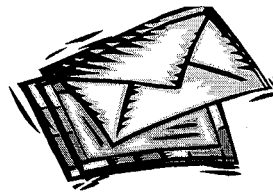


NHTSA ccmMercury Routing Slip



AL-10693505-7434

Printed: 3/9/2015

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

NHTSA #: ES15-001166

XREF #:

Delivery: EML

Rec'd Date: 3/9/2015

Doc Type: CNG

Address To:

Referred By: NPO-011

Doc Date: 3/2/2015

Due Date: 4/7/2015

S10 #:

DOT/I #:

RMP #:

**Subject: LETTER FROM CONGRESSMAN ROYCE ON BEHALF OF CONSTITUENT [REDACTED] RE 2004
TOYOTA COROLLA AIRBAG RECALL (ATTN: LAUREN PONG)**

Ack Date:

Sign Office: DIR. GOVT.

AFFAIRS

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: ALISON PASCALE

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

THE HONORABLE EDWARD ROYCE
U.S. HOUSE OF REPRESENTATIVES
1380 FULLERTON PLACE, SUITE 205
ROWLAND HEIGHTS, CA 91748
Tel: 626-964-5123 Fax: E-mail:

MAR 10 2015

Assigned To	Task	Asgn Date	Deadline	Returned Date
NGA-110	SIGN	3/9/2015		
NVS-200	REPLY	3/9/2015	4/7/2015	
NVS-010	INFORMATION	3/9/2015		3/9/2015

NM
31015
SMD

1000 MICHIGAN STREET, SUITE 200
WASHINGTON, DC 20004-4440
(202) 225-4110
FAX: (202) 226-0555

1000 MICHIGAN STREET, SUITE 200
BETHESDA, MD 20814
(301) 225-4110
(301) 226-0555

DIAMOND PLAZA
1300 SOUTH FIFTH AVENUE, SUITE 300
ROCKLAND HEIGHTS, CA 94146
(415) 964-5622

www.royce.house.gov

UNITED STATES
HOUSE OF REPRESENTATIVES



EDWARD R. ROYCE
Thirty ninth District-California

COMMITTEE ON
FOREIGN AFFAIRS
Chairman

COMMITTEE ON
FINANCIAL SERVICES
Subcommittees:
Capital Markets and
Government Sponsored Enterprises
Insurance and Housing

CONGRESSIONAL CASEWORK AUTHORIZATION FORM

Name: [REDACTED] Social Security # [REDACTED]
Address: [REDACTED] City: Rowland State: CA Zip: [REDACTED]
Phone (H) [REDACTED] Phone (W) [REDACTED] Phone (C) [REDACTED]
Date of Birth: [REDACTED] Birthplace: Chicago, IL Email: [REDACTED]

I hereby request assistance in the following federal matter:

- | | |
|--|-------------------------------|
| ☐ Social Security/Medicare | Social Security #: _____ |
| ☐ Veterans Administration | C#, CSS#, LHG#: _____ |
| ☐ Military | Branch/Service#: _____ |
| ☐ Immigration & Naturalization | Alien#: _____ |
| ☒ Other Federal Agency | <u>DEPT OF TRANSPORTATION</u> |

Please summarize in a few sentences exactly what you want us to do for you. Please be specific. Use additional paper if necessary.

Car buy issue

Please sign below to permit information from your file to be given to any agency deemed necessary. The Privacy Act of 1974 (PL 93-579) requires that you authorize access to your private records. Without your authorization, an inquiry on your behalf will not be possible.

Signature: [REDACTED]

Date: March 2, 2015

ES15-001166

Lauren Pong,

See this letter you asked me to write.

This all started with me on October 21, 2014.

I went to Toyota dealer Puente Hills Toyota and had my car inspected and it was determined that it was on the recall list. They said they could not do anything for me until I get a letter from Toyota authorizing the dealer to replace plus get the parts..I asked if they had ever seen this letter. It seems that Toyota has not sent any authorization letters out. Toyota dealers are not trained to replace these bad parts. They said - once parts are produced in sufficient quantities - they can start, Until what till then? Who determines, sufficient quantities, and what is that number?

