



June 23, 2014

To: Southern Area General Manager  
From: Don Fordiani, National Field and Dealer Operations Manager  
Subject: Safety Recall DSC (D3C) (Supplement to DLC) - *Remedy Notice (Phase 1)*  
2002 through certain 2003 Model Year and One 2004 Model Year SC 430 Vehicles  
Front Passenger Air Bag Inflator Module

The original remedy for Safety Recall DLC launched in early August, 2013, included an inspection and, if necessary, replacement of the airbag inflator module. A supplemental action, Safety Recall DSC (D3C), was announced in early June, 2014, with an updated remedy procedure requiring replacement of the airbag inflator module for ALL included vehicles.

**Lexus has completed the remedy preparations and will begin mailing the remedy owner letter for Phase 1 of Safety Recall DSC.**

The remedy for this supplemental action will be launched in phases due to limited parts availability.

**Phase 1:** Launched in late June, 2014; will include vehicles registered in the Lexus Southern Area, Hawaii, Puerto Rico and the U.S. Virgin Islands.

**Additional Phases:** Lexus is currently working on obtaining the remedy parts for the additional phases for this Safety Recall. Lexus anticipates additional information will be provided in late summer, 2014 as remedy parts become available.

Lexus dealers included in the Phase 1 remedy will replace the Airbag Inflator Module at **NO COST** to the vehicle owner.

#### Condition

The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture and the front passenger airbag to deploy abnormally in the event of a crash, increasing the risk of injury to the occupant.

#### Dealer and Owner Notification

Southern Area dealers will be notified via e-mail of the Phase 1 remedy the morning of June 23, 2014.

Owners of the involved vehicles included in Phase 1 will begin receiving a Safety Recall Notification by first class mail in early July, 2014. Lexus dealers located in the Phase 1 regions will replace the airbag inflator module at no charge. The inspection procedure will no longer be included in the remedy procedure

*Lexus tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*

Please note that only owners of the covered vehicles included in Phase 1 that have not had the airbag inflator module replaced as part of Safety Recall DLC will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

**Pre-Owned Vehicles in Dealer Stock**

Lexus generally requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied. However, in this case, unless prohibited by your state's law, dealers can deliver pre-owned vehicles if they disclose to the customer that the vehicle is subject to a Safety Recall and Lexus will send them a notification when the remedy is available.

**Covered Vehicles**

There are approximately 35,000 Lexus vehicles covered by this Safety Recall in the US. However, vehicles covered by Safety Recall DLC that received a replacement airbag inflator module, are not included in this supplemental action.

Model	Model Year	VDS	Begin	End
SC 430	2002	FN48Y	0001059	0035548
	2003	FN48Y	0035116	0046972
	2004	FN48Y	0051445	0051445

**Campaign Special Service Tools**

Your dealers were sent a package containing special service tools (SSTs) for Safety Recall DLC in July, 2013. These tools will also be used for this campaign.

These tools are needed when performing the front passenger airbag inflator module campaign. These tools ARE NOT available through normal parts or tool channels. There is a very limited supply of tools, but if additional tools are needed dealers are directed to contact their Area representative.

Name	Sample Image	Qty
Airbag Mounting Bracket & Hardware		1
Barcode Scanner		1

### Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership associates involved in the recall process are required to successfully complete E-Learning course [LSC13A](#). To ensure that all vehicles have the repair performed correctly, technicians performing this repair must also complete [LSC13B](#) and be certified to one or more of the following levels:

Master Service Technicians  
Master Diagnostic Specialists

NOTE: To support additional service capacity, Lexus Certified and Senior Service Technicians, with at least 36 months Lexus experience AND L652 course credit, may also perform this repair following successful completion of course LSC13B.

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair.

Dealers are reminded to carefully review their 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.

### Campaign Specific Part Associate E- Learning Training Requirement

The Airbag Inflator Assembly being replaced during this campaign is a Class 9 Hazmat part. Therefore Parts Associates involved in this recall are required to complete E-Learning Module ([LSC13F](#) Safety Recall DLC - Front Passenger Airbag Inflator" found on [www.LCTPTESTS.com](#)) This E-Learning module will explain the proper procedure for documenting and returning the Airbag Inflator Assembly to TK Holdings Incorporated.

### Shipping Information for Removed Inflator Assemblies

IMPORTANT: Do not deploy the removed inflator. The removed used inflator must be returned, within 1-2 business days after replacement directly to the manufacturer TK Holdings Incorporated.

