

Update 07-01-15: Update to Rental Information, Warranty Sublet, and Return Parts Shipping
Update 06-15-15: Additional model years added.
Update 01-30-15: Phase 2 Remedy launched
Update 11-13-14: Service Consultant Reference Guide Added
Updated 11-13-14: UIO information updated
Update 10-24-14: FAQ updated with additional information related to ELG.



Subject: Safety Recall DSC (D4C) (Supplement to DLC) - *Remedy Phase 2 Update*
2002 through certain 2007 Model Year SC 430 Vehicles
Front Passenger Airbag Inflator Module

Dear Dealer Principal:

This notification is being made to inform dealers of an expansion to Safety Recall DSC. On June 16, 2015, Lexus will amend this action, adding certain 2004 through 2007 model year SC 430 vehicles.

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. A supplemental action, Safety Recall DSC, was announced in early June, 2014, with an updated remedy procedure requiring replacement of the airbag inflator module for ALL included vehicles.

In mid-June, 2015, Lexus will expand Safety Recall DSC to include certain 2004 through 2007 model year SC 430 vehicles. These additional vehicles have been added to DSC Remedy or D4C Interim based upon their registered location and the remedy status for that location.

Lexus has completed the remedy preparations and will begin mailing the remedy owner letter for vehicles added to Phase 2 of Safety Recall DSC.

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

Phase 2: Launched in late January, 2015 for vehicles registered in the Western, Central and Eastern Areas. Note: Inflators are not currently available for 2007 model year SC 430 vehicles covered by this Safety Recall. Until inflators are available, covered 2007 SC 430 vehicles will be identified under the interim status code D4C.

Lexus dealers are requested to replace the Airbag Inflator Module at **NO CHARGE** to the vehicle owner.

Condition

The subject vehicles are equipped with front passenger airbag inflators which may have been manufactured in such a way as to have a potential for the intrusion of moisture over time. Depending on the circumstances, this could cause excessive internal pressure when the air bag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, striking and potentially seriously injuring the vehicle occupants in a crash.

Owner Notification

Owners of the involved vehicles included in Phase 2 will have received a Safety Recall Notification by first class mail beginning in early February, 2015. Owners of the newly added covered vehicles will begin receiving a Safety Recall Notification by first class mail beginning in early July, 2015.

Lexus dealers located in the Phase 2 areas will replace the airbag inflator module at no charge. The inspection procedure is no longer included in the remedy procedure

Lexus makes significant effort 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 Stock

All vehicles in dealership stock that are covered by this Safety Recall must have the passenger airbag inflator replaced before customer delivery.

Covered Vehicles

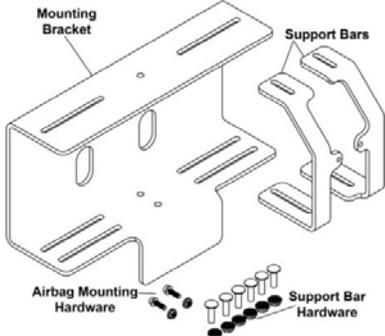
There are approximately 32,000 vehicles covered by Safety Recall DSC (D4C). Vehicles covered by Safety Recall DLC that received a replacement airbag inflator module are not included in either action.

Please **verify eligibility by confirming through TIS prior to performing repairs**.

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	 The diagram shows a large, L-shaped metal mounting bracket with several slots and holes. To its right are two support bars, one of which is shown in a bent position. Below the main bracket, there are two sets of hardware: 'Airbag Mounting Hardware' consisting of several small bolts and nuts, and 'Support Bar Hardware' consisting of several larger bolts and nuts.	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

New Parts Return Shipping Process

NOTE: This updated inflator recovery program only applies to the Continental 48 States. Alaska, Hawaii and the US Territories will continue to use the current program.

IMPORTANT: Effective July 1, 2015, the current inflator part return process, **using Fed-Ex as the shipper will be discontinued**. A new procedure using a third party coordinator (Stericycle Solutions) has been developed. With this new process, each dealer will be required to perform the following:

- Apply a return address label to the outside of each returned inflator box (**Label provided by Takata in the new part box**).
- Store the old inflators on a pallet until they accumulate 100 inflators or whatever amount is collected after 30 days.
- **Keep a running log of how many inflators are on the pallet.**
- Secure the inflators on the pallet with shrink wrap.
- Contact Stericycle at [1-877-650-9409](tel:1-877-650-9409) to arrange LTL pick-up.