Toyota has sent out to all dealers a letter to be read to all employees so they can answer customer questions. I found one person who has read and has a copy. The other were never told.

Toyota is not alone in this. Some other car manufacturers are also hurt, I've heard.

The solution is in the mean time, do not have anyone sit in the passenger front seat, until this part is replaced. This is not a repair, it is an avoidance. What is different about the front passenger seat airbag from all of the other air bags in the cars. Toyota must know the difference.

I hear Takata the manufacturer of the air bags is having labor and money problems as they must manufacturer free parts and reimburse the dealers the cost of labor to replace.

When will my Toyota be safe to ride in as a passenger in the front?

NOTHING is not the answer. But all we have so far is NOTHING.

Sincerely,

[REDACTED]

Recalls Results Look-up by VIN

[Print](#)

VIN: 1NXBR32E94Z

Year: 2004 Make: TOYOTA Model: Corolla

Number of Open Recalls: 2

NHTSA Recall Number: Awaiting#

Recall Date: January 27, 2015

Manufacturer Recall Number: D3B

SUMMARY:

The Electronic Control Unit (ECU) for the Supplemental Restraint System (SRS) in these vehicles could have been manufactured with integrated circuits that are susceptible to internal short circuiting when exposed to certain electrical noise from various vehicle electrical components. If internal short circuiting occurs, the front airbag(s) and/or seat belt pretensioners could inadvertently deploy. An airbag that deploys inadvertently can, under some circumstances, increase the risk of minor injury and the possibility of a crash.

SAFETY RISK:

If internal short circuiting occurs, the front airbag(s) and/or seat belt pretensioners could inadvertently deploy. An airbag that deploys inadvertently can, under some circumstances, increase the risk of minor injury and the possibility of a crash.

REMEDY:

All known owners of the subject vehicles will be notified by first class mail to return their vehicles to a Toyota or General Motors dealer (as applicable) for installation of a new airbag control module and installation of a noise filter between the airbag control module and its wire harness. During this preliminary phase for DSB (D3B), dealers are requested to continue the remedy procedure as outlined under the current Safety Recall D0B. IF YOU HAVE NOT HAD SAFETY RECALL D0B COMPLETED ON YOUR VEHICLE, PLEASE SCHEDULE AN APPOINTMENT WITH AN AUTHORIZED TOYOTA DEALER AS SOON AS POSSIBLE TO HAVE THIS REMEDY PERFORMED. If you are unsure whether your vehicle has had this Safety Recall Completed or need additional assistance, please contact an authorized Toyota Dealership or the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

RECALL STATUS: Recall INCOMPLETE. Remedy not yet available

MANUFACTURER NOTES:

THIS RECALL DATA LAST REFRESHED: Feb 3, 2015

NHTSA Recall Number: 14V312

Recall Date: June 10, 2014

Manufacturer Recall Number: D3F

SUMMARY:

Toyota Motor Engineering and Manufacturing (Toyota) is recalling certain model year 2002-2004 Toyota Sequoia and Lexus SC and 2003-2004 Toyota Corolla, Corolla Matrix, Tundra, and Pontiac Vibe vehicles to address a safety defect in the passenger side frontal air bag inflator which may produce excessive internal pressure causing the inflator to rupture upon deployment of the air bag. This recall addresses both the passenger side frontal air bags that were originally installed in the vehicles, as well as replacement air bags that may have been installed as replacement service parts. A replacement air bag may have been installed, as one example, if a vehicle had been in a crash necessitating the replacement of the passenger side frontal air bag.

SAFETY RISK:

In the event of a crash necessitating deployment of the front passenger's frontal air bag, the inflator could rupture with metal fragments striking and potentially seriously injuring the passenger seat occupant or other occupants.

REMEDY:

Toyota will notify owners of affected Toyota and Lexus vehicles and General Motors will notify owners of affected Pontiac Vibe vehicles. Toyota, Lexus, and GM dealers will replace the passenger side air bag inflator, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact Toyota customer service at 1-800-331-4331. Pontiac Vibe owners may contact GM at 1-800-521-7300. **IMPORTANT NOTE:** This recall supersedes recall 13V-133 in which some vehicles were inspected and received a replacement inflator, while others were inspected but did not have their inflator replaced. All owners of

vehicles that did not get an inflator replacement, or owners that do not know if they got an inflator replacement, should contact their Toyota or Lexus dealer.

