



**2002 ES 300**

**Driver's Side Front Airbag**

**Special Service Campaign 1LG**

**M/N 00241 – 10006 – 1LG**

December 2001

## 2002 ES 300 Driver's Side Front Airbag

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### PREPARING FOR THE SSC

#### Overview

Lexus is initiating a Special Service Campaign (SSC). The 1LG SSC is for certain early production 2002 ES 300s to replace the driver's side front airbag.

This Special Service Campaign provides your dealership with an opportunity to demonstrate its customer satisfaction philosophy and service convenience to our ES 300 owners very early in their ownership experience. This handbook provides all the details necessary to plan and implement this SSC at your dealership. Key points on the SSC are summarized below.

#### 1LG Condition

On certain 2002 ES 300s, during airbag deployment, it is possible that the bottom seam of the driver's side airbag may be torn away, allowing the cover to completely detach from the airbag module. If it occurs, there is the possibility that the detached cover may strike the driver and cause personal injury.

#### 1LG Repair

The 1LG SSC involves replacement of the driver's side airbag.

***Note: Your dealership is required by Federal regulations to perform the necessary replacement on all vehicles in your inventory prior to delivery of the vehicle to a customer.***

#### Customer Notification

Notification letters will be sent to the owners of affected vehicles beginning in late December 2001. This letter will advise owners of the need to have the airbag replaced.

#### SSC and Customer Satisfaction

This Special Service Campaign provides us with an opportunity to demonstrate the Lexus commitment to total customer satisfaction. By implementing the 1LG SSC in an organized and efficient manner, we can nurture our relationships and strengthen these

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associations. Throughout the campaign, we need to let our customers know that we are genuinely interested in resolving the matter in a timely fashion with as little inconvenience to them as possible.

### Identifying Affected Vehicles

The 1LG Special Service Campaign only applies to 2002 ES 300s within the VIN range below. No other vehicles before or after this range are to be repaired under the provisions of this SSC.

| Model  | Year | VIN   |                                            | Production Period                                  |
|--------|------|-------|--------------------------------------------|----------------------------------------------------|
|        |      | VDS   | Range                                      |                                                    |
| ES 300 | 2002 | BF30G | 20005152 - 20018376<br>25000056 - 25010909 | July 30,<br>2001<br>through<br>October 25,<br>2001 |

Not all vehicles in the VIN ranges are involved in this SSC. **As always consult TDN/TIS to confirm VIN eligibility and to assure the SSC is applicable.** This will verify the vehicle is affected and has not already been completed by another dealer.

The enclosed SSC summary report lists vehicles sold by your dealership. From this list, please determine the actual number of customers who should come back to your dealership for this SSC.

**Note: Approximately one thousand of the 2002 ES 300 vehicles involved in SSC 1LG are also involved in SSC 1LF. Please be sure to check TDN or TIS to identify these vehicles so that both campaigns may be performed in one service visit.**

### Manpower and Facility Requirements

Your dealership must plan carefully to accommodate the additional service volume generated as a result of this SSC and to

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manage your service appointments to the availability of replacement parts.

In reviewing your dealership's manpower and facility requirements for this Special Service Campaign, there are several items you need to consider.

- Do you need to develop ways to increase your service capacity?
- Do you need to hire additional support staff for pick-up/delivery, car washes and fuel tank fill-ups?
- The special Enterprise Rent-A-Car arrangements that started with SSC WL1 are also in effect for SSC 1LG. See page 9 for further details.

You will need to hold a meeting with all dealership associates to discuss:

- Ø Importance of Lexus customer care for each SSC customer.
- Ø Various procedures such as phone inquiries, pick up and delivery, loaners, etc.
- Ø Campaign specifics including your dealership's assigned quantity, completion objectives, and technical details.

We recommend that one person at your dealership be designated as the campaign coordinator.

Your District Operations Manager will meet with you to answer your questions and monitor the progress of this SSC.

### Tools and Equipment

In addition to standard hand tools and a torque wrench the three special service tools listed below are required to complete the repair procedure for this campaign.

| Part Number | Description | Function |
|-------------|-------------|----------|
|-------------|-------------|----------|

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|             |                            |                               |
|-------------|----------------------------|-------------------------------|
| 09082-00700 | SRS Airbag Deployment Tool |                               |
| 09082-30801 | Wire C                     | Disposal horn button assembly |

### Technical Training

The back of this handbook contains the repair procedures for this SSC. We suggest that all service department staff who will be directly involved in completing the repair or supporting the SSC should review the repair procedures to prepare for this SSC.

### Parts Availability / Ordering

| Part Number    | Part Description                   | Color Code | Qty/Vehicle |
|----------------|------------------------------------|------------|-------------|
| 45130-33341-B0 | Horn Button Assembly (Saddle Gray) | 17         | 1           |
| 45130-33341-C0 | Horn Button Assembly (Black)       | 27         | 1           |
| 45130-33341-E0 | Horn Button Assembly (Sandalwood)  | 07         | 1           |

In addition, the following Special Service Tool must be ordered through the Toyota Special Service Tool Program.

| Part Number  | Description                                  | Qty/Vehicle |
|--------------|----------------------------------------------|-------------|
| 09082-30801* | SST: Wire Harness C (for air bag deployment) | 1           |

\* This SST may be claimed for reimbursement on the associated warranty claim.

