

Update 11-13-14: Service Consultant Reference Guide Added
Update 11-13-14: UIO information updated
Update 10-24-14: FAQ updated with additional information related to ELG.

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. Additional information will be provided at a later date 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.

Owner Notification

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

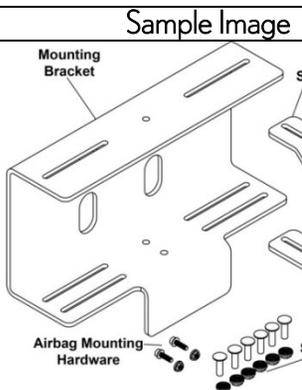
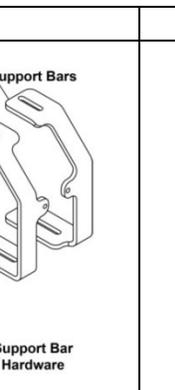
There are approximately 26,525 SC 430 vehicles (2002 through certain 2003 and one 2004 MY) covered by this Safety Recall in the U.S. Approximately 10,519 vehicles originally covered by DSC (D3C) are now part of Superseding Safety Recall ELG for High Absolute Humidity locations. There are now 16,006 vehicles covered by Safety Recall DSC (D3C). Vehicles covered by Safety Recall DLC that received a replacement airbag inflator module are not included in either 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 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 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, contact your 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.

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 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, you 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 PIn Air Bag	1



IMPORTANT PARTS ORDERING UPDATE

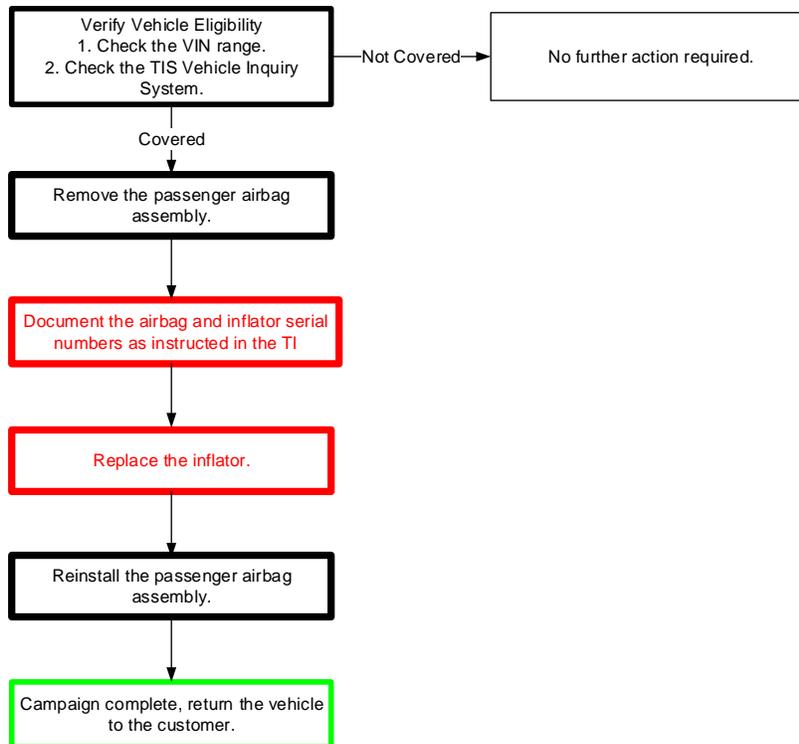
All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to Service and Parts Operations Communication 2011-20 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional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



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

Background

The original remedy for Safety Recall DLC launched in early August, 2013, which included an inspection and, if necessary, replacement of the airbag inflator module. In early June 2014, a supplemental Safety Recall was announced with a revised remedy which involved replacement of the passenger inflator module regardless of inspection results. Due to parts production capacity, the supplemental Safety Recall DSC (D3C) will be launched in phases. **Once parts are produced in sufficient quantities, Lexus will re-notify owners of vehicles originally included in Safety Recall DLC that have not had the passenger airbag inflator module replaced.** Vehicles that already received a replacement passenger airbag inflator module are not included in this supplemental Safety Recall.

Q1: What is the condition?

A1: 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.

Q1a: What is the Inflator?

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

Q1b: What is the cause of this condition?

A1b: Propellant wafers manufactured with inadequate compression force or with improper humidity levels may have been used during assembly of the inflator.

