicles experiencing this condition only. DO NOT ORDER FOR STOCK.* As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

Refer to Customer Support Program Bulletin [POL19-01](#) for additional parts ordering information.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Senior Technician
- Master Technician

Always check which technicians can perform the repair by logging on to <https://LCTPReports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this 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.

Remedy Procedures

Technical instructions for this Customer Support Program can be found in [L-SB-0007-19](#).

Warranty Reimbursement Procedures

Reimbursement Procedure

Refer to the Customer Support Program Bulletin (Bulletin No. [POL19-01](#)) for claim processing instructions. *All parts replaced for this repair are subject to warranty part recovery.*

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Customer Support Program. This claim filing information is used by Lexus for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Thank you for your cooperation.

LEXUS, A DIVISION OF TOYOTA MOTOR SALES, U.S.A., INC.

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

Frequently Asked Questions

Original Publication Date: February 27, 2019

Q1: *What is the condition?*

A1: 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.

Q1a: *Are there any warnings that this condition is present?*

A1a: If this condition is present, the SRS warning light, shown below will illuminate constantly or intermittently in the instrument cluster.

Note: the SRS warning light is designed to turn on when the "ENGINE START STOP" switch is turned to IGNITION ON mode to indicate that a system check is being performed. Under normal operation, it goes off after a few seconds. The warning light turning off after the check period means the system is operating as designed.** If the SRS warning light remains illuminated after the few second check period, you may be experiencing the condition. Please contact your local authorized Lexus dealer for diagnosis and appropriate repair. If the SRS warning light illumination is related to the condition covered by this Customer Support Program, 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.

** Please refer to the Owner's Manual for additional operation details related to this system.



Q1b: *Does this condition impact the performance of my vehicle's airbags or SRS system?*

A1b: This condition does not prevent the vehicle's airbags or SRS system from deploying. Those systems will deploy as designed even if the condition is present.

Note: Its possible for the SRS warning light to be illuminated and DTC B1861 to be stored in the vehicle's memory for other conditions unrelated to this Customer Support Program. Please read Q/A 6 for additional information.

Q2: *What is Lexus going to do?*

A2: Lexus will begin to send owner notifications by first class mail starting in mid-March 2019, advising owners of this Customer Support Program.

If the owner experiences the condition described above, they should contact their local authorized Lexus dealer for diagnosis. If the condition is verified, the dealer will replace the driver side knee airbag inflator connector with a new one of improved design **FREE OF CHARGE**.

Q3: *Which and how many vehicles are covered by this Customer Support Program?*
A3: There are approximately 165,100 vehicles covered by this Customer Support Program.

Model Name	Model Year	Production Period
IS 250	2006 - 2008	Late May 2005 - Mid-August 2008
IS 350	2006 - 2008	Late May 2005 - Early August 2008
IS F	2008	Mid-July 2007 - Early August 2008

Q3a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Customer Support Program in the U.S.?*

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Customer Support Program.

Q4: *What are the details of this program?*

A4: This Customer Support Program provides coverage as it applies to the driver side knee airbag inflator connector.

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.

Q5: *Which part is covered by this Customer Support Program?*

A5: The driver side knee airbag inflator connector is covered by this Customer Support Program.

Q6: *What should an owner do if experiencing this condition?*

A6: If an owner thinks that he/she has experienced the condition described in this Customer Support Program, he/she should contact a local Lexus dealer for appropriate diagnosis and repair. If the condition is verified as being in accordance with the terms of the program, the repair will be performed **FREE OF CHARGE** to the owner. Note that the condition covered by this Customer Support Program will cause the SRS warning light to illuminate. However, it is possible for the SRS warning light to be illuminated for other conditions unrelated to this Customer Support Program. Those conditions are not covered by this Customer Support Program.

Q6a: *What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?*

A6a: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Lexus Dealership can determine if a condition is covered by this Customer Support Program.

Q7: *What if an owner HAS NOT experienced this condition but would like to have the repair completed?*

A7: This Customer Support Program only applies to vehicles that have exhibited the condition described above. If an owner has not experienced the condition, he/she is asked to tear off the sheet included in the owner letter and insert it into the Owner's Warranty Information Booklet for future reference.

Q8: *How long will the repair take?*

A8: The repair takes approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

Q9: *What if I previously paid for repairs related to this Customer Support Program?*

A9: Reimbursement consideration instructions will be provided in the owner letter.

Q10: *How does Lexus obtain my mailing information?*

A10: 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.

Q11: *What if I have additional questions or concerns?*

A11: If you have additional questions or concerns, please contact the Lexus Guest Experience Center at 1-800-255-3987 - Monday through Friday, 7:00 am to 7:00 pm, Saturday 8:00 am to 5:00 pm Central Time.