Since airbags are color-coded to match vehicle interiors and since airbags may not be returned as new (undeployed), Lexus has not put these parts on the Dealer Stocking Guide (DSG) or sent an initial quantity to dealers. Lexus strongly requests that dealers order parts to meet confirmed customer appointments. There will be sufficient inventory to accommodate this SSC provided that dealers do not overstock the parts. Individual dealer tracking will be done and irregularities in quantity ordering will be forwarded on the Lexus Area Offices for follow-up and correction.

### Special Airbag Handling and Disposal Procedures

Since this SSC involves replacement of airbags, several special steps must be followed to assure compliance with Federal hazardous materials shipping and safety regulations. The following procedures must be followed.

- Dealers must complete and return the Airbag Serial Number Registration postcard to Lexus. **Failure to return this postcard with the correct information will result in a debit of the associated claim.**
- The original airbag must be deployed and disposed of. Dealers must ensure that all removed airbags are deployed and disposed of in accordance to the procedures described in the Repair Manual.

### TDN System

The labor operation code has been transmitted to your dealership (see page 13 for opcode). Remember that each dealership must request and apply it to the dealer system. If your dealership has not received the operation codes, call the TDN hotline at **(800-421-8154)**

### Planning Your Communication Strategy

It is important that you develop a strategy to communicate effectively. The following are some general statements that can be used when explaining the SSC.

#### ***Q1: What is the problem?***

A1: On certain 2002 model year ES 300 vehicles, during airbag deployment, it is possible that the bottom seam of the driver's-side front airbag module cover (horn pad) may be torn away allowing the bottom portion of the cover to completely detach from the airbag module. If this should occur, there is a possibility that the detached bottom portion may strike the driver causing personal injury.

#### ***Q2: What is the cause of this condition?***

A2: The condition is caused by a fabric tether strap inside the front driver's side airbag module which was improperly designed.

**Q3: Are there any warnings that this condition will occur?**

A3: No. There are no warnings that this condition will occur.

**Q4: Which and how many vehicles are involved?**

A4: Certain 2002 model year ES 300 and Camry vehicles equipped with a three-spoke style steering wheel are affected. There are approximately 8,000 ES 300 and 11,000 Camry vehicles involved in the U.S.

**Q5: What is the production range of the involved vehicles?**

A5: The affected ES 300 and Camry vehicles were produced from July 2001 through late November 2001.

**Q6: How many cases of this condition have been reported?**

A6: There have been no reports of cases of this condition in the affected ES 300 vehicles.

**Q7: Have there been any accidents reported?**

A7: There have been no reported cases of accidents related to this condition.

**Q8: What is Lexus going to do?**

A8: Owners of the involved vehicles will receive a campaign notification by first class mail beginning in December 2001. Any Lexus dealer will replace the driver's side airbag at **NO COST** to the vehicle owner.

**Q9: How long will the repair take?**

A9: The repair will take less than one hour. However, it may be necessary for the owner to make the vehicle available for a longer period of time depending upon the dealer's schedule.

**Q10: Does this condition affect other Toyota/Lexus models?**

A10: This condition only affects certain 2002 model year ES 300 and Camry vehicles equipped with a three-spoke style steering wheel.

**Q11: What should an owner do if they are concerned about**

### ***this condition?***

Q11: Owners are requested to contact their local Lexus dealer for inspection and, if applicable, repair.

### **Calls to Your Customers**

- Customers **involved** in the SSC
  - ⇒ Although each affected vehicle owner will receive a notification letter, we would like your dealership to use the customer list provided in the SSC package to help manage your service volume. We strongly suggest that your dealership's service management and consulting staff review the list and proactively contact customers for prompt service. Also let them know how valuable a customer they are and that this Special Service Campaign is being undertaken by Lexus to keep their confidence in the Lexus brand.

***Note: Approximately one thousand of the 2002 ES 300 vehicles involved in SSC 1LG are also involved in SSC 1LF. Please be sure to check TDN or TIS to identify these vehicles so that both campaigns may be performed in one service visit.***

- Customers **not involved** in the SSC
  - ⇒ Assure any customers with vehicles outside of the involved VIN range that this repair is not needed.

### **Calls from Your Customers**

It is important to institute a system to respond to customers calling for more information regarding the SSC. We recommend designating an individual to answer these inquiries to ensure that callers get accurate, consistent information.

### **Calls from the Media**

We ask that you refer any calls from the media or government agencies directly to Lexus headquarters in Torrance, California. The contact at Lexus is:

**Nancy Hubbell, Lexus Public Relations Manager**  
**(310) 468-3282**

**(Note: This number is not for dealer use.)**

**IMPLEMENTING  
THE 1LG SSC**

**Car Rental and Service  
Loaners**

One of the ways we can demonstrate that Lexus cares is by honoring loaner car requests with the best loaner available for those customers unable or unwilling to wait for this repair.

