

# LEXUS

◀ IMPORTANT UPDATE ▶

## Lexus Fixed Operations

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
June 9, 2016	Information regarding new vehicles currently for sale with non-desiccated passenger frontal PSAN airbag inflators has been added.

*The most recent update in the attached Dealer Letter will be highlighted with a red box.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



May 23, 2016

To: All Lexus Dealer Principals, General Managers, Sales Managers, Service Managers and Parts Managers

Subject: Safety Recall GLG (Interim G2G) - *Interim Notice*  
Multiple Models and Model Years  
Front Passenger Airbag Inflator (*Zone A*)

### Background

On May 4, 2016, the National Highway Traffic Safety Administration (NHTSA) announced an expansion of the Takata Airbag Inflator Recalls. This announcement explained that Takata will, over time, recall additional specific front airbag inflators manufactured with phase-stabilized ammonium nitrate (PSAN) propellant that does not contain a material called a "desiccant". This expansion impacts Lexus and multiple other automotive manufacturers using specific Takata frontal airbag inflators.

On May 16, 2016, Takata filed the first of multiple Defect Information Reports (DIRs) with NHTSA to address the first phase of this expansion.

On May 23, 2016, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the first phase of the Takata recall and informing the agency of our intent to conduct a voluntary Safety Recall on the vehicles described below.

### Condition

The subject vehicles are equipped with front passenger airbag inflators produced by Takata. According to Takata, the propellant in these inflators may degrade after prolonged exposure to high absolute humidity and fluctuating high temperatures. Degraded propellant can cause inflator rupture during airbag deployment. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, striking the vehicle occupants, and result in serious injury or death.

### Remedy

Lexus is currently preparing the remedy for this condition and will provide additional information as it becomes available. The remedy, when available, will consist of the replacement of the airbag inflator or the airbag assembly, depending on the vehicle model.

### Covered Vehicles

This Safety Recall covers the first phase of Zone A. There are approximately 381,000 Lexus vehicles in this Safety Recall, included in that are approximately 3,000 vehicles in Puerto Rico.

Model Year	Model	Approximate UIO
2006 - 2011	IS 250/IS 350	164,300
2007 - 2011	ES 350	188,500
2008 - 2011	IS-F	3,000
2010 - 2011	IS 250C/IS 350C	12,700
2010 - 2011	GX 460	12,600

## Zone Descriptions

Time, temperature, and humidity have been found by NHTSA and multiple independent investigations to contribute to significant propellant degradation that can lead to an unreasonable risk of inflator rupture. Based on this information, NHTSA has identified the specific states and U.S. territories for each of the three Zones.

**ZONE A:** GLG (Interim G2G): Zone A vehicles are identified as having been originally sold, currently registered, or previously registered in a Zone A state or US territory: AL, CA, FL, GA, HI, LA, MS, SC, TX, American Samoa, Guam, Puerto Rico, Saipan, and the US Virgin Islands. These states and U.S. territories have been identified as having high temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at between 6-9 years.

**ZONE B:** GLH (Interim G2H): Zone B vehicles are identified as having been originally sold, currently registered, or previously registered in a Zone B states: AZ, AR, DE, IL, IN, KS, KY, MD, MO, NE, NV, NJ, NM, NC, OH, OK, PA, TN, VA, WV, and the District of Columbia. These states have been identified as having moderate temperature cycling and humidity: Time in service until significant propellant degradation may occur is projected at between 10-15 years.

**ZONE C:** (Future Projected Safety Recall): Zone C vehicles are identified as having not been originally sold in zone A or B, not currently registered in Zone A or B, and never previously registered in Zone A or B. Zone C states are: AK, CO, CT, ID, IA, ME, MA, MI, MN, MT, NH, NY, ND, OR, RI, SD, UT, VT, WA, WI, and WY. These states have been identified as having lower temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at between 15-20 years.

*Refer to the attached table / map for additional zone details.*

### *Owner Letter Mailing Date*

Lexus will send an interim notification to owners starting in June.