Q2: How does my vehicle relate to the recent news coverage about Takata and Lexus' new action for Areas of High Absolute Humidity?

A2: Lexus has two separate Safety Recall actions related to Takata inflators. One is a nationwide recall and a second is focused on the gulf coastal and other areas with consistently high absolute humidity. Your vehicle is included in the nationwide Takata recall activity and your passenger air bag inflator will be replaced when parts become available.

Takata has tested parts recovered from recalled vehicles. Test results from the parts recovered from consistently high absolute humidity areas (such as Florida and the Gulf Coast) have shown a possible correlation with high absolute humidity areas and improper passenger air bag inflator deployment. Test results of parts from areas with lower absolute humidity than these coastal regions have shown proper deployment. The geographic concentration of inflators with abnormal performance in these areas with consistently high absolute humidity warrants priority replacement in these areas. Therefore, Lexus has announced superseding Safety Recall ELG for areas with High Absolute Humidity, and is prioritizing the remedy of vehicles in these areas.

Q2a: What is absolute humidity?

A2a: 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. Higher temperature, southern coastal climates consistently experience the greatest concentrations of water vapor in the air, as warmer ambient air can hold more water.

Note: relative humidity is simply a percentage value and is related to current or measured temperature; therefore, areas with high relative humidity do not necessarily have high absolute humidity.

Q2b: Why is Lexus offering Passenger Air Bag Disablement for vehicles in Superseding Safety Recall ELG and not my vehicle?

A2b: At this time, Lexus has a very limited supply of replacement air bag inflators which are being sent to the Florida and Gulf Coast areas to assist customers there. We are offering customers in these areas a temporary option to have their passenger air bag inflator disabled.

Airbag disablement is an extraordinary measure and only is being offered in the Gulf Coast area as a "short term" solution when parts are not available. The National Highway Traffic Safety Administration (NHTSA) has granted Lexus permission to temporarily disable airbags only in these areas, but no others.

Q2c: Which vehicles from Safety Recall DSC (D3C) are now covered by Superseding Safety Recall ELG?

A2c: Approximately 6,800 vehicles originally involved in DSC (D3C) are now involved in Superseding Safety Recall ELG. Vehicle transferred to ELG were 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.

Q2d: Until the remedy is available in my area, are there any steps I can take to minimize the occurrence of this condition.

A2d: No, There are no steps you can take to minimize the occurrence of this condition. However, the condition does not cause the airbag to activate when it should not. Also the front passenger air bag is designed to inflate only in certain moderate to severe crashes. To further minimize risk, Lexus recommends that you locate passengers into the rear seating positions.

Q3: What is Lexus going to do?

A3: **Lexus is currently working on obtaining the necessary remedy parts.** Once the parts are available, we will notify owners.

Once the remedy parts have been produced in sufficient quantities, Lexus will send (in phases consistent with parts availability and repair capacity), an owner notification by first class mail advising owners to make an appointment with their authorized Lexus dealer to have the airbag inflator module replaced at **no charge**.

Q3a: When does Lexus anticipate the remedy will be available?

A3a: Lexus is currently working on obtaining the remedy parts for this Safety Recall. The expected parts availability date for locations beyond the Gulf Coastal areas is early next year.

Q3b: How does Lexus obtain my mailing information?

A3b: Lexus uses an industry provider who works with each states 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.

Q3c: When the remedy becomes available, do I need my owner letter to have the remedy performed?

A3c: 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.

Q4: Which and how many vehicles are covered by this Safety Recall?

A4: There are approximately **26,525** SC 430 vehicles (2002 through certain 2003 and one 2004 MY) covered by this Safety Recall in the U.S. Approximately **10,519** vehicles originally covered by DSC (D3C) are now part of Superseding Safety Recall ELG for High Absolute Humidity locations. There are now **16,006** vehicles covered by

Safety Recall DSC (D3C). Vehicles covered by Safety Recall DLC that received a replacement airbag inflator module are not included in either action.

Model Name	Model Year	Production Period
SC430	2002 through certain 2003 and One (1) 2004	Late December, 2000 through Mid-May, 2003

Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A4a: There were originally approximately 701,038 Toyota vehicles covered by the DSF (D3F) Safety Recall in the US. Approximately 149,758 vehicles originally covered DSF (D3F) are now part of Superseding Safety Recall EO4 for High Absolute Humidity locations. There are now approximately 551,280 covered by Safety Recall DSF (D3F). Vehicles covered by Safety Recall DOF that received a replacement airbag inflator module are not included in either action.