**{Preferred}**

**Lexus Customer Convenience System (LCCS)**

Officially enrolled LCCS vehicles may be claimed at a rate of \$44.00 per day. (Lexus vehicles only.)

**{Preferred}**

**Lexus Dealer Fleet** (Lexus vehicles only)

A rate of \$44.00 per day may be claimed if using this option. Be sure to follow customer supplied insurance guidelines.

**Enterprise Rent-A-Car**

Recognizing that loaner car capacity may become an issue, Lexus is continuing **special arrangements with Enterprise Rent-A-Car** to supplement the demand. The specially negotiated price includes a \$35.00 per day charge for premium cars and an \$11.99 per day rate, plus applicable taxes, for full collision protection (C.D.W.). The total is \$46.99, plus tax, in all 48 contiguous states except for New York where the rate structure is different due to state laws covering the sale of a Collision Damage Waiver. An important feature to this preferred rental arrangement is that this rate entitles your customers to any available Enterprise vehicle including luxury vehicles. So please provide them with a selection of the best available vehicles. Also please employ the strategy (where practical) that SSC customers receive Lexus

vehicles and Enterprise vehicles are reserved for regular service customers.

The motivating factor for any of these options is the customer's convenience and consideration. Again please provide the best available vehicle. If extraordinary customer requests are made, please contact your DOM. In addition, loaner car requests that exceed one day must carry proper DOM authorization.

### **Remote Area Service Plan**

Remote is defined as those distances where a customer is 100 or more miles from the nearest Lexus dealership. Your DOM will work with you to develop and authorize an action plan.

Guidelines to be used in performing remote repairs are:

- If the customer is within 100 miles of the nearest Lexus dealership, the closest Lexus dealership will perform the repair provided that prior authorization for related expenses has been approved by the DOM.
- If the customer is more than 100 miles from the nearest Lexus dealership, Lexus area associates or, Lexus national associates may perform the repair. Dealerships may also make these repairs but only with the authorization of the Area Coordinator (most likely the F.T.S.).
- Each situation will be handled on a case-by-case basis.
- Lexus will only pay for authorized costs that have been approved by DOM or area offices.
- Alternatives include pick-up and redelivery of remotely located vehicles.

### **The Service Write-Up**

Listed below are some general guidelines to use when the customer arrives at your dealership for the SSC:

- Explain that the repair will take about one hour. Inform the customer that the special services (refueling, car wash) will require additional time at your dealership.
- Explain the type of repair involved.
- If the customer does not have an SSC notice:
  - Ø Check the VIN against the national Service History File to see if the vehicle has been previously repaired under this Campaign.
  - Ø Check the left front door hinge post for an SSC completion label.
  - Ø If the vehicle falls outside of the above guidelines, explain that the vehicle does not require the Campaign repairs.
  - Ø If the vehicle is eligible, explain the SSC to the customer; describe the procedure and the amount of time needed for the repair.
- If the customer has an appointment, pull the work order; otherwise, create a work order reflecting the need to complete the SSC 1LG repair.
- Issue the work order to the technician and include job instructions for the SSC.

### **Preparing for the Delivery After SSC Completion**

- Wash/clean the vehicle inside and out.
- Fill the gas tank with the specified unleaded fuel
- Notify customer of completion and arrange for re-delivery or return of rental vehicle.

### **Delivery of the Vehicle After the SSC Completion**

The delivery of the vehicle is a very important part of ensuring a high level of customer satisfaction. Explain all SSC repairs to the customer and apologize for any inconveniences. Thank the customer for his or her time and their continuing patronage.

### **Follow–Up**

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Complete 100% after-service follow-up is critical to ensure complete customer satisfaction with the repairs performed and the service provided.

### Work Order Closing/ Claim Submission

The information on the following page explains the policies and procedures for preparation and submission of a warranty claim for reimbursement of a repair performed under the SSC 1LG.

| Repair                                                                                                   | Claim Type | Opcode | Labor Hours* | Sublet                                                                                                                                            |
|----------------------------------------------------------------------------------------------------------|------------|--------|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Replace and dispose of steering wheel pad and complete and return airbag serial number registration card | SC         | 1522L1 | 0.9          | GA (fuel), TW (tow), RT (loaner vehicle), DE (pick-up and delivery or remote repair), or CW (car wash) as required and substantiated by invoices. |

\* Includes 0.1 labor hours for administrative time.

**NOTE: Lexus warranty will only accept one claim per vehicle under the terms of the SSC. Please ensure that your dealership checks the National History File to see if the vehicle has been repaired under this SSC prior to servicing the vehicle.**

**NOTE: Dealers must return the Airbag Serial Number Registration postcard to TMS. Failure to return a properly completed postcard will result in a claim debit against the dealership.**

### Recap of Claim Submission and General Provisions of the SSC

- Lexus will pay for gas tank fill-up (actual cost)
- Lexus will pay for washing the vehicle
- Lexus will provide a loaner vehicle if required
- Lexus will pay for costs associated with remote repairs if required
- Lexus will pay for remote pick-up and delivery if required (DOM authorization only)

### Claiming Reimbursement

**for Special Services**

You must use sublet to claim any special services required in conjunction with the SSC repair.