*Lexus makes significant effort to obtain current customer name and address information from each state through industry resources 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.*

### New Vehicles in Dealership Inventory

There are no new vehicles in dealership inventory that are currently included in this Safety Recall; however, there may be some new vehicles in inventory that will be included in a future phase. This includes 2015 IS 250C/350C and 2015 - 2016 GX 460. **Importantly, these non-desiccated passenger frontal PSAN airbag inflators in these new vehicles are not subject to a current recall.** Based on multiple independent investigations and NHTSA's independent expert, NHTSA has concluded that the non-desiccated frontal Takata airbag inflators do not pose an unreasonable risk to safety until they reach a certain level of propellant degradation after long-term exposure to environmental moisture and fluctuating high temperatures. NHTSA and Takata are prioritizing these recalls based on when affected inflators are likely to pose an unreasonable risk to safety, considering time, temperature, and environmental moisture, which depends on a vehicle's operating location. According to NHTSA's current order, these components will be recalled by the end of 2018. **Lexus requests that dealers disclose this information to their customers prior to sale.**

### Pre-Owned Vehicles in Dealer Inventory

Lexus requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, delivery of pre-owned a vehicle is acceptable with the disclosure (Use the attached disclosure form) to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Lexus.

Lexus requests that dealers use the attached Pre-owned Vehicle Buyer Disclosure Form to obtain vehicle buyer information. Lexus or the dealer may use this information to contact the customer when the remedy becomes available. Keep the completed form on file at the dealer and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com).

Also, as a reminder, L-Certified policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be sold or delivered as an L-Certified vehicle until the Safety Recall has been completed on that vehicle.

### **LCCS Service Loaners**

Lexus requests that dealers remove all service loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

### **Warranty Reimbursement Procedure**

Operation codes to cover loaner vehicles or alternative transportation in accordance with Lexus' general campaign/recall guidelines are currently being finalized, and will be provided as soon as they are 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 or Victor Vanov (859) 801-2592 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact only to media associates.

### **Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Lexus Customer Assistance Center (1-800-255-3987) - Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am to 4:00 pm Pacific Time.

*Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.*

Thank you for your cooperation.

Lexus, a Division of Toyota Motor Sales, USA, Inc.

Attachment

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



Safety Recalls GLG & GLH (Interim G2G & G2H) - *Interim Notice*  
Multiple Models and Model Years  
Takata Front Passenger Airbag Inflator (Zones A & B)

Frequently Asked Questions  
Published May 23, 2016

## ◀ IMPORTANT UPDATE ▶

### TOPIC

June 9, 2016

Information regarding new vehicles currently for sale, and vehicles currently being manufactured, with non-desiccated passenger frontal PSAN airbag inflators has been added.

### Background

On May 4, 2016, the National Highway Traffic Safety Administration (NHTSA) announced an expansion of the Takata Airbag Inflator Recalls. This announcement explained that Takata will, over time, recall additional specific front airbag inflators manufactured with phase-stabilized ammonium nitrate (PSAN) propellant that does not contain a material called a "desiccant". This expansion impacts Lexus and multiple other automotive manufacturers using specific Takata frontal airbag inflators.

On May 16, 2016, Takata filed the first of multiple Defect Information Reports (DIRs) with NHTSA to address the first phase of this expansion.

On May 23, 2016, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the first phase of the Takata recall and informing the agency of our intent to conduct a voluntary Safety Recall on these vehicles. The involved vehicles are described in the attached Phase and Zone summary.

**Q1:** *What is the condition?*

A1: The subject vehicles are equipped with front passenger airbag inflators produced by Takata. According to Takata, the propellant in these inflators may degrade after prolonged exposure to high absolute humidity and fluctuating high temperatures. Degraded propellant can cause inflator rupture during airbag deployment. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, striking the vehicle occupants, and result in serious injury or death.

**Q2:** *Why is Takata recalling all frontal airbag inflators manufactured with phase-stabilized ammonium nitrate (PSAN) propellant that do not also include a desiccant?*

A2: Multiple independent investigations and NHTSA's independent expert concluded that the ammonium nitrate propellant in non-desiccated, frontal Takata airbag inflators degrades over time. The degradation is the result of various factors existing in the location where the vehicle containing the inflators is principally operated, including long-term exposure to environmental moisture and fluctuating high temperatures.

**Q2a:** *What is the inflator?*

A2a: The inflator is a device contained within the airbag assembly. It contains propellant which is ignited to initiate airbag deployment. When ignited, the propellant expands into an inert gas, inflating the airbag.

**Q2b:** *What happens when the non-desiccated propellant degrades?*

A2b: If the propellant degrades substantially, the inflators can become over-pressurized and rupture during airbag deployment.

**Q2c:** *What is a desiccant?*

A2c: A desiccant is a material that acts as a drying agent. Desiccants collect moisture present in their immediate environment, helping to limit moisture absorption by other nearby materials, such as propellant in an airbag inflator.

