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Lexus Customer Services
October 20, 2014
Approved by: Don Fordiani

Safety Recall ELG – For Areas of High Absolute Humidity
2002 through 2005 Model Year SC 430 Vehicles
Front Passenger Air Bag Inflator Module

This Safety Recall applies to owners of vehicles originally sold in or currently registered in areas of High Absolute Humidity, encompassing the following: Coastal Areas around the Gulf of Mexico for Texas, Alabama, Mississippi, Georgia, and Louisiana. In addition it will include Florida, Puerto Rico, Guam, Saipan, American Samoa, Virgin Islands and Hawaii.

On October 20, 2014, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2002 through 2005 model year SC 430 vehicles.

Condition

The subject vehicles are equipped with front passenger air bag assemblies. When located in areas with consistently high absolute humidity, the front passenger air bag inflator could be susceptible to rupture and the front passenger air bag could deploy abnormally in a crash, increasing the risk of injury to the occupant. The cause of the potential ruptured inflators and influence of high absolute humidity are under investigation.

Remedy

Lexus has a limited amount of parts to support vehicle repairs at this time; therefore Lexus will be undertaking the following actions until parts become available in greater quantities.

Dealers are requested to replace the front passenger air bag inflator module at no charge to the vehicle owner. If the inflator module is not available, dealerships are requested to temporarily disable the front passenger air bag and install a glove box reminder hang tag.

Involved Vehicles

There are approximately 6,800 vehicles covered by this Safety Recall in the United States. The majority of vehicles covered by this superseding Safety Recall were previously part of Safety Recall DSC or Limited Regional Safety Recall ELC.

Model	Model Year	Production Period	Approx. UIO
SC 430	2002 through 2005	Early January, 2001 through Late December, 2004	6,800

Please note that only owners of the covered vehicles in areas of high absolute humidity that have not had the air bag inflator module replaced as part of Safety Recall DLC or DSC 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.

Owner Letter Mailing

Lexus will be mailing to all customers whose vehicle is covered by this Safety Recall in late October, 2014.

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.

If your dealership is contacted by an owner who has not yet received the notification, please *verify coverage by confirming through TIS.* Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

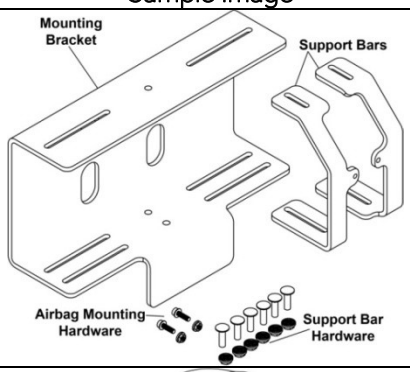
Pre-Owned Vehicles in Dealer Inventory

All vehicles in dealership stock that are covered by this Safety Recall must have the passenger air bag inflator replaced before customer delivery. If the passenger air bag assembly is not available, the vehicle must be held until the vehicle can be remedied.

Campaign Special Service Tools

Your dealership was 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 air bag 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, contact your Area representative.

Name	Sample Image	Qty
Air Bag 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.

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.

Campaign Specific Part Associate E- Learning Training Requirement

The Air Bag 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 Air Bag 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, you are responsible for proper packing and document completion. The person packaging the inflator must have received hazardous material training per 49 CFR 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.

Glove Box Reminder Hang Tags

Your dealership will be sent a package of Glove Box Reminder Hang Tags; a sample is shown below for your reference.

Please ensure these are applied to any vehicle where the passenger air bag is temporarily disabled. Additional glove box reminder hang tags can be ordered from the Material Distribution Center.

MDC #	Description	Package Qty.
TBD	Glove Box Reminder Hang Tags	TBD

Parts Ordering Process

Orders can be placed through each dealer's facing PDC. The kit has been placed on Manual Allocation Control (MAC) and will be systematically released once a day based on the established order criteria. Please refer to the MAC Report posted in the Lexus Customer Services website for specific instructions on requesting MAC part release. Parts and service managers should work together to schedule appointments based on parts availability.