RECALL STATUS: Recall INCOMPLETE. Remedy not yet available

MANUFACTURER NOTES:

THIS RECALL DATA LAST REFRESHED: Feb 3, 2015

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues section](#) and follow the instructions there.

Recall information for this manufacturer is only available going back to January 01, 1999. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.

Enter another VIN here:



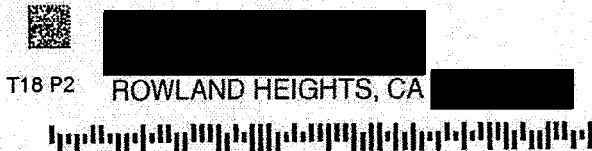
Type the text

[Privacy & Terms](#)



Recd 1/29/15

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991



URGENT SAFETY RECALL
This is an important
Safety Recall Notification.
The revised remedy will be
performed at **NO CHARGE** to you.

**2003–2004 Model Year Corolla, Corolla Matrix, Tundra and
2002–Early 2004 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module
SAFETY RECALL NOTICE (Interim Notice)**
This notice applies to your vehicle: VIN 1NXBR32E94Z [REDACTED]
REVISED REMEDY PROCEDURE

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in 2003–2004 Model Year Corolla, Corolla Matrix, Tundra, and 2002–Early 2004 Model Year Sequoia 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.

In April, 2013 Toyota announced a nationwide Safety Recall (D0F) to inspect and, if necessary, replace the front passenger airbag inflator. In June, 2014 the Safety Recall remedy was revised to replace all front passenger airbag inflators regardless of inspection results. The revision is Safety Recall DSF (D3F). **According to our records, your vehicle was previously inspected, but the front passenger airbag inflator was not replaced. Replacement is required.**

Due to the change in the remedy, Toyota does not have enough front passenger airbag inflators to perform replacement in all locations at this time. Testing of recovered front passenger airbag inflators found that some inflators from southern Florida performed improperly. Toyota is currently prioritizing part replacement in geographic locations that are subject to consistently high absolute humidity, based upon our test results.

What should you do?

We are currently preparing parts for your location; we will send you another notification once sufficient parts have been produced and the revised remedy can be performed.

Until the remedy is performed, we recommend that you do not operate the vehicle with occupants in the front passenger seat. We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

Spanish translation on back side
Traducción en español en el lado inverso



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

URGENTE REPARACIÓN DE SEGURIDAD PREVENTIVA

Ésta es una importante notificación de Reparación preventiva de seguridad. La reparación revisada se efectuará **SIN COSTO** para usted.

Vehículos modelos Corolla, Corolla Matrix, y Tundra años 2003 y 2004
Vehículos modelo Sequoia años 2002 al principio de la producción del año 2004
Módulo de Inflador de Bolsa de Aire del Pasajero Delantero
AVISO DE REPARACIÓN PREVENTIVA DE SEGURIDAD (Notificación Provisional)
Este aviso aplica a su vehículo: VIN 1NXBR32E94Z

PROCEDIMIENTO DE REPARACIÓN REVISADO

Estimado propietario de Toyota:

Le estamos enviando este aviso de acuerdo con los requisitos establecidos en el Acta de Tráfico Nacional y de Seguridad de Vehículos Motorizados. Toyota ha decidido que existe un defecto, el cual se relaciona con la seguridad del vehículo automotor, en vehículos modelos Corolla, Corolla Matrix, Tundra de años 2003 y 2004, y vehículos modelo Sequoia de año 2002 al principio de la producción del año 2004.

Usted recibió este aviso porque nuestros registros, basados principalmente en la información de registro y titularidad estatal, indican que usted es el propietario actual.