- Place an over-pack label on the palletized load and provide the LTL driver with the pre-filled out documentation that will be sent to the dealer by Stericycle.

The new process will not require the dealer to fill out any paperwork. All documents will be filled out by Stericycle and returned to the dealer.

Starting June 2015, during part production, Takata started replacing the current FedEx documentation in the inflator box with the new return labels and updated instructions. To support this new process, in late June 2015, each dealer will receive:

- 4 laminated Job Aids to help you understand the new process.
- 1 roll (125) of the new return labels to use until the new inflators start to arrive with the correct labels in the box. More labels will be available from Takata if needed.

Refer to the Job Aid available on TIS for more details on the new process and how to get more labels.

In addition, to compensate dealers for purchasing pallets and shrink wrap, a sublet claim of 0.20 cents per vehicle may be applied to each inflator replacement warranty claim starting July 1, 2015.

Parts Ordering Process (DDMAX)

Orders can be placed through each dealer's facing PDC. The kit for 2007MY vehicles is expected to be available in mid-Summer 2015. When available, these parts will be placed on DDMAX and will be systematically released once a day based on established order criteria. Parts and service managers should work together to schedule appointments based on parts availability.

Model Year	Part Number	Description	Quantity/Vehicle
2002 - 2006	04003-28124	49 Continental United States -Inflator Assy Kit, Instr PIn Air	1
2007	TBD	Not Yet Available for Remedy	1

[In the limited cases, where the serial number is illegible, the airbag assembly will require replacement. Please contact your Area representative for further direction on vehicle repair and claim filing procedures.](#)

IMPORTANT PARTS ORDERING UPDATE

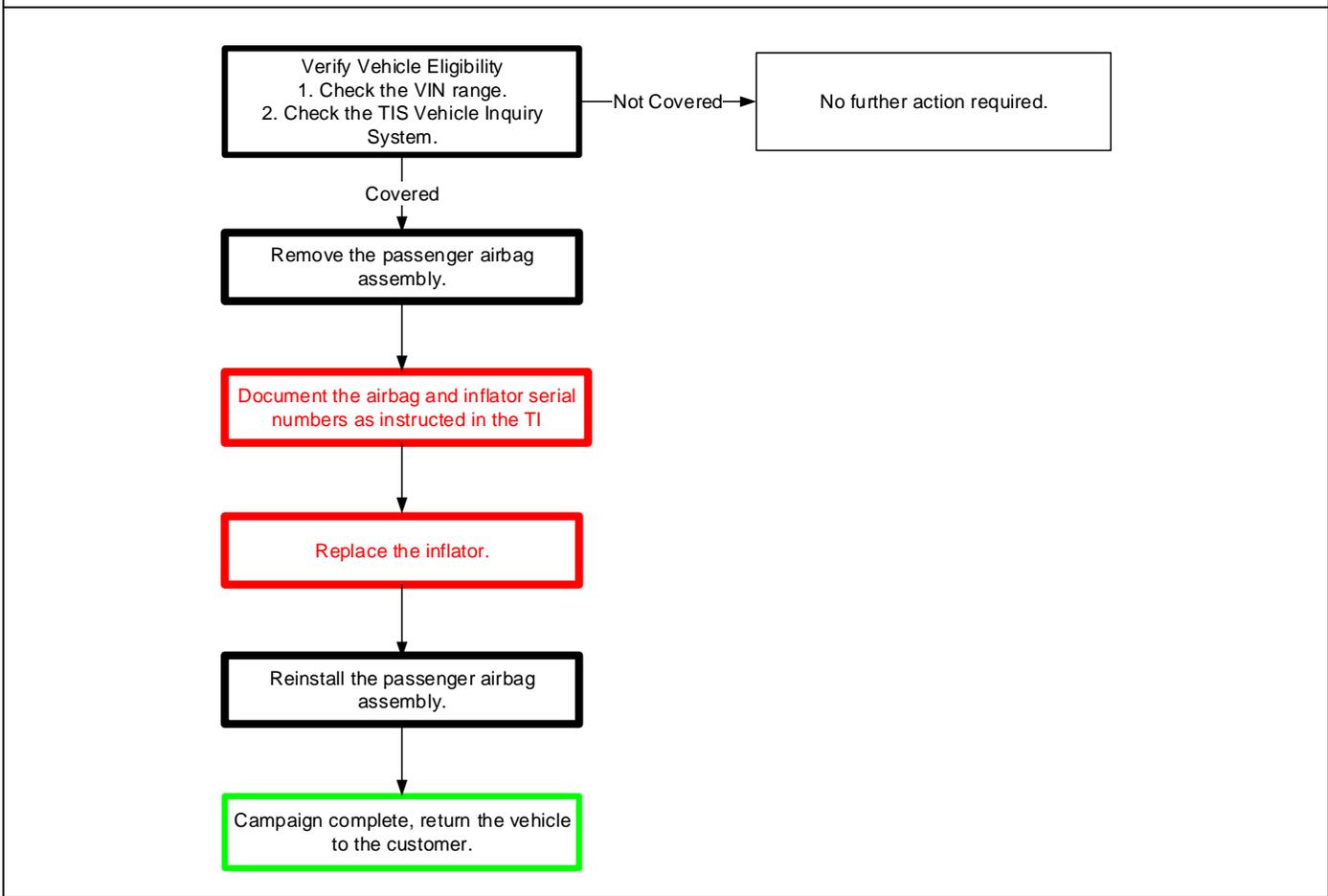
All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to Service and Parts Operations Communication 2011-20 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional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

