

<b>DISTRIBUTE TO:</b> <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Warranty Administrator	  <b>Customer Support Program Bulletin</b>	No.: POL19-01 Date: 2/27/2019 Page: 1 of 3
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**SUBJECT: CUSTOMER SUPPORT PROGRAM BULLETIN (ZLJ):  
COVERAGE FOR DRIVER SIDE KNEE AIRBAG INFLATOR  
CONNECTOR ON:  
CERTAIN 2006-2008 MY LEXUS IS 250  
CERTAIN 2006-2008 MY LEXUS IS 350  
CERTAIN 2008 MY LEXUS IS F**

**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.

**Applicability**

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

This Customer Support Program is applicable for all covered vehicles until **June 12, 2020, regardless of mileage.**

Verify VIN applicability for this CSP by checking Technical Information System (TIS) before completing any repairs.

Direct marketing of this CSP is strictly prohibited pursuant to the Lexus Warranty Policy 5.22, “Warranty Solicitation.” Non-compliance of this policy may result in a claim debit.

\*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**

Not all vehicles are covered by this CSP. Verify VIN applicability by checking TIS before completing any repairs.

**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

Claims for repairs that were performed by non-qualified technicians are subject to debit.

**Claim Submission**

Claim Type	Model	Opcode	Description	Labor Time
Repair Program	IS 250/350 IS F	ZLJ001	Replace the driver side knee airbag inflator connector	0.6 hr./vehicle

**Replacement Parts**

Model	Part Number	Description	Quantity
IS 250/350 IS F	82144-53020	REPAIR WIRE, KIT	1

**Please ensure this electronic bulletin is printed and distributed to those designated as well as any other appropriate personnel.**

**Technical Instructions (Repair Procedures)**

Technical instructions can be found in L-SB-0007-19, please refer to TIS for additional information.

**Customer-Paid Repairs or Replacement of Components**

If a customer has previously paid for the repair to address the condition described above, please have them mail a copy of the repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

**Lexus  
Lexus, a Division of Toyota Motor North America  
P O Box 259001 – SSC/CSP Reimbursements  
Mail Drop E3-2D  
Plano, Texas 75025-9001**

The customer name, address, and telephone number(s) should be included in the request. The customer should allow 4-6 weeks for processing.

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