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

In the limited cases, where the serial number is illegible, the Air Bag Assembly will require replacement. *Please contact your Area representative for further direction on vehicle repair and claim filing procedures.*

IMPORTANT PARTS ORDERING UPDATE

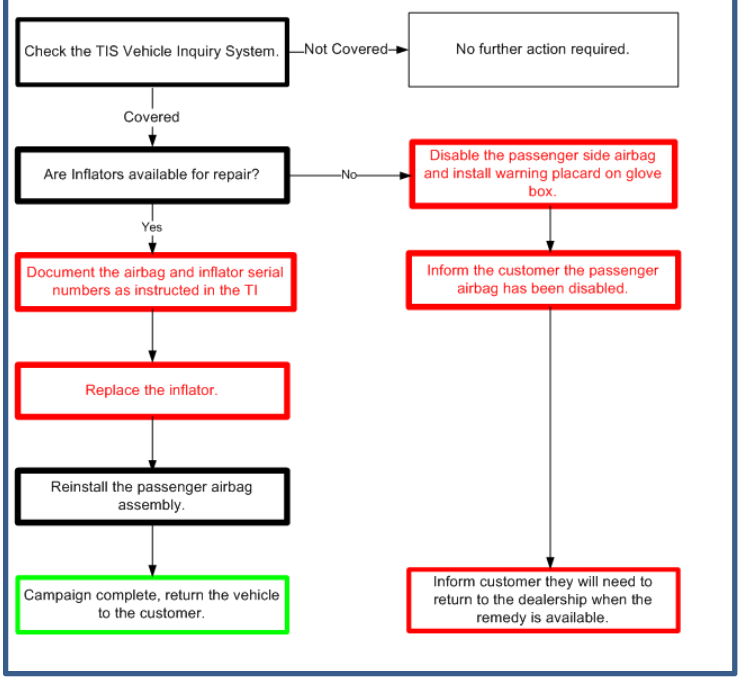
All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to Service and Parts Operations Communication 2011-20 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional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

Remedy Procedures

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

Warranty Reimbursement Procedure

2002 - 2005 Model Year SC 430 Vehicles



Model	Operation Code	Description	Flat Rate Time*
SC 430	TBD1	Replace Air Bag Inflator Assembly	5.5 hours/vehicle
	TBD2	Disable Air Bag Inflator Assembly and Install Glove Box Reminder Hang Tag	0.3 hr/vehilce

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost of Electrical Tape and Zip Ties can be claimed as sublet type "ZZ" at maximum of $0.25 per vehicle under Op Code TBD2.
- A customer rental can be claimed under opcode TBD1 for a maximum of 90 days as sublet type "RT" if a customer refused passenger air bag disablement and requests repair only.
- Towing can be claimed under opcode TBD1/2 for a maximum of $250 as sublet "TW" in the event the customer requested vehicle pick up.

Lexus' usual customer care amenities of car wash, fuel tank fill, and one day of car rental apply when the air bag inflator module is replaced or disabled.

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 dealer 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 to 4:00 pm PST.

Please review this 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.

Attachments

Safety Recall ELG – For Areas of High Absolute Humidity
Certain 2002 – 2005 Model Year SC Vehicles 430
Front Passenger Air Bag Inflator Module

This Safety Recall applies to owners of vehicles originally sold or currently registered in areas of High Absolute Humidity, encompassing the following: Coastal Areas around the Gulf of Mexico for Texas, Alabama, Mississippi, Georgia, and Louisiana. In addition it will include Florida, Puerto Rico, Guam, Saipan, American Samoa, Virgin Islands and Hawaii.

Q1: What is the condition?

