



Originally Published: March 29, 2018

Subject: **Safety Recall JLA (Interim J2A) - *Phase 1 Remedy Notice***
Certain 2015 - 2016 Model Year NX Vehicles and Certain 2016 Model Year RX Vehicles
Airbag Sensor

On January 31, 2018, 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 2016 model year RX and certain 2015 - 2016 model year NX vehicles.

Condition

The involved vehicles have airbag systems where an open circuit could be created over time. If this were to occur, the airbag warning light will illuminate, and the side/curtain shield airbags, and/or front airbags, may not deploy. Airbag non-deployment could increase the risk of injury to the occupants in the event of a crash.

Remedy

Lexus is beginning a two-phase implementation of the remedy.

Phase 1 Vehicles - *Remedy*

Phase 1 covers NX vehicles. 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 sensors inspected and replaced with new ones, *IF NECESSARY, at NO CHARGE.*

Phase 2 Vehicles - *Interim*

Phase 2 covers RX vehicles. Lexus is currently preparing the remedy for these vehicles. Vehicles involved in Phase 2 will remain in the interim phase until the remedy is available. An interim owner notification will be sent by first class mail advising owners of the condition. When the remedy becomes available, Lexus will send another owner notification by first class mail advising owners to make an appointment with their authorized Lexus dealer to have the airbag sensors inspected and replaced with new ones, *IF NECESSARY, at NO CHARGE.*

Covered Vehicles

There are approximately 40,700 vehicles covered by this Safety Recall. There are approximately 300 vehicles distributed to Puerto Rico involved in this Safety Recall.

Phase 1	Model Name	Model Year	Production Period	Approximate UIO
	NX 200t	2015 -2016	Late May 2015 - mid-October 2015	17,900
	NX 300h	2015 - 2016	Late May 2015 - mid-October 2015	1,500

Phase 2	Model Name	Model Year	Production Period	Approximate UIO
	RX 350	2016	Early May 2015 - mid-January 2016	18,600
	RX 450h	2016	Late September 2015 - mid-January 2016	2,700

Owner Letter Mailing Date

Lexus will notify owners of phase 1 vehicles in late March, advising them that the remedy is available. Lexus will also mail an interim owner letter to owners with vehicles involved in phase 2 in late March. A sample of the owner letter has been included for your reference.

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.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

New Vehicles in Dealership Inventory

There is 1 vehicle in new dealer inventory as of January 30, 2018.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Lexus reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Lexus provides these flooring reimbursements at 60 day intervals. Lexus reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.Lexus.com/>). The Vehicle Inventory Summary may take up to 24 hours to populate information for newly launched campaigns.

Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, Lexus requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Lexus expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Lexus and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@Lexus.com. In the subject line of the email state "Disclosure Form JLA" and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.Lexus.com/>). The Vehicle Inventory Summary may take up to 24 hours to populate information for newly launched campaigns.

L/Certified Vehicles

The policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as an L/Certified vehicle until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

LCCS Service Loaner Vehicles

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

Loaner Vehicle Reimbursement Procedure

For customers who request loaner vehicle or alternative transportation in the interim phase, a loaner vehicle or alternative transportation can be claimed up to \$45 per day.

Op. Code	Description
LGG28A	Vehicle Rental 1-30 Days
LGG28B	Vehicle Rental 31-45 Days

NOTE: Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified (with L652 course completed)
- Senior (with L652 course completed)
- Master

Always check which technicians can perform the repair by logging on to <https://LCTPReports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this 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.

Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

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.