- Issue **TW** (Tow Vehicle)
  - Ø Applicable to every vehicle if required
  - Ø Claim actual receipt amount as a sublet
  - Ø You may utilize AAA or any agency providing Lexus type service
- Issue **RT** (Rental Car)
  - Ø Applicable to every vehicle if required
  - Ø Special Service Campaign customers may also be given L.C.C.S. vehicles at the normal reimbursement rate of \$44.00 per day
  - Ø Lexus has negotiated a special day rate of \$46.99 plus tax per day with Enterprise Rent-A-Car as an option (includes C.D.W., Collision Damage Waiver insurance)
  - Ø The loaner vehicle reimbursement rate cap is one day per repair unless otherwise authorized by DOM
- Issue **GA** (Gas Tank Fill-Up)
  - Ø Applicable to every vehicle
  - Ø Claim actual fill-up amount
- Issue **CW** (Car Wash/Administrative Time)
  - Ø Applicable to every vehicle
  - Ø Claim \$20.00 per vehicle
- Issue **DE** (Pick-Up and Delivery/**Remote Repairs**)
  - Ø Applicable only under special circumstances (e.g. more than 100 miles from the nearest Lexus dealership)
  - Ø Claim actual dealer cost
  - Ø **F.T.S/A.O.M.** authorization is required for this expense
- Issue **DE** (**Pick-Up and Delivery**/Remote Repairs)
  - Ø Applicable at dealer discretion

Ø Claim actual dealer cost

### **TDN Claim Preparation Instructions**

NOTE: Each sublet must be a separate entry with:

- Unique invoice number
- Description
- Sublet Type
- Dollar Amount
- In Repair Order Management, select claim type ☐SC☐ (Special Service Campaign)

## 2002 ES 300 Driver's Side Front Airbag

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### 2002 MY Lexus ES 300 Driver's Side Front Airbag **SAFETY RECALL NOTICE**

Dear Lexus Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Lexus has determined that a defect, which relates to motor vehicle safety, exists in certain 2002 Model Year Lexus ES 300 vehicles equipped with a three-spoke style steering wheel.

#### **What is the problem?**

On certain 2002 Model Year ES 300 vehicles, during airbag deployment, it is possible that the bottom seam of the driver's-side front airbag module cover (horn pad) may be torn away allowing the bottom portion of the cover to completely detach from the airbag module. If this should occur, there is a possibility that the detached bottom portion may strike the driver causing personal injury.

#### **What will Lexus do**

Any Lexus dealer will replace the Driver's-side front Airbag at **NO COST** to you.

#### **What should you do?**

As your dealer must make arrangements to assure the necessary parts are in stock, please contact your authorized Lexus dealer to make an appointment at your earliest convenience.

The labor time necessary is approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**Please present this notice along with the enclosed Airbag Serial Number Registration postcard to the Lexus Dealer when you bring the vehicle in for your service appointment. The dealer requires this postcard to properly register your new airbag.**

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

#### **If you have other questions**

Please contact any Lexus dealer or call the Lexus Customer Assistance Center at 1-800-255-3987.

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 888-327-4236.

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.