A1: The subject vehicles are equipped with front passenger air bag assemblies. When located in areas with consistently high absolute humidity, the front passenger air bag inflator could be susceptible to rupture and the front passenger air bag could deploy abnormally in a crash, increasing the risk of injury to the occupant. The cause of the potential ruptured inflators and influence of high absolute humidity are under investigation.

Q1a: What is the Inflator?

A1a: The inflator is a device contained within the air bag assembly. It contains a solid propellant wafer which is ignited in the event air bag deployment is necessary. When ignited, the wafer expands into an inert gas, inflating the air bag.

Q1b: What is the cause of this condition?

A1b: The cause of the potential ruptured inflators and influence of high absolute humidity are under investigation.

Q1c: What is absolute humidity?

A1c: The measure of the water vapor content in the air is known as absolute humidity, and it is displayed in grams of water vapor per cubic meter of air. Warm, southern coastal climates consistently experience the highest concentrations of water vapor in the air, as warm ambient air can hold more water.

Note: relative humidity is simply a percentage value and is related to temperature; therefore, areas with high relative humidity may not consistently have high absolute humidity, or simply stated, as much water in the ambient air.

Q1d: How is humidity related to the performance of the air bag inflator?

A1d: The specific relationship of humidity to the operation of the inflator and the cause of improper air bag inflator performance and rupture is still under investigation.

Q2: What is Lexus going to do?

A2: Owners of vehicles covered by this Safety Recall will begin receiving notification by first class mail in late October, 2014.

Lexus dealers are requested to replace the front passenger air bag inflator module at **no charge** to the vehicle owner. If the inflator module is not available, dealerships are requested to temporarily disable the front passenger air bag and install a glove box reminder hang tag.

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Q3: Are there any warnings that this condition exists?

A3: No. There are no warnings that this condition exists. However, the condition does not cause the air bag to activate when it should not. Also, the front passenger air bag is designed to inflate only in certain moderate to severe crashes.

Q4: What should you do?

A4: Lexus strongly recommends that you have this Safety Recall remedy performed immediately.
Please contact any authorized Lexus dealer to schedule an appointment. When taking your vehicle to the dealership for your service appointment it is recommended that only the driver occupy the vehicle. If you are uncomfortable driving the vehicle to the dealership, please contact your local authorized Lexus dealer who will arrange for vehicle pick up. Until the remedy is performed, the front passenger seat should NOT be occupied.

If you do not follow the instructions in the owner letter, you should not drive your vehicle.

Q5: If the Front Passenger Air Bag is disabled, will other Supplemental Restraints Systems be functional?

A5: If the vehicle does not have any concerns with supplemental restraint systems at the time of front passenger Air Bag disablement, all other supplemental restraint systems will remain fully functional. An onboard diagnostic system check will be performed to confirm Supplemental Restraint System (SRS) health at the time the dealer performs that temporary disablement of the passenger air bag assembly. After the dealer has disabled the passenger air bag assembly the SRS warning lamp will remain illuminated at all times until the recall campaign is completed.

Q6: Are there concerns with other Air Bags in the vehicle.

A6: No, this condition only applies to the front passenger air bag inflator module. Other air bags in the vehicle are not affected by this condition.

Q7: How is this Safety Recall related to other actions Lexus has taken regarding Takata Front Passenger Air Bag Inflator modules?

A7: In April 2013 Lexus announced a nationwide Safety Recall to inspect and, as necessary, replace front passenger air bag inflator modules. In June 2014, the recall remedy was revised to replace all inflators regardless of inspection results. In cooperation with NHTSA, Lexus also launched a Limited Regional Recall for an expanded model year range for certain areas with high levels of humidity to study the correlation to high humidity. As part of these actions, Lexus recovered air bag inflators for further investigations by Takata. These investigations have found that some inflators from South Florida perform improperly during testing. The geographic concentration of inflators with abnormal performance in areas with consistently high absolute humidity warrants priority replacement in these areas. Therefore, Lexus has launched this superseding recall for these areas.