En abril del 2013 Toyota anunció a nivel nacional una Reparación preventiva de seguridad (D0F) para inspeccionar y, si es necesario, reemplazar el inflador de bolsa de aire del pasajero delantero. En junio del 2014 el remedio de la Reparación preventiva de seguridad fue revisado para reemplazar todos los infladores de bolsa de aire del pasajero delantero, independientemente de los resultados de inspección. La revisión es Reparación preventiva de seguridad DSF (D3F). **Según nuestros registros, su vehículo fue inspeccionado previamente, pero el inflador de bolsa de aire del pasajero delantero no fue reemplazado. Se requiere reemplazo.**

Debido al cambio en el remedio, Toyota no tiene suficientes infladores de bolsa de aire del pasajero delantero para realizar el remplazo en todas las ubicaciones en este momento. Pruebas de infladores de bolsa de aire del pasajero delantero recuperados encontró que algunos infladores del sur de la Florida se realizaron incorrectamente. Toyota está dando prioridad a la pieza de repuesto en ubicaciones geográficas que están sujetas a consistentemente alta humedad absoluta, en base a resultados de nuestras pruebas.

¿Qué debería hacer usted?

Actualmente estamos preparando las piezas para su ubicación; le enviaremos otra notificación una vez que se han producido suficientes partes y el remedio revisado se pueda realizar.

Hasta que se realice el remedio, se recomienda que no se utilice el vehículo con ocupantes en el asiento del pasajero delantero. Nos disculpamos sinceramente por cualquier inconveniente que esto causará, pero estamos tomando esta acción para garantizar su seguridad.

English version on front side
Versión en inglés en el frente

2

What is the Condition?

The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture and the front passenger airbag to deploy abnormally in the event of a crash, increasing the risk of injury to the occupant.

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair when parts are available.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.

If you believe that the dealer or Toyota 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, 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 www.safercar.gov.

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 Toyota.

Sincerely,

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

3

Si desea actualizar el título de propiedad de su vehículo o su información de contacto, diríjase a www.toyota.com/ownersupdate. Necesitará su Número de Identificación del Vehículo (VIN) de 17 dígitos para ingresar la nueva información.

¿Cuál es la condición?

Los vehículos involucrados están equipados con infladores de bolsa de aire del pasajero delantero que pudo haberse ensamblado con propelente manufacturado inapropiadamente. Propelente manufacturado inapropiadamente puede ocasionar la ruptura del inflador y un despliegue anormal de la bolsa de aire del pasajero delantero en caso de un accidente, incrementando el riesgo de lesión al ocupante.

¿Qué si tiene otras preguntas?

- Su concesionario Toyota local responderá con gusto a todas sus preguntas y programará una cita para efectuar la reparación una vez que las partes estén disponibles.
- Puede encontrar información adicional y localizar un concesionario de Toyota en su área por visitar www.toyota.com/recall.
- Si necesita más asistencia, puede comunicarse con el Centro de Experiencia al Cliente de Toyota, al 1-888-270-9371, de lunes a viernes, de 5:00 a.m. a 6:00 p.m., o los sábados, de 7:00 a.m. a 4:00 p.m. hora del Pacífico.

Si cree que el concesionario o Toyota no ha logrado o no puede solucionar el defecto dentro de un plazo razonable, usted puede presentar una queja al Administrador, a la *National Highway Traffic Safety Administration* [Administración Nacional de Seguridad Vial en Autopistas], 1200 New Jersey Avenue S.E., Washington, DC 20590, o llame sin costo a la línea directa de Seguridad Automotor al 1-888-327-4236 (TTY: 1-800-424-9153), o visite: www.safercar.gov.

Si usted es arrendador de vehículo, considere que la Ley Federal exige que toda persona que alquilara este vehículo a terceros y reciba este aviso de llamado a revisión, debe enviar una copia del mismo al arrendatario del vehículo dentro diez días.

Hemos enviado este aviso porque estamos interesados en su constante satisfacción con nuestros productos y lamentamos profundamente cualquier inconveniente que esta situación pudiera haberle ocasionado.

Gracias por conducir un Toyota.