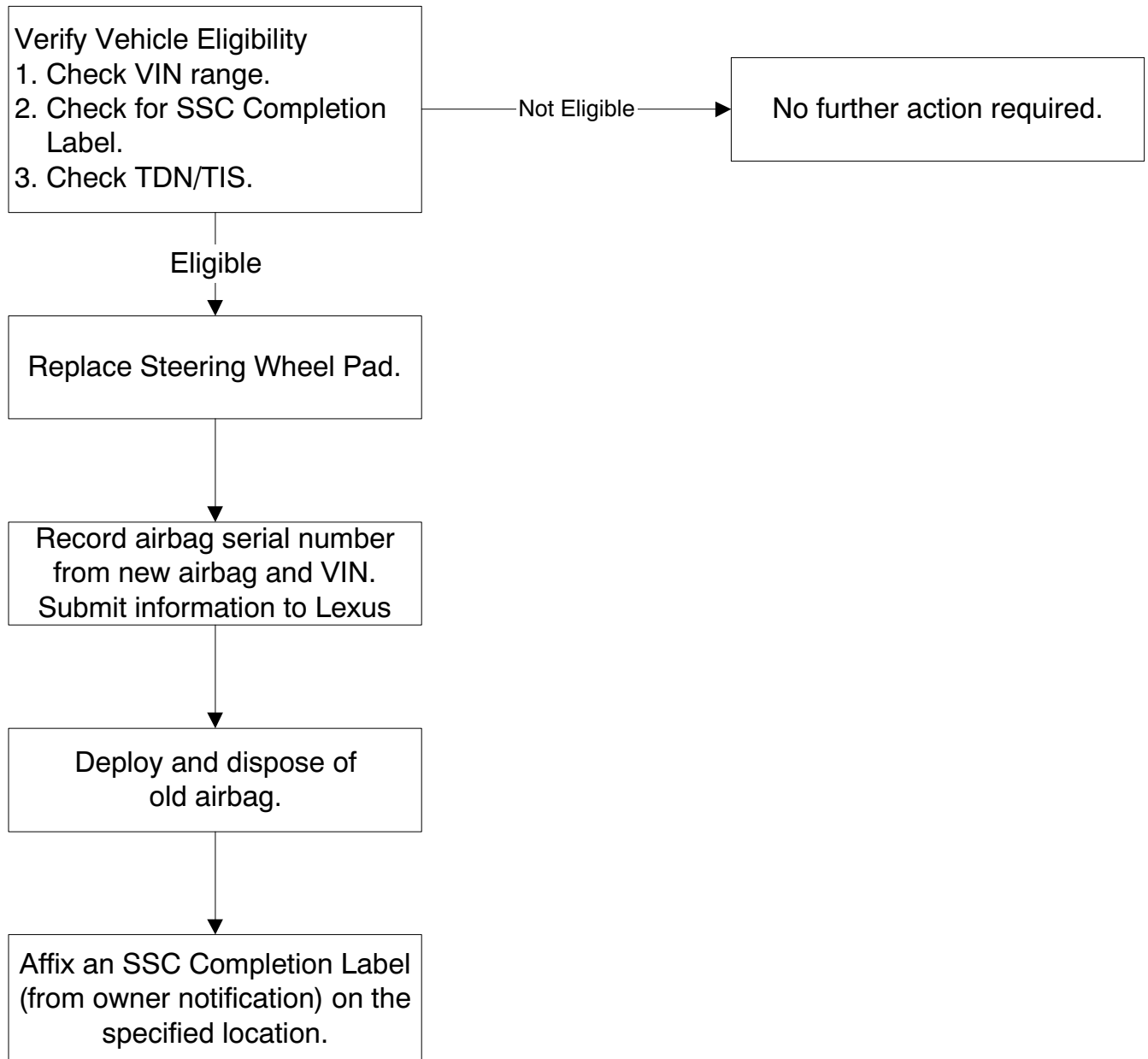
Thank you for driving a Lexus.

Sincerely,

LEXUS DIVISION  
TOYOTA MOTOR SALES, U.S.A., INC.

## TECHNICAL REPAIR INSTRUCTIONS

### 1. OPERATION FLOW CHART



## AFFECTED VIN RANGE

| Model | Year | VIN Range* |                     |
|-------|------|------------|---------------------|
|       |      | VDS        | Ranges              |
| ES300 | 2002 | BF30G      | 25000056 - 25010909 |
|       |      |            | 20005152 - 20018376 |

\*As always confirm with Lexus Service History to verify vehicle eligibility. Not all vehicles within the VIN range are involved in this SSC.

## 2. PREPARATION

### A. PARTS

| Part Number    | Part Description                            | Qty/<br>Vehicle |
|----------------|---------------------------------------------|-----------------|
| 45130-33341-B0 | Steering Wheel Pad (Gray)                   | 1*              |
| 45130-33341-C0 | Steering Wheel Pad (Black)                  | 1*              |
| 45130-33341-E0 | Steering Wheel Pad (Sandal Wood)            | 1*              |
| 09082-30801**  | Wire C (for airbag deployment not reusable) | 1               |



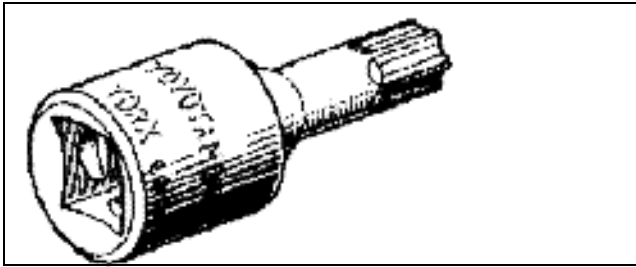
◆ 09082-30801

◆ Non-reusable part

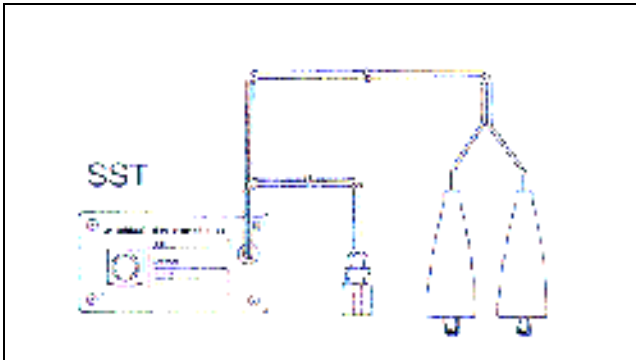
**\*Order by vehicle interior color code.**