Remedy Procedures

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

Warranty Reimbursement Procedure

2002 - 2007 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.

NOTE: Dealers may claim the cost for materials needed for inflator return shipping at a maximum rate of \$0.20 per vehicle as sublet type "ZZ."

If parts are not available due to back order, a customer loaner vehicle can be claimed under opcode AGG48F. If a customer contacts your dealership and does not feel comfortable driving his/her vehicle, please accommodate the customer by providing a loaner vehicle. Loaner vehicles are available for \$45/day for a maximum of 4 days under sublet type "RT." Per day expense exceeding \$45/day or loaners exceeding 4 days, requires DSPM authorization. For additional information, reference the Lexus Customer Convenience System (LCCS) Service Loaner Program guidelines.

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 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.

Lexus
A Division of Toyota Motor Sales, USA, INC.

Attachments

CC: Customer Satisfaction Manager
General Manager
Parts Manager
Pre-owned Manager
Service Manager
Warranty Administrator



Safety Recall DSC (D4C) (Supplement to DLC) - **UPDATE**
2002 through certain 2007 Model Year SC 430 Vehicles
Front Passenger Airbag Inflator Module

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.

- 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.
- In mid-June, 2015, Lexus will expand Safety Recall DSC (D4C) to include certain 2004 through 2007 model year Lexus vehicles. 2007 model year SC 430s have been added to the D4C Interim status.

Lexus will re-notify owners of vehicles originally included in Safety Recall DSC that have not had the passenger airbag inflator module replaced and notify owners included in the expansion, once parts are produced in sufficient quantities. 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 air bag inflators which may have been manufactured in such a way as to have a potential for the intrusion of moisture over time. Depending on the circumstances, this could create excessive internal pressure when the air bag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, striking and potentially seriously injuring the vehicle occupants in a crash.

Q1a: What is the Inflator?

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

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 coast states and other areas with consistently high absolute humidity. Your vehicle is included in the nationwide Takata recall activity. Please note that both recalls have the same final remedy - airbag inflator replacement.

: 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 elevated risk for passenger airbag inflator rupture. Test results of parts from areas with lower absolute humidity than these coastal regions have less risk of rupture. The geographic concentration of inflators with the potential for rupture in these areas of consistently high absolute humidity warrants priority replacement in these areas. Therefore, Lexus is conducting superseding Safety Recall ELG for areas with High Absolute Humidity, and is prioritizing the remedy of the 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: Which vehicles from Safety Recall DSC are now covered by Superseding Safety Recall ELG?

