14V-312

LEXUS

June 10, 2014

To: Area General Managers

From: Don Fordiani, National Field and Dealer Operations Manager

Subject: Safety Recall DSC (D3C) (Supplement to DLC) - *Preliminary Notice*
2002 through certain 2003 Model Year and One 2004 Model Year SC 430 Vehicles
Front Passenger Air Bag Inflator Module

This notification is being provided to inform you of our intent to ***suspend Safety Recall DLC*** until further notice. Once remedy part preparation is complete, we will notify dealerships of the updated remedy procedure.

Background

The original remedy for Safety Recall DLC launched in early August, 2013, included an inspection and, if necessary, replacement of the airbag inflator module. An update to the remedy procedure now requires the replacement of the airbag inflator module for ALL vehicles included in this supplemental action. Once parts are available, Lexus will re-notify owners of vehicles where Safety Recall DLC is not yet complete and vehicles that received an inspection only. Vehicles that received a replacement airbag inflator module are not included in this supplemental action.

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.

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

Status

- Until further notice, dealers are requested to ***suspend*** Safety Recall DLC effective immediately.
- ***Lexus is currently preparing the remedy parts. Once remedy part preparation is complete, we will notify dealerships of the updated remedy procedure.***
- If a dealership is currently in the process of completing DLC (at the time of this announcement), Lexus requests that the airbag inflator be replaced before returning the vehicle to the customer.
- Claims for DLC must be submitted by June 16, 2014. After this date Lexus will be unable to accept DLC claims.
- DSC ("D3C" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting the morning of Wednesday, June 11, 2014.
- The attached Dealer Daily Message will be sent to all dealerships informing them to suspend Safety Recall DLC.

Pre-Owned Vehicles in Dealer Inventory

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, until the remedy is available, 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.

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.

Thank you for your understanding and cooperation.

Attachment

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

Kathy Wachs / Service and Parts Operations
Lexus Customer Services
June 10, 2014
Approved by: Don Fordiani

Safety Recall DSC (D3C) (Supplement to DLC) - *Preliminary Notice*
2002 through certain 2003 Model Year and One 2004 Model Year SC 430 Vehicles
Front Passenger Air Bag Inflator Module
*********URGENT*********

This notification is being provided to inform you of our intent to ***suspend Safety Recall DLC*** until further notice. Once remedy part preparation is complete, we will notify you of the updated remedy procedure.

Background

The original remedy for Safety Recall DLC launched in early August, 2013, included an inspection and, if necessary, replacement of the airbag inflator module. An update to the remedy procedure now requires the replacement of the airbag inflator module for ALL vehicles included in this supplemental action. Once parts are available, Lexus will re-notify owners of vehicles where Safety Recall DLC is not yet complete and vehicles that received an inspection only. Vehicles that received a replacement airbag inflator module are not included in this supplemental action.

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.

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

Status

- Until further notice, dealers are requested to ***suspend*** Safety Recall DLC effective immediately.
- ***Lexus is currently preparing the remedy parts. Once remedy part preparation is complete, we will notify dealerships of the updated remedy procedure.***
- If a dealership is currently in the process of completing DLC (at the time of this announcement), Lexus requests that the airbag inflator be replaced before returning the vehicle to the customer.
- Claims for DLC must be submitted by June 16, 2014. After this date Lexus will be unable to accept DLC claims.
- DSC ("D3C" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting the morning of Wednesday, June 11, 2014.

Pre-Owned Vehicles in Dealer Inventory

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, until the remedy is available, 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.

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 customer questions or 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.

Thank you for your understanding and cooperation.

Attachment