**\*\* Wire C may be ordered by calling Lexus Special Service Tools at 1-800-933-8335**

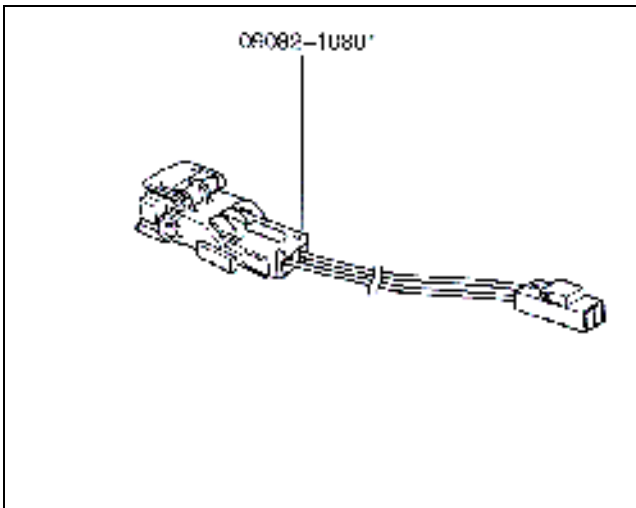
## B. TOOLS



- 09042-00010 Torx® Socket T30



- 09082-00700 SRS Airbag Deployment Tool



- 09082-00801 Airbag Deployment Wire Kit. Sub  Harness No. 8.