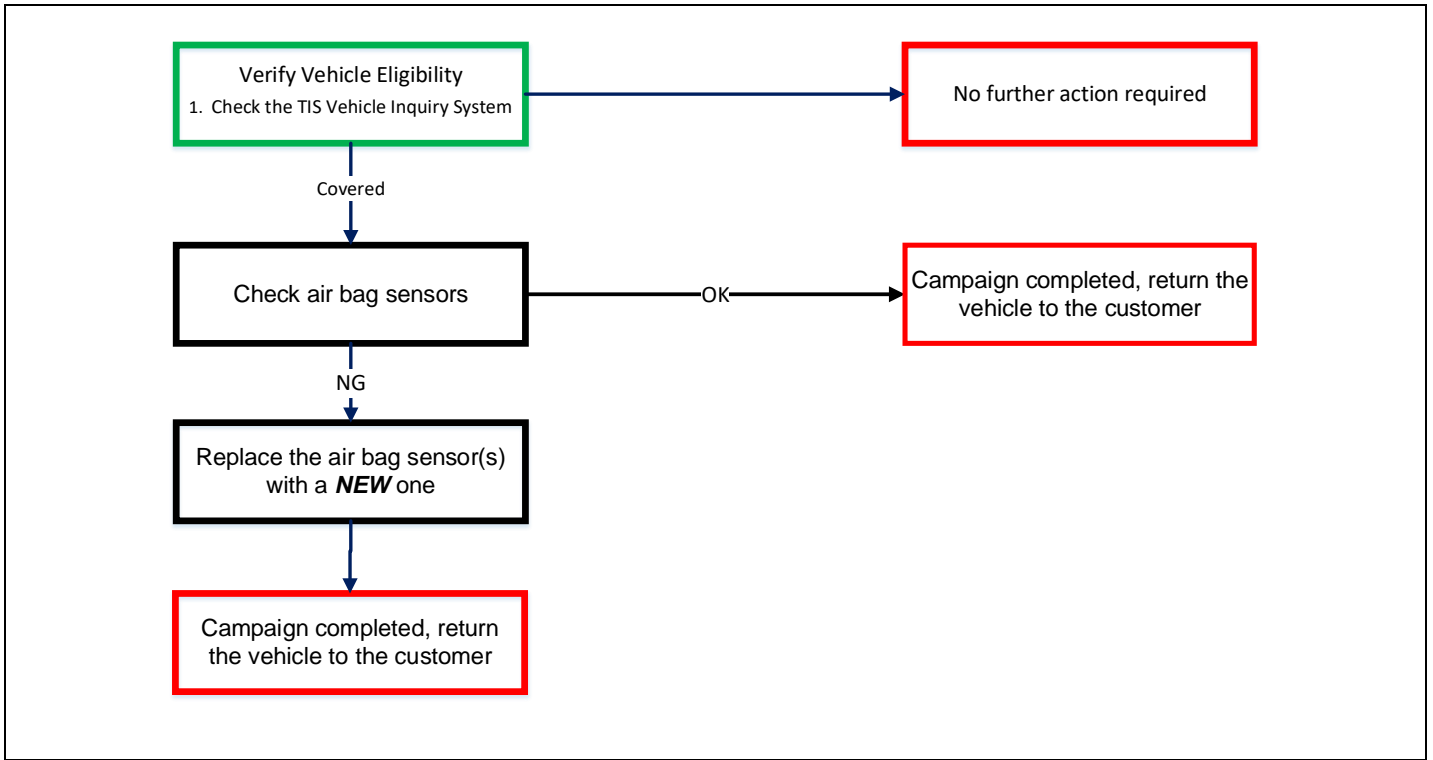
Parts Ordering Process

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Lexus Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

NOTE:

- *Inspection software will provide part number information, if it is determined part replacement is required.*
- *An airbag sensor will not be released without a screenshot submitted of the judgement screen from the inspection software. Refer to the MAC report for additional details.*

Warranty Reimbursement Procedure



NOTE: Using the tables below determine which remedy op code was required based on the inspection software results. Please make sure to select the correct opcode as only one claim per vehicle remedy will be accepted.

Operation	
1	Inspect the airbag sensors
2	Replace the front airbag sensor one side
3	Replace the front airbag sensor both sides
4	Replace the front door airbag sensor one side
5	Replace the front door airbag sensor both sides
6	Replace the quarter panel airbag sensor one side
7	Replace the quarter panel airbag sensor both sides