A2b: Approximately 12,000 vehicles originally involved in DSC are now involved in Superseding Safety Recall ELG. Vehicles transferred to ELG were originally sold, currently registered, or ever 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, U.S. Virgin Islands and Hawaii.

Q2c: Until I have the remedy performed, are there any steps I can take to minimize the occurrence of this condition.

A2c: 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 airbag 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 will send 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: How does Lexus obtain my mailing information?

A3a: 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.

Q3b: Do I need my owner letter to have the remedy performed?

A3b: 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 32,000 vehicles covered by Safety Recall DSC. 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 2007	Early January, 2001 through Early August, 2007

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

A4a: There are approximately 1,744,000 Toyota vehicles 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 (D4C)/ELG (E4C) - *Supplemental Service Advisor Reference*
 Certain 2002 - 2007 Model Year SC 430 Vehicles
 Front Passenger Airbag Inflator Module



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

Safety Recall Overview:

In April 2013, Lexus announced a nationwide Safety Recall (DLC) to inspect and, as necessary, replace front passenger airbag 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. All vehicles that did not receive a replacement inflator under DLC were included in DSC.

Safety Recall
DSC
Nationwide

Safety Recall
ELG
Regional

The geographic concentration of inflators with the potential for rupture 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/previously registered in, areas that are exposed to consistent High Absolute Humidity. These vehicles were previously included in Safety Recalls DLC/DSC and ELC.

In May, 2015, Lexus expanded Safety Recall ELG certain 2005 - 2007 model year SC430 vehicles. *Updated 5/12/2015*

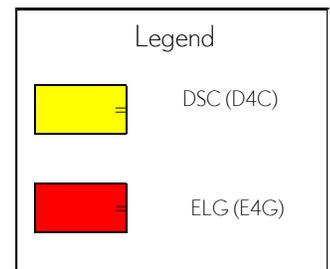
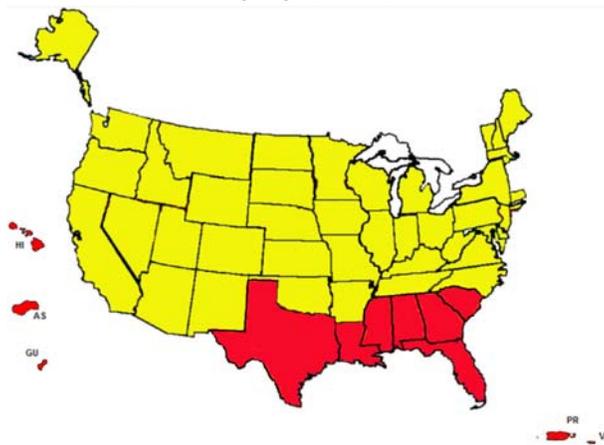
In June, 2015, Lexus expanded Safety Recalls DSC (D4C) and ELG to include additional vehicles.

- DSC (D4C) expansion included certain 2004 - 2007 model year SC 430 vehicles.
- ELG (E4G) The high absolute humidity area is no longer limited to coastal areas of the specific states listed, and will also now include the state of South Carolina. *Updated 6/15/2015*

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.

Safety Recall DSC:
2002 - 2007 430

Safety Recall ELG:
2002 - 2007 SC 430



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



Safety Recall DSC (D4C)/ELG (E4C) - [Supplemental Service Advisor Reference](#)
Certain 2002 - 2007 Model Year SC 430 Vehicles
Front Passenger Airbag Inflator Module



Q1: Is the remedy different between DSC and ELG?

A1: No, all vehicles involved in DSC and ELG will receive a replacement passenger Airbag Inflator.

Q2: Which vehicles from Safety Recall DSC are now covered by Superseding Safety Recall ELG?

A2: Approximately 26,000 vehicles originally involved in DSC are now involved in Superseding Safety Recall ELG. Vehicles transferred to ELG were originally sold in, or currently/previously registered in, areas of High Absolute Humidity, encompassing the following states: Texas, Alabama, Mississippi, Georgia, South Carolina, Florida, Hawaii, and Louisiana. In addition, it will include Puerto Rico, Guam, Saipan, American Samoa, and the U.S. Virgin Islands.

Q3: What is absolute humidity?

A3: 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.