**Q3:** *Which airbags in Lexus vehicles are affected by this Safety Recall?*

A3: This Safety Recall only includes certain Takata-produced front Passenger airbag inflators. No front Driver airbags in Lexus vehicles are included.

**Q4:** *Are there concerns with other airbags in the vehicle?*

A4: No. The announcement made by NHTSA only applies to certain front Passenger airbag inflators manufactured and installed in certain Lexus vehicles. Other airbags in the vehicle will not be affected by this announcement or subsequent Safety Recalls involving Lexus vehicles.

**Q5:** *Which vehicles are affected by this Safety Recall?*

A5: Refer to the attached Phase and Zone summary for details on affected vehicles.

**Q6:** *Are there any warnings that this condition exists?*

A6: No. There are no warnings or other indicators that this condition exists. However, the condition *does not cause the front Passenger airbag to activate when it should not*. Also, the front Passenger airbag is designed to inflate only in certain moderate to severe crashes. Further, NHTSA has concluded that the non-desiccated frontal Takata airbag inflators do not pose an unreasonable risk to safety until they reach a certain level of propellant degradation, which is the result of time, temperature and environmental moisture, which depends on the vehicle's location.

**Q7:** *What is Lexus going to do?*

A7: Lexus is currently working to obtain the necessary remedy parts. As Lexus makes remedy preparations, an interim notification will be sent to all owners of involved vehicles to inform them that their vehicle is involved and that we will notify them again when the remedy becomes available.

**Q8:** *My vehicle is involved in this Safety Recall but the remedy is not yet available. Will Lexus provide a loaner vehicle until the remedy is available?*

A8: *Remember, this condition does not cause the front Passenger airbag to activate when it should not.* To minimize risk, Lexus recommends that no passengers sit in the front passenger seat. If this recommendation is not feasible for the customer's personal or business needs, alternative transportation may be made available.

**Q9:** *Until the remedy is available, are there any steps I can take to minimize the occurrence of this condition?*

A9: No, there are no steps you can take to minimize the occurrence of this condition. *However, the condition does not cause the front Passenger airbag to activate when it should not.* Also, based on multiple independent investigations and NHTSA's independent expert, NHTSA has concluded that the non-desiccated frontal Takata airbag inflators do not pose an unreasonable risk to safety until they reach a certain level of propellant degradation **after long-term exposure to environmental moisture and fluctuating high temperatures.** NHTSA and Takata are prioritizing the expanded inflator recalls based on when involved inflators are more likely to pose an unreasonable risk to safety, considering time, temperature, and environmental moisture, which depends on a vehicle's location.

**Q10:** *Are there any indicators that my vehicle is equipped with an affected Takata inflator?*

A10: No. There are no indicators. See the Takata Recall Phase and Zone summary for details.

**Q11:** *My vehicle is not involved in this Safety Recall. Will it be involved in a future phase?*

A11: NHTSA and Takata are prioritizing future recalls based on when the affected inflators are likely to pose an unreasonable risk to safety, considering time, temperature, and environmental moisture. Therefore, the plan has been structured with five phases and three geographical zones based on time in service and climatic conditions.

**Q12:** *My vehicle is not involved in this Safety Recall, but it may be involved in a future phase. When will the remedy be available for my vehicle?*

A12: NHTSA and Takata are finalizing plans to initiate multiple recalls for all affected vehicles that will be released in five phases beginning in May 2016 and continuing through 2019. Registered owners of involved vehicles will be notified by Lexus as each additional Takata recall is filed and phase announced between May 2016 and 2019.

**Q13:** *What should I do to determine if my vehicle will be involved in a future phase?*

A13: Lexus recommends that you regularly check recall applicability using [www.lexus.com/recall](http://www.lexus.com/recall) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

**Q14:** *If my vehicle may potentially be included in a future Safety Recall, will Lexus disconnect the involved Passenger airbag or the other airbags in my vehicle until the remedy is available?*

A14: No, Lexus will not disconnect airbags as part of this recall action. Based on multiple independent investigations and NHTSA's independent expert, NHTSA has concluded that the non-desiccated frontal Takata airbag inflators do not pose an unreasonable risk to safety until they reach a certain level of propellant degradation **after long-term exposure to environmental moisture and fluctuating high temperatures**. NHTSA and Takata are prioritizing these recalls based on when affected inflators are likely to pose an unreasonable risk to safety, considering time, temperature, and environmental moisture, which depends on a vehicle's operating location.