Applicable Model	Operation							Flat Rate Time (hours/vehicle)	Op Code
	1	2	3	4	5	6	7		
NX	•							0.3	JLA001
NX	•	•						1.3	JLA002
NX	•	•		•				1.9	JLA003
NX	•	•			•			2.4	JLA004
NX	•	•				•		1.7	JLA005
NX	•	•					•	2	JLA006
NX	•	•		•		•		2.3	JLA007
NX	•	•			•		•	3.1	JLA008
NX	•	•		•			•	2.6	JLA009
NX	•	•			•	•		2.8	JLA010
NX	•		•					1.7	JLA011
NX	•		•	•				2.3	JLA012
NX	•		•		•			2.8	JLA013
NX	•		•			•		2.1	JLA014
NX	•		•				•	2.4	JLA015
NX	•		•	•		•		2.7	JLA016
NX	•		•		•		•	3.5	JLA017
NX	•		•	•			•	3	JLA018
NX	•				•	•		2.3	JLA019
NX	•			•				1.4	JLA020
NX	•			•		•		1.8	JLA021
NX	•			•			•	2.1	JLA022
NX	•				•			1.9	JLA023
NX	•				•		•	2.6	JLA024
NX	•					•		1.2	JLA025
NX	•						•	1.5	JLA026

- Warranty claim filing will be available by 4/5/2018.
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Towing can be claimed under any of the remedy opcodes for a maximum of \$250 as sublet type "TW" in the event the customer requests vehicle pickup.

Lexus' usual customer care amenities of car wash and fuel fill-up apply to this Safety Recall. Additionally, two days of rental vehicle expense (to a maximum of \$45/day) while the vehicle is being remedied or the cost of pick-up and delivery of the customer's car may be claimed if required and subject to the guidelines published in the Safety Recall and Special Service Campaign General Procedures document on TIS.

NOTE: Rental invoice *MUST* be attached to *ALL* rental claims. These claims may be subject to debit if rental invoice is not attached.

Campaign Phase Interpretation

Campaigns may be launched in phases due to many factors, such as: the nature of the repair, parts availability, etc. It is critical that each VIN is confirmed using TIS to determine if the vehicle is in the remedy or interim phase. Only perform the repair that is available for the specific VIN. *If a remedy repair is performed on an interim phase vehicle, the claim will be subject to debit.*

REMEDY PHASE – ELIGIBLE FOR REPAIR

Campaign Description: Safety Recall **XLX - Remedy Notice** - 2004 - 2005 Model Year Lexus - Generic Recall Description

Completion Status:

Not Completed

[\[Show Documents\]](#)

STATUS IDENTIFICATION

A: Campaign Description: XLX Remedy

B: Completion Status: Not Completed

- ***This vehicle is eligible to have the remedy performed.***

INTERIM PHASE – FUTURE REPAIR

Campaign Description: Safety Recall **XLX (X2X) - Interim Notice** - 2004 - 2005 Model Year Lexus - Generic Recall Description

Completion Status:

Not Completed

[\[Show Documents\]](#)

STATUS IDENTIFICATION

A: Campaign Description: X2X Interim

B: Completion Status: Not Completed

- ***This vehicle is in the interim phase; the remedy CANNOT be performed at this time.***

Claim Filing Accuracy and Correction Requests

It is the dealer's responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Lexus for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect opcode or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

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 Victor Vanov (469) 292-1318 in Lexus Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Customer Reimbursement

