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Service Consultant Quick Reference Guide - Overall Takata Status Summary

Remedy Availability

DSC/ELG									
Model	Model Year								
	2002	2003	2004	2005	2006	2007	2008	2009	2010
SC430									

ZONE A - GLG (Interim G2G)												
Model	Model Year											
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
IS250/350												
IS250C/350C												
IS-F												
ES350												
GX460												
LFA												
Phase	Phase 1					Phase 2		Phase 3	Phase 4			

ZONE B - GLH (Interim G2H)												
Model	Model Year											
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
IS250/350												
IS250C/350C												
IS-F												
ES350												
GX460												
Phase	Phase 1			Phase 2	Phase 3	Phase 4						

ZONE C - HLA (Interim H2A)												
Model	Model Year											
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
IS250/350												
IS250C/350C												
IS-F												
ES350												
GX460												
Phase	Phase 2			Phase 3	Phase 4							

Timing of Projected Safety Recall Phase Announcement
Phase 1: May 2016 Phase 2: January 2017 Phase 3: January 2018 Phase 4: January 2019

Chart Legend

Involvement in current Safety Recall -
Remedy

Projected for Future Phase - *Full model year applicability*

Projected for Future Phase - *Partial model year applicability*

Only some early production 2017 model year GX460 vehicles have been manufactured with an airbag that is affected by this Safety Recall condition and will be included in a future phase.

Parts Availability

Parts are available for all campaigns (DSC, ELG, GLG, GLH and HLA). There are no restrictions on availability.

Refer to Dealer Letters posted in TIS for specific part number application.

Dealer Transportation

Lexus is offering dealer transportation services to customers that reside in areas where dealerships are not located within reasonable traveling distance.

Dealer transportation can be claimed using the following opcodes for a maximum of \$120 as a sublet type "ZZ" in the event the customer requested dealer transportation (pick up and redelivery of guest vehicle).

Campaign	Opcodes Available for Dealer Transportation	Sublet Type
DSC	DSCTRA	ZZ
ELG	ELGTRA	
GLG	GLGTRA	
GLH	GLHTRA	
HLA	HLATRA	

Customer Vehicle Towing Availability

Customers may request vehicle pickup if they reside in areas where dealerships are not located within reasonable traveling distance or if they are not comfortable driving their vehicles. Towing can be claimed under the following Op. Codes as sublet type "TW".

Towing can be claimed under the following Op. Codes for a maximum of \$250 as sublet type "TW" in the event the customer requested vehicle pick up.

Campaign	Opcodes Available for Tow	Sublet Type
DSC	AGG48F	TW
ELG	AGGC7F	
GLG	AGGCYX, AGGC7Y, AGGC7R, AGGC7S	
GLH	BGG23X, BGG23Y, BGG23R, BGG23S	
HLA	BDC23X	

Alternate Transportation Availability

DSC and ELG

If parts are not available due to back order, alternative transportation can be claimed for \$35 per day for a maximum of 4 days under sublet type "RT." Per day expense exceeding \$35 or alternate transportation exceeding 4 days, requires DSPM authorization

Campaign	Rental Sublet Type
DSC	RT
ELG	

LG/GLH/HLA

The table below details for which guest vehicles Lexus reimbursed for long term alternate transportation. Only vehicles listed below were eligible as noted for reimbursement of long term alternate transportation.

Safety Recall	Vehicle Model	Model Year	Alternate Transportation Still Reimbursed	Notes
GLG	IS 250 / IS 350	2006 - 2010	No	Rental only reimbursed through August 31, 2017 rental dates
	IS 250 / IS 350	2011 - 2012	Yes	Rental only reimbursed through November 15, 2017 rental dates
	IS 250C / IS 350C	2010 - 2012	No	Rental only reimbursed through September 30, 2017 rental dates
	IS F	2008 - 2012	No	Rental only reimbursed through August 31, 2017 rental dates
	ES 350	2007 - 2010	No	Rental only reimbursed through September 30, 2017 rental dates
	ES 350	2011	Yes	Rental only reimbursed through November 15, 2017 rental dates
	ES 350	2012	Yes	Rental will be reimbursed through February 15, 2018 rental dates
	GX 460	2010	No	Rental only reimbursed through September 30, 2017 rental dates
	GX 460	2011	Yes	Rental only reimbursed through November 15, 2017 rental dates
	GX 460	2012	Yes	Rental will be reimbursed through February 15, 2018 rental dates
GLH	IS 250 / IS 350	2006 - 2009	No	Rental only reimbursed through August 31, 2017 rental dates
	IS F	2008 - 2009	No	Rental only reimbursed through August 31, 2017 rental dates
	ES 350	2007 - 2008	No	Rental only reimbursed through September 30, 2017 rental dates
	ES 350	2009	Yes	Rental will be reimbursed through February 15, 2018 rental dates
HLA	IS 250 / IS 350	2006 - 2008	No	Rental only reimbursed through August 31, 2017 rental dates
	IS F	2008	No	Rental only reimbursed through August 31, 2017 rental dates
	ES 350	2007 - 2008	Yes	Rental will be reimbursed through February 15, 2018 rental dates