Atentamente,

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

4



Toyota Motor Sales, U.S.A., Inc.
Owner Notification Processing Center
No General Correspondence
P.O. Box 710367, San Diego, CA 92171-0367

Recd. 1/27/15

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
ISPM

SAFETY RECALL NOTICE (Interim)
2003–2004 Model Year Corolla, Corolla Matrix, Tundra and 2002–Early 2004
Model Year Sequoia Vehicles — Front Passenger Airbag Inflator Module

PLEASE READ THIS IMPORTANT INFORMATION

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law





Sarah Cruz
Customer Relations Manager

Puente Hills Toyota
17070 Gale Avenue
City of Industry, CA 91745

Toll Free: (877) 964-7100
Fax: (626) 965-0172
scruz@puentehillstoyota.com



John Yarber
Assistant Service Manager

Puente Hills Toyota
17070 Gale Avenue
City of Industry, CA 91745

Direct: (626) 923-6442
Fax: (626) 912-6999
jyarber@puentehillstoyota.com

VEHICLE IDENTIFICATION NUMBER 1NXBR32E94Z		DATE FIRST SOLD 00/00/2003		MAKE TOYT	
BODY TYPE MODEL 4D		CLASS DN		Yr Model 2004	
DATE ISSUED 09/04/2014		TYPE VEH. 120	MP 6	WC 	TOTAL FEES PAID \$133
		UNLADEN WG 	1900		

REGISTERED

ROWLAND HGHTS CA

LIEN HOLDER

**TOYOTA MTR CRDT CORP
PO BX 105386
ATLANTA**

GA

**R0070
L0015**

30348

E0

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

V

*10/21 - YES, will get letter from Toyota
11/19 - Puerto Rico Toyota has not received any letter to fix*

**TAKATA
AIR BAGS
2004 Toyota
Corolla**

FLOOR MATS

Lonnie Peterson / TMS Toyota Customer Services
Product Quality and Service Support, Quality
Compliance
October 24, 2014
Approved By: Bob Waltz

Update 11/13/2014: ASM Reference Guide Added
Update 11/13/2014: Update to UIO

To: All Toyota Dealers
From: Product Support Division

TOYOTA CUST. Relations
1-800-331-
4331

Safety Recall DSF (D3F) (Supplement to D0F) – Interim Notice
2003 - Certain 2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles
2002- Early 2004 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module

This notification is being made to inform dealers, once parts preparation is complete and in phases consistent with parts availability, of our intent to re-notify owners of vehicles included in Safety Recall D0F that have not had the airbag inflator module replaced. Please note an updated customer FAQ has been provided. Additional information will be provided as remedy parts become available.

Background

The original remedy for Safety Recall D0F launched in early August, 2013, included an inspection and, if necessary, replacement of the airbag inflator module. A supplemental action, Safety Recall DSF (D3F), was announced in early June, 2014, with an updated remedy procedure requiring replacement of the airbag inflator module for ALL included vehicles.

The remedy, when available, will involve replacement of the inflator for ALL vehicles identified in this supplemental action.

The remedy for this supplemental action will be launched in phases due to limited parts availability.

Phase 1: Launched in late June, 2014; will include vehicles registered in Florida, Hawaii, Puerto Rico and the U.S. Virgin Islands.

Additional Phases: Toyota is currently working on obtaining the remedy parts for the additional phases for this Safety Recall. Additional information will be provided at a later date as remedy parts become available.

Condition

The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture and the front passenger airbag to deploy abnormally in the event of a crash, increasing the risk of injury to the occupant.

Covered Vehicles

There were originally approximately 701,038 Toyota vehicles covered by the DSF (D3F) Safety Recall in the US. Approximately 149,758 vehicles originally covered DSF (D3F) are now part of Superseding Safety Recall E04 for High Absolute Humidity locations. There are now approximately 551,280 covered by Safety Recall DSF (D3F). Vehicles covered by Safety Recall D0F that received a replacement airbag inflator module are not included in either action.