Q5: What if I previously paid for repairs to my vehicle for this condition?

A5: Reimbursement consideration instruction will be provided in the remedy owner letter.

Q6: What if I have additional questions or concerns?

A6: 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 to 4:00 pm Pacific Time.



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



The following information is being provided to help dealerships associates understand the differences between the multiple Takata actions Toyota has announced.

Safety Recall Overview:

In April 2013, Lexus announced a nationwide Safety Recall (DLC) to inspect and, as necessary, replace front passenger air bag inflator modules manufactured for Lexus by Takata Corporation. In June 2014, the recall remedy was revised to replace all inflators regardless of inspection results. The revision of the remedy was announced as a new Safety Recall DSC (D3C). All vehicles that did not receive a replacement inflator under DLC were included in DSC (D3C).

Safety Recall
DSC (D3C)

Nationwide

In cooperation with NHTSA, Lexus also launched in June 2014, a Limited Regional Recall ELC covering an expanded model year range for certain areas with high levels of absolute humidity to study the possible correlation of abnormal inflator deployment to environmental factors. As part of these actions, Lexus recovered air bag inflators for further investigations by Takata. Testing found some inflators from South Florida to perform abnormally during deployment.

Safety Recall
ELC

Regiona

Not Active - Superseded by ELG

The geographic concentration of inflators with abnormal performance in areas with consistently high absolute humidity warranted priority replacement in these areas. Therefore, Lexus has launched superseding Safety Recall (ELG) which involves vehicles originally sold in or currently registered in areas that are exposed to consistent High Absolute Humidity encompassing the Gulf Coastal and island areas. These vehicles were previously included in Safety Recalls DLC/DSC and ELC.

Safety Recall
ELG

Regional

The map below provides a visual representation of the areas which have been included in Superseding Safety Recall ELG (Red Area). The yellow portion of the map represents an approximate geographic representation of vehicles covered by Safety Recall DSC (D3C).

Safety Recall DSC:
2002 - 2003 and One 2004 SC 430

Safety Recall ELG:
2002 - 2005 SC 430



Legend

= DSC (D3C)

= ELG

Note: This map is provided for reference purposes only. The inclusion of vehicles in Safety Recall ELG and DSC (D3C) may differ from the visual representation shown on the map. Always verify vehicle campaign applicability using the Technical Information System (TIS).

Q1: *Is the remedy different between DSC and ELG?*

A1: No, all vehicles involved in DSC and ELG will receive a replacement passenger Air Bag Inflator as parts become available. At this time Lexus has a limited number of inflators; therefore, we are first focusing on the ELG area, because testing of some recovered inflators from South Florida experienced abnormal performance. In the event parts are not available, Lexus is also offering passenger airbag disablement for the areas covered in ELG only.

Q2: *Why is Lexus offering Passenger Air Bag Disablement only for vehicles in Superseding Safety Recall ELG?*

A2: At this time, Lexus has a very limited supply of replacement air bag inflators which are being sent to the ELG areas to assist customers there. We are offering customers in these areas a temporary option to have their passenger air bag inflator disabled.

Airbag disablement is an extraordinary measure and only is being offered in the ELG areas as a "short term" solution when parts are not available. The National Highway Traffic Safety Administration (NHTSA) has granted Lexus permission to temporarily disable airbags only in these areas, but no others.

Q3: *Which vehicles from Safety Recall DSC (D3C) are now covered by Superseding Safety Recall ELG?*

A3: Approximately 10,519 vehicles originally involved in DSC (D3C) are now involved in Superseding Safety Recall ELG. Vehicle transferred to ELG were 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.

Q4: *When does Lexus anticipate the remedy will be available?*

A4: Lexus is currently working on obtaining the remedy parts for this Safety Recall. The expected parts availability date for locations beyond the ELG areas is early next year.

Q5: *What is absolute humidity?*

A5: 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. Higher temperature, southern coastal-type climates consistently experience the greatest concentrations of water vapor in the air, as warmer ambient air can hold more water.

Note: relative humidity is simply a percentage value and is related to current or measured temperature; therefore, areas with high relative humidity do not necessarily have high absolute humidity.