Lexus Division
Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

CUSTOMER SUPPORT PROGRAM NOTIFICATION - ZLJ

[VIN]

Dear Lexus Owner:

At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Lexus would like to advise you of a voluntary Customer Support Program that has been initiated for your vehicle.

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.

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.

Coverage

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

What should you do?

Please tear off and insert the sheet at the bottom of the page into the back of your Owner's Manual for future reference. If you have not experienced the condition described in the Customer Support Program Details below, there is no other action necessary at this time.

If you have experienced this condition, please contact any authorized Lexus dealer and make arrangements for diagnosis and, if applicable, repair. The repair will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

Are there any warnings that this condition is present?

If this condition is present, the SRS warning light, shown below will constantly or intermittently illuminate in the instrument cluster.

Note: the SRS warning light is designed to turn on when the "ENGINE START STOP" switch is turned to IGNITION ON mode to indicate that a system check is being performed. Under normal operation, it goes off after a few seconds. The warning light turning off after the check period means the system is operating as designed.** If the SRS warning light remains illuminated after the few second check period, you may be experiencing the condition. Please contact your local authorized Lexus dealer for diagnosis and appropriate repair. If the SRS warning light illumination is related to the condition covered by this Customer Support Program, 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.

** Please refer to the Owner's Manual for additional operation details related to this system.



The condition covered by this Customer Support Program will cause the SRS warning light to illuminate and diagnostic trouble code B1861 will be stored in the vehicle's memory. However, please note that it is possible for this warning light and DTC to be activated for other conditions unrelated to this Customer Support Program. Those conditions are not covered by this Customer Support Program.

Does this condition impact the performance of my vehicle's airbags or SRS system?

This condition does not prevent the vehicle's airbags or SRS system from deploying. Those systems will deploy as designed even if the condition is present.

What if you have other questions?

- Refer to the *Frequently Asked Questions sheet included with this letter.*
- *Your local Lexus dealer will also be more than happy to answer any of your questions.*
- If you require further assistance, please visit <http://Lexus.com/contact> for options to contact the Lexus Guest Experience Center.

If you would like to update your vehicle ownership or contact information, please visit <http://drivers.lexus.com/lexusdrivers>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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

If you have previously paid for repairs related to this condition, please mail a copy of your repair order, proof-of-payment, and ownership information to the following address for reimbursement consideration:

Lexus
A Division of Toyota Motor North America, Inc.
PO Box 259001 - SSC/CSP
Mail Drop E3-2D
Plano, TX 75025-9001

Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products. 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

▼ Remove at perforation and place in the back of your owner's manual ▼

Customer Support Program Details

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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.*

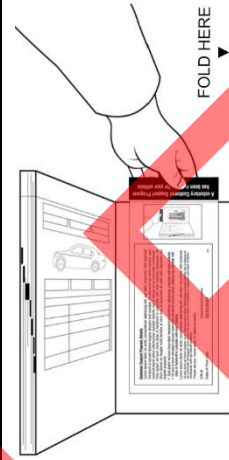
- ***This coverage will be offered until June 12, 2020 regardless of mileage.***

Please note that this coverage is for work performed at an authorized Lexus dealer only.

This coverage 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.

*Please see your Lexus dealer for additional details

VIN# _____
Date of First Use _____



A voluntary Customer Support Program has been initiated for your vehicle

SAMPLE



CUSTOMER SUPPORT PROGRAM FREQUENTLY ASKED QUESTIONS

Q1: *Is this a recall?*

A1: No. This is not a recall. At Lexus, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, Lexus is advising you of this Customer Support Program.

Q2: *If my vehicle does not have this condition, do I need to make an appointment with my dealership?*

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting the condition described in this letter. If you have not experienced this condition, please tear off and insert the sheet from the bottom of the owner letter into the back of your owner's manual for future reference.

Q3: *Is the Customer Support Program coverage transferable if I sell my vehicle?*

A3: Yes, this Customer Support Program coverage is fully transferrable to subsequent vehicle owners for the condition and terms specified in the notification letter.

Q4: *What should I do if my vehicle has the condition described?*

A4: If you experience this condition, please contact any authorized Lexus dealer and make arrangements for diagnosis and, if applicable, repair.

Q5: *Which part(s) are covered by this Customer Support Program?*

A5: Refer to the owner letter to find the specific component(s) covered by this program.

Q6: *What if the diagnosis is performed and my vehicle is not covered by the Customer Support Program?*

A6: Please be aware that, if the condition is not covered by this Customer Support Program, you may be responsible for the initial diagnostic fees and any other repairs you may decide to have performed. Any authorized Lexus Dealership can determine if a condition is covered by this Customer Support Program.