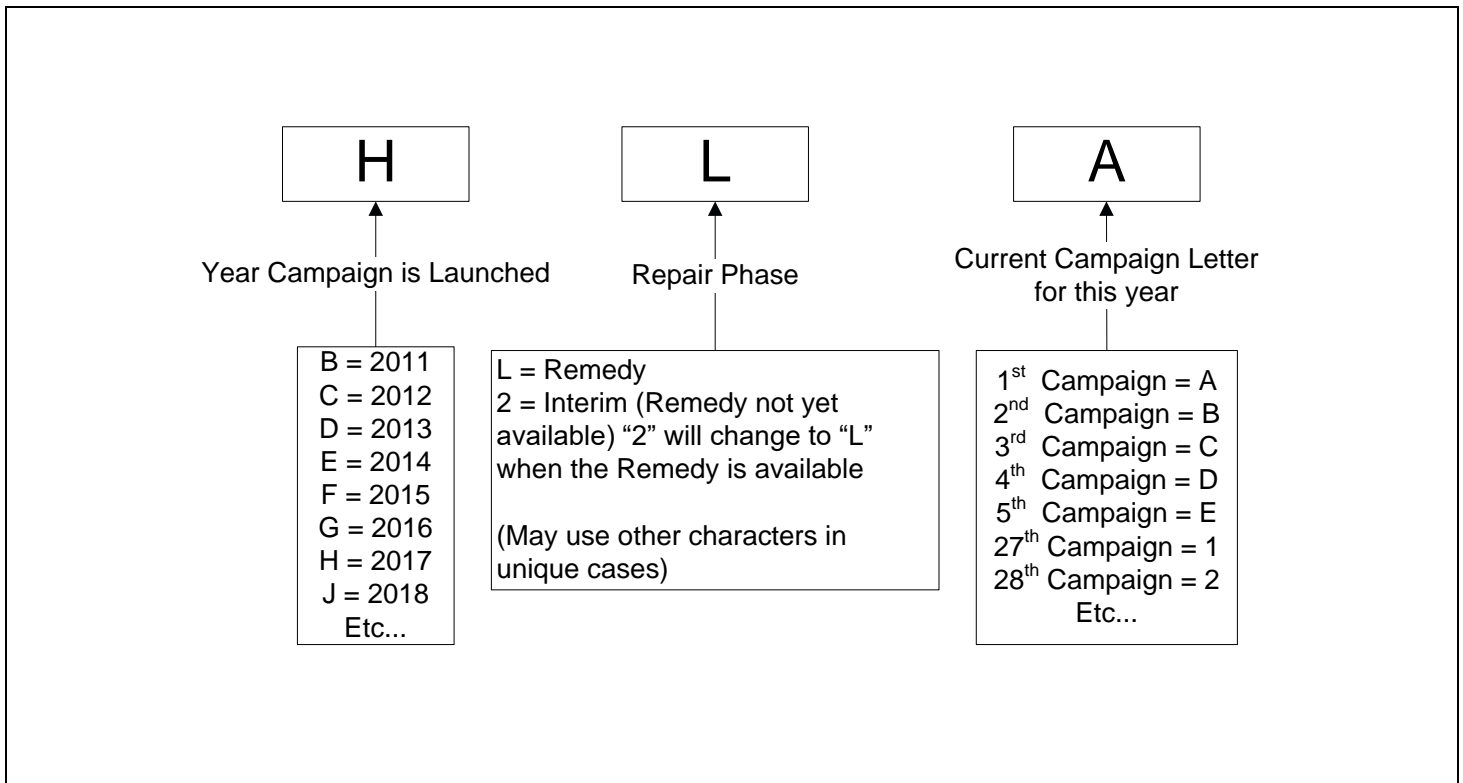
Reimbursement consideration instructions will be included in the owner letter.

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 Guest Experience Center (1-800-255-3987) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 5:00 pm Central Time.

Campaign Designation Decoder



Examples:

C2B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012

ELA = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014

JLA = Launched in 2018, Remedy Phase, 1st Campaign Launched in 2017.

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

Attachments

CC: Customer Satisfaction Manager
Dealer Principal
General Manager
Parts Manager
Pre-owned Manager

Sales Manager
Service Manager
Warranty Administrator

Safety Recall JLA(Interim J2A) - *Remedy Notice*
Certain 2015 - 2016 NX Vehicles and Certain 2016 Model Year RX Vehicles
Airbag Sensor

Frequently Asked Questions

Original Publication Date: March 29, 2018

Q1: *What is the condition?*

A1: The involved vehicles have airbag systems where an open circuit could be created over time. If this were to occur, the airbag warning light will illuminate, and the side/curtain shield airbags, and/or front airbags may not deploy. Airbag non-deployment could increase the risk of injury to the occupants in the event of a crash.

Q1a: *Will all airbags in the subject vehicles become deactivated if an affected sensor is equipped in my vehicle?*

A1a: Depending on the location, and type of the affected sensor with the condition, the side/curtain airbags and/or front airbags may not deploy.

Q2: *Are there any warning signs that this condition exists?*

A2: If this were to occur, the airbag warning light will illuminate.



Q3: *What should I do if my airbag warning light illuminates?*

A3: The Airbag Warning Light is designed to come on when the engine switch is turned to the "ON" position during the ignition cycle check function. Under normal operation it goes off after a few seconds. The warning light turning off after the check period means the system is operating as designed**. If the Airbag Warning Light (1) does not illuminate or (2) illuminates or remains illuminated after the few second check period, your front or side/curtain airbags may not operate in a crash. Please contact your local authorized Lexus dealer promptly for diagnosis and appropriate repair. If the warning lamp illumination is related to the condition covered by this Safety Recall, the inspection and potential repair will be performed at no charge to you.