Model	Model Year	Appx. UIO	Production Range
Corolla	2003	241,833	Mid-December, 2001 through Early April, 2004
	2004	135,137	
Corolla Matrix	2003	66,622	Mid-December, 2001 through Late January, 2004
	2004	53	
Tundra	2003	50,131	Late May, 2002 through Early July, 2004
	2004	16	
Sequoia	2002	24,639	Early April, 2002 through Mid-July, 2004
	2003	32,848	
	2004	1	

Status

- As previously communicated, effective June 10, 2014, dealers are requested to **suspend** Safety Recall D0F and warranty claim submission completed by June 16, 2014.
- **Toyota dealers will be unable to replace the airbag inflator module in vehicles included in the additional phases due to limited parts availability.**
- **Once parts preparation is complete and in phases consistent with parts availability, Toyota will begin re-notifying owners of vehicles included in Safety Recall D0F that have not had the airbag inflator module replaced.**
- DSF ("D3F" for vehicles included in the additional phases) Interim Notice documents will be posted on TIS starting the morning of Monday, June 23, 2014.
- For reference purposes only, VINs covered by this Safety Recall will be searchable on TIS starting the morning of Monday, June 23, 2014.

Pre-Owned Vehicles in Dealer Inventory

Toyota generally requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied. However, in this case, unless prohibited by your state's law, dealers can deliver pre-owned vehicles if they disclose to the customer that the vehicle is subject to a Safety Recall and Toyota will send them a notification when the remedy is 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 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Contacts

A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.

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

Thank you for your cooperation.

Q2a: What is absolute humidity?

A2a: The measure of the water vapor content in the air is known as absolute humidity, and it is displayed in grams of water vapor per cubic meter of air. Higher temperature, southern coastal climates consistently experience the greatest concentrations of water vapor in the air, as warmer ambient air can hold more water.

Note: relative humidity is simply a percentage value and is related to current or measured temperature; therefore, areas with high relative humidity do not necessarily have high absolute humidity.

Q2b: Why is Toyota offering Passenger Air Bag Disablement for vehicles in Superseding Safety Recall E04 and not my vehicle?

A2b: At this time, Toyota has a very limited supply of replacement air bag inflators which are being sent to the Florida and Gulf Coast areas to assist customers there. We are offering customers in these areas a temporary option to have their passenger air bag inflator disabled.

Airbag disablement is an extraordinary measure and only is being offered in the Gulf Coast area as a "short term" solution when parts are not available. The National Highway Traffic Safety Administration (NHTSA) has granted Toyota permission to temporarily disable airbags only in these areas, but no others.

Q2c: Which vehicles from Safety Recall DSF (D3F) are now covered by Superseding Safety Recall E04?

A2c: Approximately 121,300 vehicles originally involved in DSF (D3F) are now involved in Superseding Safety Recall E04. Vehicle transferred to E04 were originally sold in or currently registered in areas of High Absolute Humidity, encompassing the following: Coastal Areas around the Gulf of Mexico for Texas, Alabama, Mississippi, Georgia, and Louisiana. In addition it will include Florida, Puerto Rico, Guam, Saipan, American Samoa, Virgin Islands and Hawaii.

Q2d: Until the remedy is available in my area, are there any steps I can take to minimize the occurrence of this condition.

A2d: No, There are no steps you can take to minimize the occurrence of this condition. However, the condition does not cause the airbag to activate when it should not. Also the front passenger air bag is designed to inflate only in certain moderate to severe crashes. To further minimize risk, Toyota recommends that you locate passengers into the rear seating positions.

Q3: What is Toyota going to do?

A3: Toyota is currently working on obtaining the necessary remedy parts. Once the parts are available, we will notify owners.

Once the remedy parts have been produced in sufficient quantities, Toyota will send (in phases consistent with parts availability and repair capacity), an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the airbag inflator module replaced at **no charge**.

Q3a: When does Toyota anticipate the remedy will be available?

A3a: Toyota is currently working on obtaining the remedy parts for this Safety Recall. The expected parts availability date for locations beyond the Gulf Coastal areas is early next year.

Q3b: How does Toyota obtain my mailing information?

A3b: Toyota uses an industry provider who works with each states 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.

Q3c: When the remedy becomes available, do I need my owner letter to have the remedy performed?

A3c: You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.



