

Safety Recall Campaign – Airbag Inflator Ignition Booster Tablets - **CGG94**

Models: IS250 (GSE20), IS350 (GSE21), IS F (USE20)

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BACKGROUND

Investigations by Lexus have determined that a requirement exists for the initiation of a Safety Recall Campaign to be conducted in accordance with FCAI code of practice for safety related recalls affecting a range of of Lexus IS250, IS350 and IS F vehicles.

DESCRIPTION OF PROBLEM

The subject vehicles are equipped with a Takata-designated SPI-D, SPI-2D or PSPI-LD front passenger air bag inflator. During inflator assembly, it is possible that some inflators were produced without ignition booster tablets. In this condition, the front passenger air bag may not fully inflate during deployment. The improper inflation of the passenger air bag may increase the risk of injury in the event of a crash.

INVOLVED VEHICLES

There are 13,767 Lexus IS250, IS350 and IS F vehicles involved in the Australian market.

Model Name	Model Code	WMI	VDS	CD	VIN Range		Production Period	
					From	To	From	To
IS250	GSE20R	JTH	BK262	#	02000014	02102964	Sep-2005	Feb-2012
IS350	GSE21R		BE262		05000071	05190343		Dec-2012
IS F	USE20R		BP262		05025211	05031711	Aug-2010	
					05004688	05011092	Aug-2008	

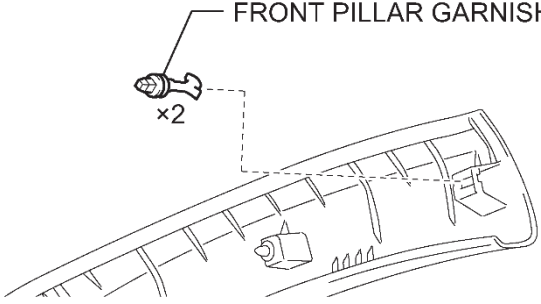
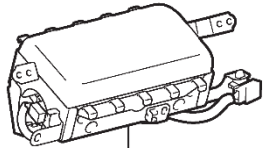
Note: 1) Although the involved vehicles are within the above VIN ranges, not all vehicles in these VIN ranges were sold in the Australian market.

2) (#) indicates additional check digit (alpha or numeric) old in Australia.

TIMING / OWNER NOTIFICATION

Owners of all involved vehicles received a customer letter advising of this Safety Recall Campaign at their last known address in accordance with parts availability. Mail out of customer letters occurred progressively from 1st November, 2019.

PARTS:

 <p>FRONT PILLAR GARNISH CLIP</p> <p>x2</p>				 <p>INSTRUMENT PANEL PASSENGER AIRBAG ASSEMBLY W/O DOOR</p>			
Part Number		Part Description		Quantity		Remarks	
04007-2C353		Instrument Panel Passenger Airbag Assembly w/o Door		1		For RHD	
04006-66108		Clip Kit		1			
		Front Pillar Garnish Clip		2			

RECALL CAMPAIGN IDENTIFICATION LABEL

If this recall campaign has already been completed on a vehicle, a recall campaign Identification Label specifying campaign code 'CGG94' will be affixed to the right-hand side 'A' pillar, as shown below.



REQUEST TO VEHICLE OWNERS

Please contact your nearest / preferred Lexus dealer to confirm if your vehicle is outstanding for this recall campaign.

Please have your vehicle VIN number available when contacting Lexus Dealers.

If vehicle is outstanding for this recall campaign, your Lexus Dealer will make an appointment to complete this recall campaign on your vehicle.

WHERE CAN I FIND MY VIN?

VIN number location varies by model.

For information on how to find the VIN position specific to your vehicle, please search "vehicle identification number" in the alphabetical index at the rear of your Owner's Manual.

CUSTOMER LETTER

Lexus IS 250 (GSE20), IS 350 (GSE21) & IS F (USE20)
AIRBAG INFLATOR IGNITION BOOSTER TABLETS

Dear <owner name>,

URGENT SAFETY RECALL NOTIFICATION

Contact: 1

Lexus Australia is contacting you to advise that on August 30th, 2019 Lexus announced a Safety Recall Campaign involving your Lexus <model> regarding the desiccated Takata airbag inflator fitted to your vehicle from a previous repair in <mmmm yyyy>. Parts have now become available to commence this Safety Recall Campaign, please contact your nearest or preferred Lexus Dealer to arrange rectification **free of charge**.

What is the problem?

There is a possibility the replacement desiccated Takata airbag inflator fitted to your vehicle was manufactured improperly. During the inflator assembly process, it is possible that some inflators were manufactured incorrectly. In the event of a crash, where airbag deployment is deemed necessary, the front passenger airbag may not fully inflate. The improper inflation of the passenger airbag may increase the risk of injury in the event of a crash.

What should you do?

Immediately contact your nearest or preferred Lexus Dealer to make an appointment to have the airbag inflator replaced in your vehicle **free of charge**. To assist your Lexus Dealer please quote campaign reference No. **CGG94** at the time of booking.

Should you no longer own this vehicle please help us to locate the current owner by completing the appropriate sections of the attached form and return it in the postage paid envelop enclosed.

What will Lexus do?

Lexus will conduct this rectification **free of charge**. The labour time required to conduct the rectification is expected to be approximately 5 hours, however depending on your Lexus Dealers schedule, it may take longer.

How can I find my Lexus Dealer?

- Refer to <https://www.lexus.com.au/contact/find-a-dealer>

I have further questions, who can I talk to?

- Lexus Customer Assistance Centre on 1800 023 009 between 8am to 6pm, Monday to Friday.

We have sent this notice in the interest of your continued satisfaction with Lexus products and we sincerely regret any inconvenience that this requirement may cause you.

Yours sincerely,
Lexus Australia