**Q15:** *If my vehicle will be included in a future Safety Recall, will Lexus provide a loaner vehicle until the remedy is available?*

A15: At this time, Lexus is reserving alternative transportation options to specifically support those customers with vehicles currently under recall. For vehicles equipped with Takata inflators that may be recalled in the future, NHTSA and Takata have concluded that the non-desiccated frontal Takata airbag inflators do not pose an unreasonable risk to safety until they reach a certain level of propellant degradation. NHTSA and Takata are prioritizing future recalls based on when inflators are likely to pose an unreasonable risk to safety, considering time, temperature, and environmental moisture, which depends on a vehicle's location.

**Q16:** *Are any vehicles currently being manufactured by Toyota, Lexus, or Scion being equipped with Takata frontal airbag inflators manufactured with PSAN propellant that does not include a desiccant?*

A16: Toyota is currently in the process of phasing out Takata frontal non-desiccated PSAN airbag inflators and expects to complete this process by July 2017. The only vehicles currently in production receiving Takata frontal non-desiccated PSAN airbag inflators are the 2016 model year Toyota 4Runner and Lexus GX 460.

**Q16a:** *Are these new vehicles currently included in a Safety Recall or will they be included in a future Safety Recall?*

A16a: These non-desiccated passenger frontal PSAN airbag inflators in these new vehicles are not subject to a current recall. Based on multiple independent investigations and NHTSA's independent expert, NHTSA has concluded that the non-desiccated frontal Takata airbag inflators do not pose an unreasonable risk to safety until they reach a certain level of propellant degradation after long-term exposure to environmental moisture and

fluctuating high temperatures. NHTSA and Takata are prioritizing these recalls based on when affected inflators are likely to pose an unreasonable risk to safety, considering time, temperature, and environmental moisture, which depends on a vehicle's operating location. According to NHTSA's current order, these components will be recalled by the end of 2018.

**Q17:** *Is Toyota, Lexus, or Scion selling any new vehicles that are equipped with Takata frontal airbag inflators manufactured with PSAN propellant that does not include a desiccant?*

**A17:** Yes, the models that may be in dealer inventory today are listed below.

- 2015 Scion xB
- 2015 Lexus IS250C/350C
- 2015 - 2016 Toyota 4Runner
- 2015 - 2016 Lexus GX460

*Importantly, these non-desiccated passenger frontal PSAN airbag inflators in these new vehicles are not subject to a current recall.* Based on multiple independent investigations and NHTSA's independent expert, NHTSA has concluded that the non-desiccated frontal Takata airbag inflators do not pose an unreasonable risk to safety until they reach a certain level of propellant degradation after long-term exposure to environmental moisture and fluctuating high temperatures. NHTSA and Takata are prioritizing these recalls based on when affected inflators are likely to pose an unreasonable risk to safety, considering time, temperature, and environmental moisture, which depends on a vehicle's operating location. According to NHTSA's current order, these components will be recalled by the end of 2018.

**Q18:** *How does NHTSA's announcement relate to other actions Lexus has taken regarding Takata airbag inflators?*

**A18:** Previous Safety Recalls that are currently ongoing remain in effect, and remedy actions remain underway.

Customers are strongly encouraged to have these inflators replaced as soon as they are notified that replacement parts are available. The current NHTSA and Takata announcement will ultimately involve the recall of all Takata frontal inflators that utilize non-desiccated, phase-stabilized ammonium nitrate (PSAN) propellant. Toyota will announce subsequent Safety Recalls in accordance with NHTSA's announcement.

**Q19:** *What if I have additional questions or concerns?*

**A19:** If you have additional questions or concerns go to [www.Lexus.com/recall](http://www.Lexus.com/recall), or please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday - Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.





Published May 23, 2016

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19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

PRE-OWNED VEHICLE BUYER DISCLOSURE FORM

Safety Recalls GLG and GLH  
Multiple Models and Model Years  
Takata Front Passenger Airbag Inflator

This vehicle is involved in Safety Recall GLF or GLH. At this time, remedy parts are not available and the remedy has not been performed. I understand that the vehicle will need to be returned to an authorized Lexus dealer to have the remedy performed at *NO CHARGE* when the remedy is available.

Customer Signature \_\_\_\_\_

Lexus recommends that you regularly check recall applicability using [www.lexus.com/recall](http://www.lexus.com/recall) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN 

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Customer Information

Customer Phone # _____	Customer Name _____
Customer Email _____	Date _____
Customer Address _____ _____ _____	
<i>Please provide this information so that Lexus or the dealer can notify you when the remedy becomes available.</i>	

Dealer Information

Dealer Name/Address _____ _____ _____ _____	
Dealer Phone Number _____	