Safety Recall DSF (D3F) (Supplement to D0F)
2003 - Certain 2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles
2002 - Early 2004 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module

Customer Frequently Asked Questions

Published Late October, 2014

We at Toyota care greatly about your safety while we prepare the remedy parts for this condition. We are providing the following information to keep you informed of the recall details. Please check back frequently as this document will be updated.

Background

The original remedy for Safety Recall D0F launched in early August, 2013, which included an inspection and, if necessary, replacement of the airbag inflator module. In early June 2014, a supplemental Safety Recall was announced with a revised remedy which involved replacement of the passenger inflator module regardless of inspection results. Due to parts production capacity, the supplemental Safety Recall DSF (D3F) will be launched in phases. **Once parts are produced in sufficient quantities, Toyota will re-notify owners of vehicles originally included in Safety Recall D0F that have not had the passenger airbag inflator module replaced.** Vehicles that already received a replacement passenger airbag inflator module are not included in this supplemental Safety Recall.

Q1: What is the condition?

A1: The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture and the front passenger airbag to deploy abnormally in the event of a crash, increasing the risk of injury to the occupant.

Q1a: What is the Inflator?

A1a: The inflator is a device contained within the airbag assembly. It contains a solid propellant wafer which is ignited in the event airbag deployment is necessary. When ignited, the wafer expands into an inert gas, inflating the airbag.

Q1b: What is the cause of this condition?

A1b: Propellant wafers manufactured with inadequate compression force or with improper humidity levels may have been used during assembly of the inflator.

Q2: How does my vehicle related to the recent news coverage about Takata and Toyotas new action for Areas of High Absolute Humidity?

A2: Toyota has two separate Safety Recall actions related to Takata inflators. One is a nationwide recall and a second is focused on the gulf coastal and other areas with consistently high absolute humidity. Your vehicle is included in nationwide Takata recall activity and your passenger air bag inflator will be replaced when parts become available.

Takata has tested parts recovered from recalled vehicles. Test results from the parts recovered from consistently high absolute humidity areas (such as Florida and the Gulf Coast) have shown a possible correlation with high absolute humidity areas and improper passenger air bag inflator deployment. Test results of parts from areas with lower absolute humidity than these coastal regions have shown proper deployment. The geographic concentration of inflators with abnormal performance in these areas with consistently high absolute humidity warrants priority replacement in these areas. Therefore, Toyota has announced superseding Safety Recall E04 for areas with High Absolute Humidity, and is prioritizing the remedy of vehicles in these areas.

Q4: Which and how many vehicles are covered by this Safety Recall?

A4: There were originally approximately 701,038 Toyota vehicles covered by the DSF (D3F) Safety Recall in the US. Approximately 149,758 vehicles originally covered DSF (D3F) are now part of Superseding Safety Recall E04 for High Absolute Humidity locations. There are now approximately 551,280 covered by Safety Recall DSF (D3F). Vehicles covered by Safety Recall D0F that received a replacement airbag inflator module are not included in either action.

Model	Model Year	Appx. UIO	Production Range
Corolla	2003	241,833	Mid-December, 2001 through Early April, 2004
	2004	135,137	
Corolla Matrix	2003	66,622	Mid-December, 2001 through Late January, 2004
	2004	53	
Tundra	2003	50,131	Late May, 2002 through Early July, 2004
	2004	16	
Sequoia	2002	24,639	Early April, 2002 through Mid-July, 2004
	2003	32,848	
	2004	1	

Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A4a: Yes. There are approximately 26,525 SC 430 vehicles (2002 through certain 2003 and one 2004 MY) covered by this Safety Recall in the U.S. Approximately 10,519 vehicles originally covered by DSC (D3C) are now part of Superseding Safety Recall ELG for High Absolute Humidity locations. There are now 16,006 vehicles covered by Safety Recall DSC (D3C). Vehicles covered by Safety Recall DLC that received a replacement airbag inflator module are not included in either action.

Q5: What if I previously paid for repairs to my vehicle for this condition?

A5: Reimbursement consideration instruction will be provided in the remedy owner letter.

Q6: What if I have additional questions or concerns?

A6: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.