Q8: Are all vehicles involved in the previous Takata Front Passenger Inflator Module Recall Actions covered by this Safety Recall?

A8: No, this Safety Recall applies to owners of vehicles originally sold in or currently registered in areas of High Absolute Humidity, encompassing the following: Coastal Areas around the Gulf of Mexico for Texas, Alabama, Mississippi, Georgia, and Louisiana. In addition it will include Florida, Puerto Rico, Guam, Saipan, American Samoa, Virgin Islands and Hawaii.

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Q9: Which and how many vehicles are covered by this Safety Recall?

A9: There are approximately 6,800 Lexus SC 430 vehicles covered by this Safety Recall. The majority of vehicles covered by this superseding Safety Recall were previously part of Safety Recall DSC or Limited Regional Safety Recall ELC.

Model	Model Year	Appx. UIO	Production Range
SC 430	2002	6,800	Early January, 2001 through Late December, 2004
	2003		
	2004		
	2005		

Q9a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A9a: Yes. There are approximately 240,000 certain 2003 – 2005 MY Corolla, Corolla Matrix, Tundra and certain 2002 – 2005 Sequoia vehicles covered by this Safety Recall in the US.

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: Do I need my owner letter to have the remedy performed?

A11: You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

Q12: What if I previously paid for repairs to my vehicle for this condition?

A12: Reimbursement consideration instruction will be provided in the remedy owner letter.

Q13: What if I have additional questions or concerns?

A13: If you have additional questions or concerns, please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

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Certain 2002-2005 Model Year SC 430 Vehicles
Front Passenger Airbag Inflator Module
SAFETY RECALL NOTICE
This notice applies to your vehicle [VIN]

URGENT SAFETY RECALL
This is an important Safety Recall. The remedy will be performed at **NO CHARGE** to you.

[VIN]

Dear Lexus Owner:

Lexus strongly recommends that you have this Safety Recall remedy performed immediately. If you do not follow the instructions in this letter, you should not drive your vehicle.

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in certain 2002-2005 Model Year SC 430 vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the Condition?

The subject vehicles are equipped with front passenger air bag assemblies. When operated in areas with consistently high absolute humidity, the front passenger air bag inflator could be susceptible to rupture and the front passenger air bag could deploy abnormally in a crash, increasing the risk of injury to the occupant.

What will Lexus do?

Any authorized Lexus dealer will replace the front passenger inflator assembly at **no charge** to you.

In the event a front passenger inflator assembly is not available, at the time of vehicle service, the dealer will follow procedures to temporarily disable the front passenger air bag assembly. In addition the dealer will install a glove box hang tag informing occupants that the front passenger seat should not be occupied until the front passenger inflator assembly is replaced and the airbag is fully functional.

What should you do?

This is an important Safety Recall

Lexus strongly recommends that you have this remedy performed immediately. Please contact any authorized Lexus dealer to schedule an appointment. When taking your vehicle to the dealership for your service appointment it is recommended that only the driver occupy the vehicle. If you are uncomfortable driving the vehicle to the dealership, please contact your local authorized Lexus dealer who will arrange for vehicle pick up. Until the remedy is performed, the front passenger seat should NOT be occupied.

The repair will take approximately 2 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.lexusdrivers.com and updating your profile information. You will need your full 17-digit Vehicle Identification

SAMPLE

Number (VIN) to input the new information.

What if you have other questions?

- *Your local Lexus dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.*
- You can find additional information and locate a Lexus dealer in your area by going online and visiting www.lexus.com.
- If you require further assistance, you may contact the Lexus Customer Assistance Center at 1-800-255-3987, Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am to 4:00 pm Pacific Time.

  If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to http://www.safercar.gov.

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

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Lexus, a Division of Toyota Motor Sales, U.S.A., Inc.
Lexus Customer Assistance Center L201
19001 South Western Avenue
Torrance, CA 90509

Please note that the dealer must complete the Safety Recall remedy before reimbursement consideration requests can be processed.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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

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