### NOTE:

**Airbag deployment kit p/n 09082-00801 contains the following:**

**09082-10801 Wire A (reusable)**

**09082-30801 Wire C (not reusable)**

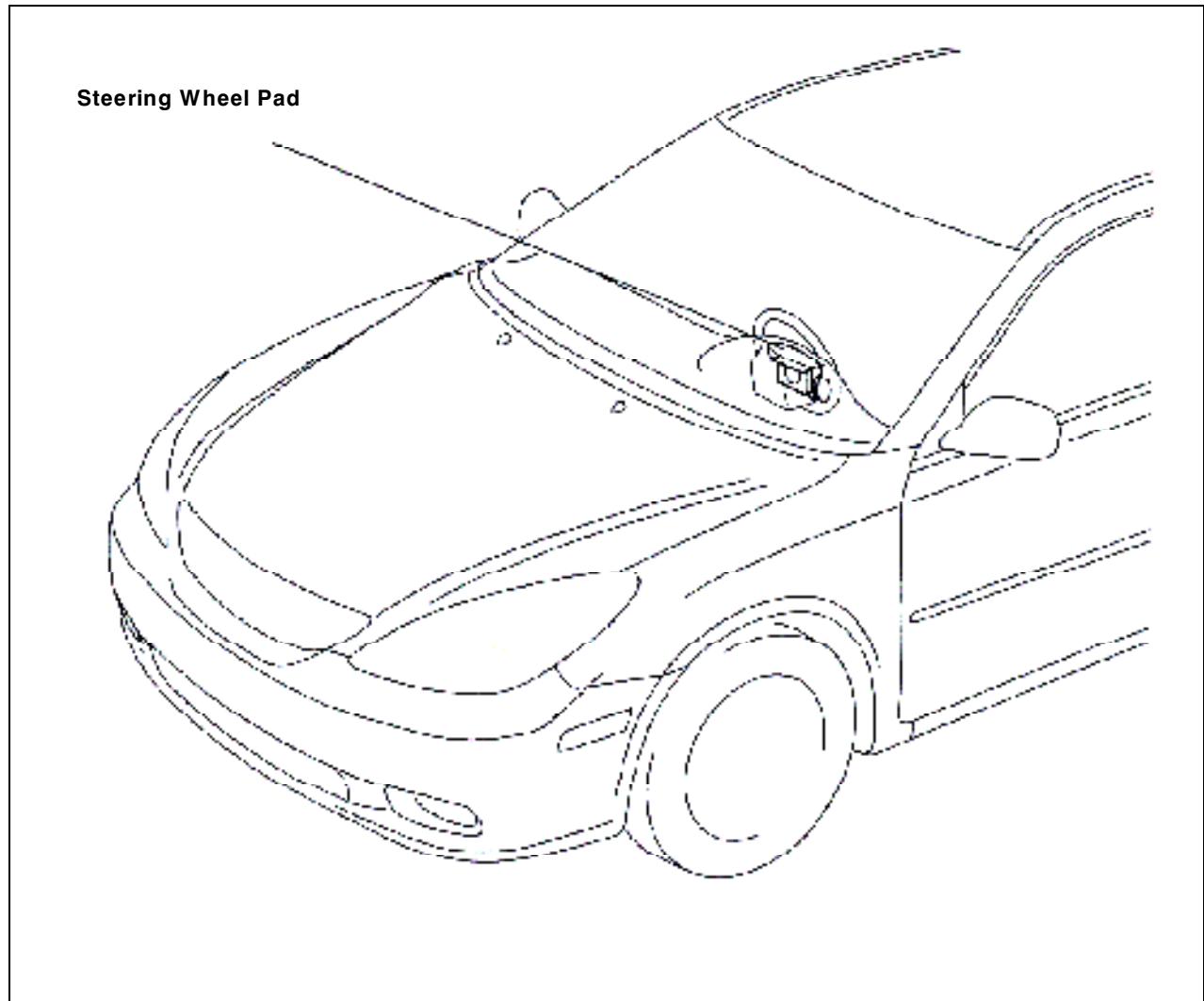
**Used for this campaign**

**09082-20801 Wire B (not reusable)**

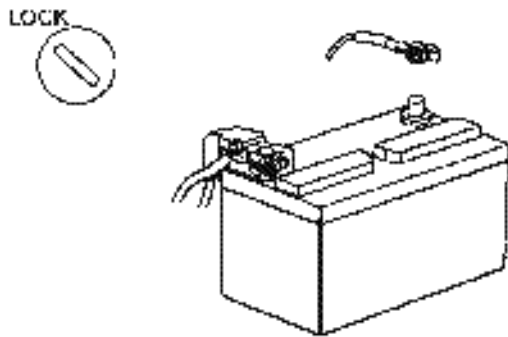
**Not used for this campaign**

- Standard Hand Tools
- Torque Wrench

### 3. LOCATION OF COMPONENTS



## 4. WORK PROCEDURE



### 1. DISCONNECT NEGATIVE (-) BATTERY TERMINAL

- Record the audio station presets.
- Set the seat memory to position 1.
- Turn the ignition key to the **LOCK** position.
- Disconnect the negative (-) battery terminal.

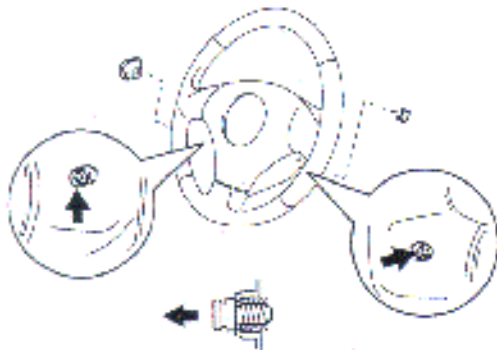
#### NOTE:

Do not remove the steering wheel pad until a minimum of 90 seconds has passed since the ignition key was set in the **LOCK** position and the battery had been disconnected.

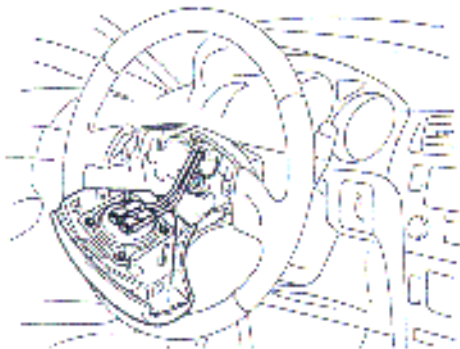
### 2. REMOVE STEERING WHEEL PAD

#### NOTE:

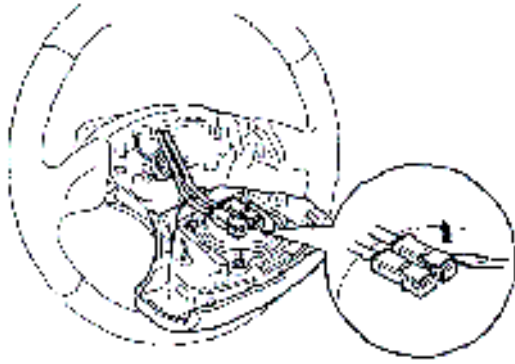
If the airbag is disconnected with the ignition switch in the **ON** or **ACC** position, a DTC will be recorded.



- Remove steering wheel No.2 lower cover.
- Remove steering wheel No. 3 lower cover.
- Using a T30 Torx® socket, loosen the 2 screws until the groove along the screws circumference catches on the screw case.



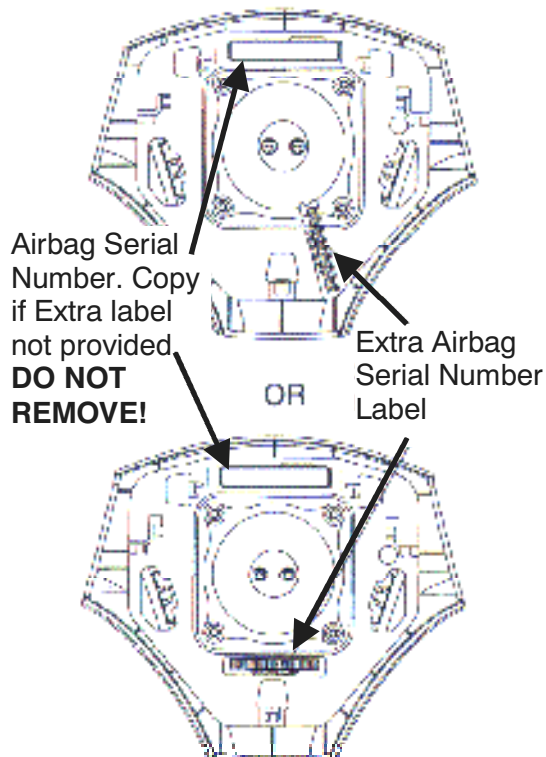
- Gently remove the steering wheel pad from the steering wheel.