**Please refer to the Owner's Manual for additional operation details related to this system.

Q4: *What is Lexus going to do?*

A4: Lexus is beginning a two-phase implementation of this remedy.

Phase 1 Vehicles - *Remedy*

Phase 1 covers NX vehicles. Lexus will send an owner notification by first class mail in late March, advising owners to make an appointment with their authorized Lexus dealer to have the airbag sensors inspected and replaced with new ones, *IF NECESSARY, at NO CHARGE.*

Phase 2 Vehicles - Interim

Phase 2 covers RX vehicles. Lexus is currently preparing the remedy for these vehicles. Vehicles involved in Phase 2 will remain in the interim phase until the remedy is available. An interim owner notification will be sent by first class mail in late March, advising owners of the condition. When the remedy becomes available, Lexus will send another owner notification by first class mail advising owners to make an appointment with their authorized Lexus dealer to have the airbag sensors inspected and replaced with new ones, *IF NECESSARY*, at *NO CHARGE*.

Phase	Notification Type	TIS Designation
1	Remedy	JLA
2	Interim	J2A

Q5: Which and how many vehicles are covered by this Safety Recall?

A5: There are approximately 40,700 vehicles covered by this Safety Recall. There are approximately 300 vehicles distributed to Puerto Rico involved in this Safety Recall.

Phase 1	Model Name	Model Year	Production Period	Approximate UIO
	NX 200t	2015 -2016	Late May 2015 - mid-October 2015	17,900
	NX 300h	2015 - 2016	Late May 2015 - mid-October 2015	1,500

Phase 2	Model Name	Model Year	Production Period	Approximate UIO
	RX 350	2016	Early May 2015 - mid-January 2016	18,600
	RX 450h	2016	Late September 2015 - mid-January 2016	2,700

Q5a: Are there any other Toyota/Lexus/Scion vehicles covered by this Safety Recall in the U.S.?

A5a: Yes, there are certain 2016 model year Toyota Prius vehicles covered by this Safety Recall.

Q6: Is the remedy currently available for Phase 1 and Phase 2 vehicles?

A6: The remedy is currently available for all Phase 1 vehicles. Lexus is currently preparing the remedy for phase 2 vehicles, and an update will be provided once the remedy is available.

Q7: How long will the repair take?

A7: Including wait time and depending on the dealership's schedule, the inspection will take approximately 1 hour. If the results of the inspection determine that sensor replacement is necessary, the time necessary will range from approximately 1.5 hours to approximately 4.0 hours, depending upon how many sensors require replacement.

Q8: What if I previously paid for repairs related to this Safety Recall?

A8: Reimbursement consideration instructions will be provided in the owner letter.

Q9: How does Lexus obtain my mailing information?

A9: 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.

Q10: What if I have additional questions or concerns?

A10: If you have additional questions or concerns, please contact the Lexus Guest Experience Center at 1-800-255-3987, Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 5:00 pm Central Time.



Published March 29, 2018

LEXUS
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for L/Certified units.

This vehicle is involved in a Safety Recall. 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 register with the Lexus Drivers Community at <http://www.lexus.com/drivers/> and regularly check recall applicability using www.lexus.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model _____

Model Year _____

Customer Information

Customer Name _____

Customer Email _____

Customer Address _____

Home Phone # _____

Mobile Phone # _____

Date _____

Please provide this information so that Lexus or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit www.lexus.com/drivers or contact us at 1-800-255-3987.

Dealer Information

Dealer Name/Address _____

Dealer Code _____

Dealer Phone Number _____

Dealer Staff Name _____

Dealer Staff Signature _____



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.

Certain 2015 - 2016 Model Year NX Vehicles
Airbag Sensor
IMPORTANT SAFETY RECALL (Remedy Notice)
NHTSA Recall No. 18V-085

Dear Lexus Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in certain 2015-2016 model year NX vehicles and certain 2016 model year RX vehicles.