As the shipper, dealers are responsible for proper packing and document completion. The person packaging the inflator must have received hazardous material training per 49CFR 172.702 ([EHM001](#) "HazmatU General Awareness Hazardous Materials Training" found on [www.LCTPTESTS.com](#)), and the training records must be on file at your dealership. The U.S. Department of Transportation will impose substantial fines and/or penalties on the shipper if the packaging, labeling, or documentation is not properly prepared and Customer Copy of OP 900PRP form is not kept on file for a minimum of 2 years.

Each dealer will need to document a unique dealer specific CCN number on the return shipment form. You can locate your dealer unique CCN number by logging into the following website. The initial default password for this website is XXXXX.

<http://lexus-dlc.imagespm.info/>

In addition to the E-Learning module, a laminated "Campaign DLC - 48 State FEDEX Ground Shipment Preparation" aid was previously sent to each dealership when the DLC Remedy launched. Additional copies of the aid can be found on TIS and inside of each new parts box.

### Parts Ordering Process (Dealer Ordering Solution)

Orders can be placed through each dealer's facing PDC. The kit has been placed on Dealer Ordering Solution (DOS) and will be systematically released daily based on the established order criteria. Each dealer's facing PDC will send

an e-mail with dealer specific order criteria. Parts and service managers should work together to schedule appointments based on parts availability within the DOS limits. A sample of the Parts Allocation Report is attached for your reference.

Part Number	Part Description	Quantity/Vehicle
04003-28124	Inflator Assy Kit, Instr Pln Air Bag	1



**IMPORTANT PARTS ORDERING UPDATE**

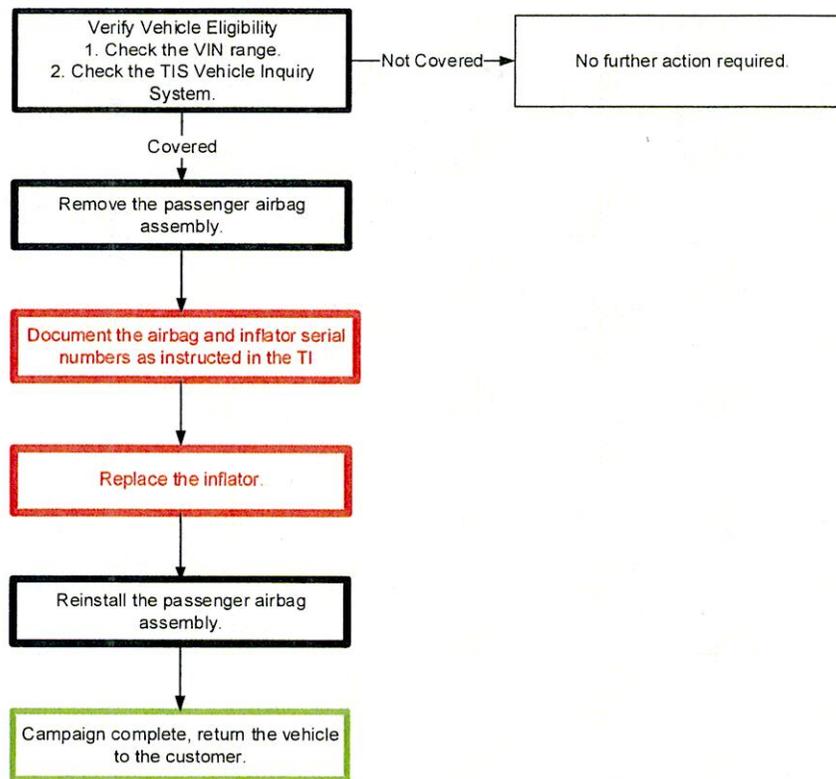
All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to Service and Parts Operations Communication 2011-20 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

Remedy Procedures

Please refer to TIS for Technical Instructions on inspection and repair.

## Warranty Reimbursement Procedure

2002 - 2003 and One (1) 2004 Model Year SC 430 Vehicles



Model	Operation Code	Description	Flat Rate Time*
SC 430	AGG48F	Replace Airbag Inflator Assembly	5.5 hours/vehicle

\*The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Lexus' usual customer care amenities of car wash and fuel tank fill apply to this Safety Recall. Additionally, one day of rental vehicle expense (to a maximum of \$45/day) or the cost of pick-up and delivery or remote repair of the customer's vehicle may be claimed if required.

### Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Lexus. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

### 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 remedy notification with your staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your understanding and cooperation.

Attachment

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