



June 23, 2014

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

This notification is being made to inform dealers, once parts preparation is complete and in phases consistent with parts availability, of our intent to re-notify owners of vehicles included in Safety Recall DLC that have not had the airbag inflator module replaced. Additional information will be provided as remedy parts become available.

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.

The remedy, when available, will involve replacement of the inflator for ALL vehicles identified in this supplemental action.

The remedy for this supplemental action will be launched in phases.

Phase 1: Launched in late June, 2014; will include vehicles registered in 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. Additional information will be provided in **Late Summer 2014** as remedy parts become available.

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

- Central, Eastern and Western Area dealers will be notified of this interim phase by e-mail the morning of June 23, 2014.
- As previously communicated, effective June 10, 2014, dealers are requested to **suspend** Safety Recall DLC and warranty claim submission completed by June 16, 2014.

- Lexus dealers will be unable to replace the airbag inflator module in vehicles included in the additional phases due to limited parts availability.
- **Once parts preparation is complete and in phases consistent with parts availability, Lexus will begin re-notifying owners of vehicles included in Safety Recall DLC that have not had the airbag inflator module replaced.**
- DSC ("D3C" for vehicles included in the additional phases) Interim Notice documents will be posted on TIS starting the morning of Monday, June 23, 2014.
- For reference purposes only, VINs covered by this Safety Recall will be searchable on TIS starting the morning of Monday, June 23, 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, 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.

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 the interim phase of this Safety Recall.

Thank you for your understanding and cooperation.

Attachment

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

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

This notification is being made to inform dealers, once parts preparation is complete and in phases consistent with parts availability, of our intent to re-notify owners of vehicles included in Safety Recall DLC that have not had the airbag inflator module replaced. Additional information will be provided as remedy parts become available.

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.

The remedy, when available, will involve replacement of the inflator for ALL vehicles identified in this supplemental action.

The remedy for this supplemental action will be launched in phases.

Phase 1: Launched in late June, 2014; will include vehicles registered in 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. Additional information will be provided in **Late Summer 2014** as remedy parts become available.

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

- As previously communicated, effective June 10, 2014, dealers are requested to **suspend** Safety Recall DLC and warranty claim submission completed by June 16, 2014.
- Lexus dealers will be unable to replace the airbag inflator module in vehicles included in the additional phases due to limited parts availability.
- **Once parts preparation is complete and in phases consistent with parts availability, Lexus will begin re-notifying owners of vehicles included in Safety Recall DLC that have not had the airbag inflator module replaced.**

- DSC ("D3C" for vehicles included in the additional phases) Interim Notice documents will be posted on TIS starting the morning of Monday, June 23, 2014.
- For reference purposes only, VINs covered by this Safety Recall will be searchable on TIS starting the morning of Monday, June 23, 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, 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.

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 the interim phase of this Safety Recall.

Thank you for your understanding and cooperation.

Attachment