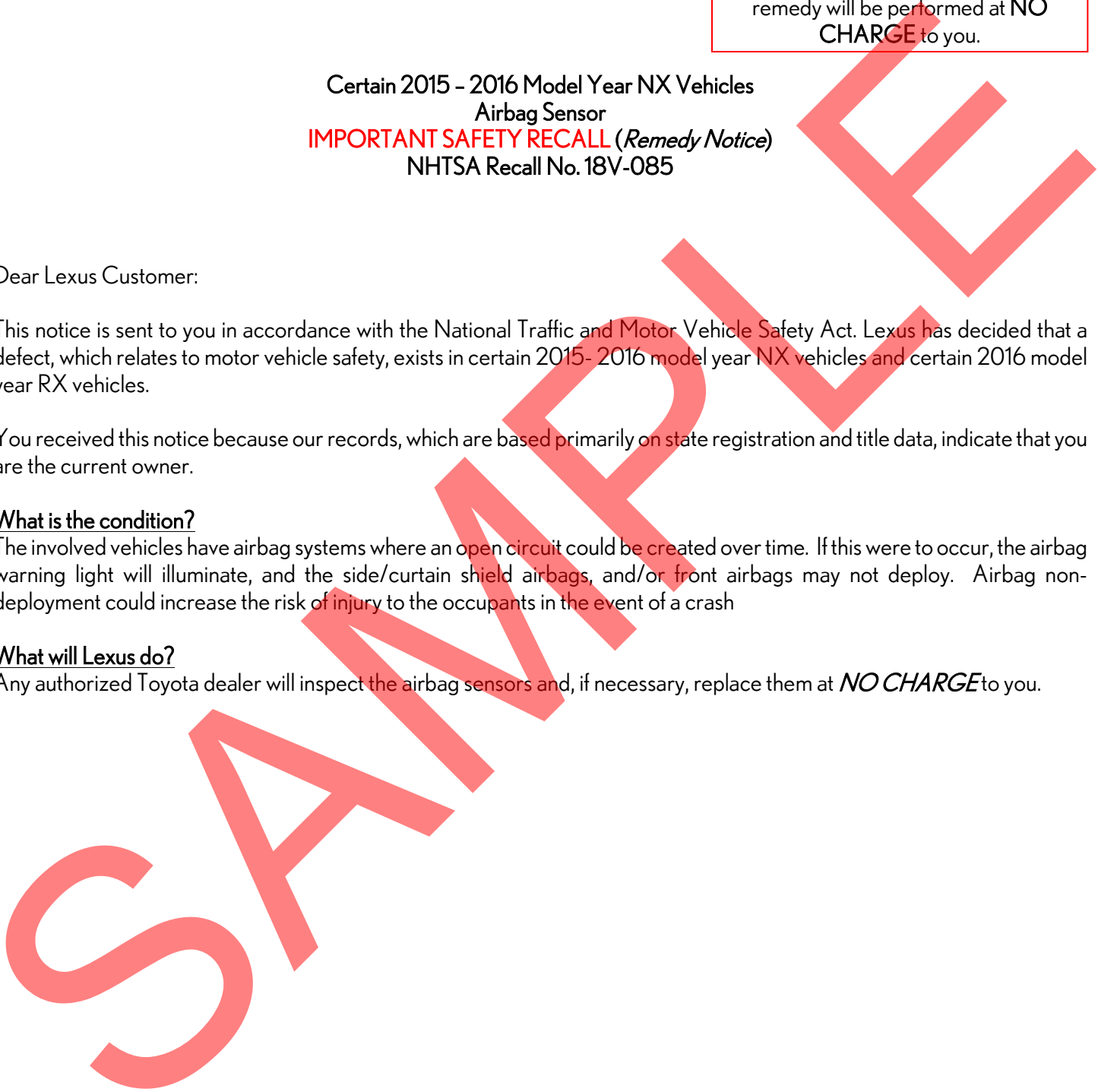
You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

The involved vehicles have airbag systems where an open circuit could be created over time. If this were to occur, the airbag warning light will illuminate, and the side/curtain shield airbags, and/or front airbags may not deploy. Airbag non-deployment could increase the risk of injury to the occupants in the event of a crash.

What will Lexus do?

Any authorized Toyota dealer will inspect the airbag sensors and, if necessary, replace them at **NO CHARGE** to you.



What should you do?