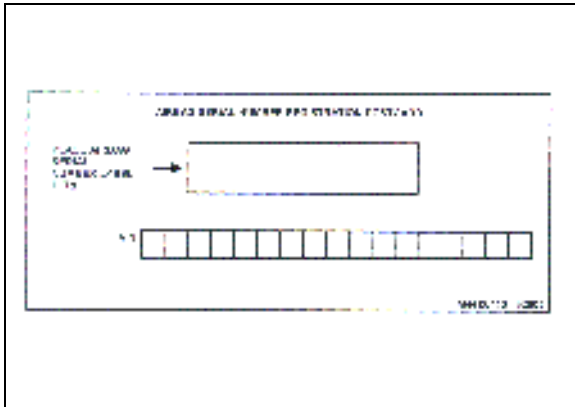
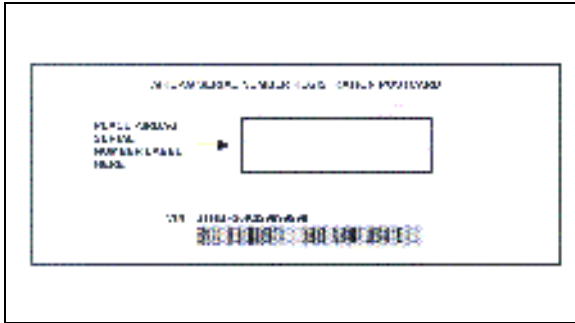
- (e) Using a screwdriver, disconnect the airbag connectors.

### 3. NEW AIRBAG NUMBER REGISTRATION

The new airbag will also include an extra airbag serial number label in either of two locations. You are required to submit the airbag serial number with the vehicle's VIN to assure proper registration. The SSC claim will be debited if this step is not followed properly.



- (a) The new airbag must be registered to the vehicle. Remove the Extra Airbag Serial Number Label and apply it to the Airbag Serial Number Registration postcard supplied in the owner letter. The VIN on the postcard must match the VIN on the vehicle.
- (b) If the new airbag does not contain an extra serial number label or the customer does not provide the Airbag Serial Number Registration postcard, you are required to complete a blank postcard by hand writing the appropriate information.
- (c) Additional postcards, in packs of 50 (P/N 00410 - 92005), may be ordered through the non-parts system on the TDN system.

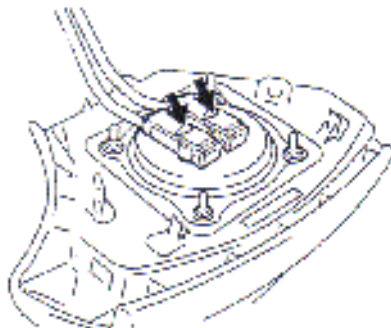


#### 4. COMPLETE POSTCARD AND MAIL

- After completing the postcard, make a copy of it and staple it to the dealership copy of the Repair Order. This will assure you are able to provide the information in the future if the postcard is not received by Lexus.
- Mail the Airbag Serial Number Registration postcard to Lexus to assure it is properly registered.
- Additional postcards, in packs of 50 (P/N 00410 - 92005), may be ordered through the non-parts system on the TDN system.

#### NOTE:

The VIN will not be preprinted on the postcards ordered from the MDC. Please assure that the VIN is recorded on the postcard.



#### 5. INSTALLING THE NEW STEERING WHEEL PAD

- Connect the 2 airbag connectors.
- Install the new steering wheel pad after confirming that the circumference groove of the Torx® screws are caught in the screw case.
- Using a T30 Torx® socket, tighten the 2 screws.  
**Torque: 8.8 N.m (90 kgf.cm, 78 in.lbf)**
- Reinstall the No. 2 and No. 3 covers.
- Reconnect the negative (-) battery terminal.



#### 6. CHECK SRS WARNING LIGHT

- Turn ignition switch to the **ON** or **ACC** position and check that the SRS warning light illuminates.
- Verify that the SRS warning light goes out after approximately 6 seconds.

**7. REPROGRAM THE AUDIO STATION PRESETS, RESET THE CLOCK AND RESET SEAT MEMORY POSITION 1.**

**8. DISPOSAL OF AIRBAG**

- (a) The airbag must be deployed prior to disposal.

**NOTE:**

**Follow the airbag deployment instructions in the appropriate service manual. Always follow local and state regulations regarding the deployment and disposal of airbags.**

**9. SSC COMPLETION LABEL INSTALLATION**

1. After completing the repair and before returning the vehicle to the owner, an SSC completion label that is enclosed in the owner's notification must be affixed to the left front door hinge post near the check strap.

2. The label is to be filled out as follows:

- Write in SSC 1LG
- Write in date of repair.
- Write in your dealer code.

The diagram shows a rectangular form with a border. Inside the form, there are three main sections: a top-left box labeled 'SSC', a top-right box labeled 'Date', and a larger bottom box labeled 'DEALER CODE NO.'. Below the bottom box, there is a small rectangular area containing a barcode-like pattern.

3. Additional SSC completion labels, in sheets of 50 (P/N 00410-01917), may be ordered through the non-parts system on the TDN system.