This is an important Safety Recall

Please contact any authorized Lexus dealer to schedule an appointment to have the remedy performed as soon as possible.

If this condition were to occur, the airbag warning light will illuminate.

The Airbag Warning Light is designed to come on when the engine switch is turned to the "ON" position during the ignition cycle check function. Under normal operation it goes off after a few seconds. The warning light turning off after the check period means the system is operating as designed**.

If the Airbag Warning Light (1) does not illuminate or (2) illuminates or remains illuminated after the few second check period, your front or side/curtain airbags may not operate in a crash. Please contact your local authorized Lexus dealer promptly for diagnosis and appropriate repair. If the warning lamp illumination is related to the condition covered by this Safety Recall, the inspection and potential repair will be performed at no charge to you.

**Please refer to the Owner's Manual for additional operation details related to this system.

Including wait time and depending on the dealership's schedule, the inspection will take approximately 1 hour. If the results of the inspection determine that sensor replacement is necessary, the time necessary will range from approximately 1.5 hours to approximately 4.0 hours, depending upon how many sensors require replacement.



Want to learn more?

For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.lexus.com/recall. Input your full 17-digit Vehicle Identification Number (VIN - Located at the top of this letter) to review information specific to your vehicle.

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 ownership information to the following address for reimbursement consideration:

Lexus
A Division of Toyota Motor North America, Inc.
P O Box 259001 - SSC/CSP
Mail Drop E3-2D
Plano, TX 75025-9001

What if you have other questions?

- *Your local Lexus dealer will be more than happy to answer any of your questions.*
- If you require further assistance, you may contact the Lexus Guest Experience Center at 1-800-255-3987 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 5:00 pm Central Time

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time or without charge, 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>.

If you would like to update your vehicle ownership or contact information, you may do so by registering at <http://drivers.lexus.com/lexusdrivers>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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, U.S.A., INC.

SAMPLE



This notice applies to your vehicle:
[VIN]

INTERIM NOTICE
We are currently preparing the final remedy. We will notify you again when the remedy is available.

Certain 2016 Model Year RX Vehicles
Airbag Sensor
IMPORTANT SAFETY RECALL (*Interim Notice*)
NHTSA Recall No. 18V-085

Dear Lexus Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in certain 2016 model year RX 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 involved vehicles have airbag systems where an open circuit could be created over time. If this were to occur, the airbag warning light will illuminate, and the side/curtain shield airbags, and/or front airbags may not deploy. Airbag non-deployment could increase the risk of injury to the occupants in the event of a crash.

What will Lexus do?

Lexus is currently preparing the parts for the remedy for this condition. When the parts become available, Lexus will send another owner notification by first class mail advising owners to make an appointment with their authorized Lexus dealer to have the airbag sensors inspected and replaced with new ones, **IF NECESSARY, at NO CHARGE.**

SAMPLE

What should you do?

We appreciate your patience while we prepare the parts for the remedy.

You will receive a second owner notification when the remedy is available.

If this condition were to occur, the airbag warning light will illuminate.

The Airbag Warning Light is designed to come on when the engine switch is turned to the "ON" position during the ignition cycle check function. Under normal operation it goes off after a few seconds. The warning light turning off after the check period means the system is operating as designed**.

If the Airbag Warning Light (1) does not illuminate or (2) illuminates or remains illuminated after the few second check period, your front or side/curtain airbags may not operate in a crash. Please contact your local authorized Lexus dealer promptly for diagnosis. **If the warning lamp illumination is related to the condition covered by this Safety Recall, a loaner vehicle will be available until the remedy is performed at NO CHARGE to you.**

**Please refer to the Owner's Manual for additional operation details related to this system.



Want to learn more?

For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.lexus.com/recall. Input your full 17-digit Vehicle Identification Number (VIN - Located at the top of this letter) to review information specific to your vehicle.

What if you have other questions?

- **Your local Lexus dealer will be more than happy to answer any of your questions.**
- If you require further assistance, you may contact the Lexus Guest Experience Center at 1-800-255-3987 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 5:00 pm Central Time

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time or without charge, 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>.

If you would like to update your vehicle ownership or contact information, you may do so by registering at <http://drivers.lexus.com/lexusdrivers>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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, U.S.A., INC.

SAMPLE