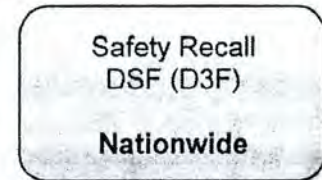
**Safety Recall D0F/DSF(D3F)/E0V(E1V)/E04 - Supplemental ASM Reference
2003 - Certain 2005 Model Year Corolla, Corolla Matrix, and Tundra Vehicles
2002 - Early 2005 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module**



The following information is being provided to help dealerships associates understand the differences between the multiple Takata actions Toyota has announced.

Safety Recall Overview:

In April 2013, Toyota announced a nationwide Safety Recall (D0F) to inspect and, as necessary, replace front passenger air bag inflator modules manufactured for Toyota by Takata Corporation. In June 2014, the recall remedy was revised to replace all inflators regardless of inspection results. The revision of the remedy was announced as a new Safety Recall DSF (D3F). All vehicles that did not receive a replacement inflator under D0F were included in DSF (D3F).

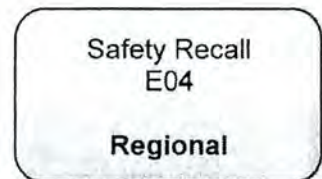


In cooperation with NHTSA, Toyota also launched in June 2014, a Limited Regional Recall E0V (E1V) covering an expanded model year range for certain areas with high levels of absolute humidity to study the possible correlation of abnormal inflator deployment to environmental factors. As part of these actions, Toyota recovered air bag inflators for further investigations by Takata. Testing found some inflators from South Florida to perform abnormally during deployment.



Not Active – Superseded by E04

The geographic concentration of inflators with abnormal performance in areas with consistently high absolute humidity warranted priority replacement in these areas. Therefore, Toyota has launched superseding Safety Recall (E04) which involves vehicles originally sold in or currently registered in areas that are exposed to consistent High Absolute Humidity encompassing the Gulf Coastal and island areas. These vehicles were previously included in Safety Recalls D0F/DSF and E0V.



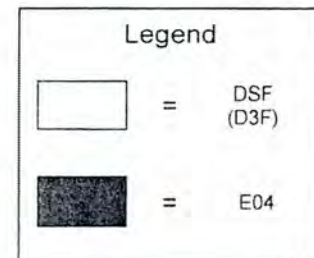
The map below provides a visual representation of the areas which have been included in Superseding Safety Recall E04 (Red Area). The yellow portion of the map represents an approximate geographic representation of vehicles covered by Safety Recall DSF (D3F).

Safety Recall DSF:

2003-2004 Corolla
2003-2004 Corolla Matrix
2003-2004 Tundra
2002-2003 Sequoia

Safety Recall E04:

2003-2005 Corolla
2003-2005 Corolla Matrix
2003-2005 Tundra
2002-2005 Sequoia



Note: This map is provided for reference purposes only. The inclusion of vehicles in Safety Recall E04 and DSF (D3F) may differ from the visual representation shown on the map. Always verify vehicle campaign applicability using the Technical Information System (TIS).

Q1: Is the remedy different between DSF and E04?

A1: No, all vehicles involved in DSF and E04 will receive a replacement passenger Air Bag Inflator as parts become available. At this time Toyota has a limited number of inflators; therefore, we are first focusing on the E04 area, because testing of some recovered inflators from South Florida experienced abnormal performance. In the event parts are not available, Toyota is also offering passenger airbag disablement for the areas covered in E04 only.

Q2: Why is Toyota offering Passenger Air Bag Disablement only for vehicles in Superseding Safety Recall E04?

A2: At this time, Toyota has a very limited supply of replacement air bag inflators which are being sent to the E04 areas to assist customers there. We are offering customers in these areas a temporary option to have their passenger air bag inflator disabled.

Airbag disablement is an extraordinary measure and only is being offered in the E04 areas as a "short term" solution when parts are not available. The National Highway Traffic Safety Administration (NHTSA) has granted Toyota permission to temporarily disable airbags only in these areas, but no others.

Q3: Which vehicles from Safety Recall DSF (D3F) are now covered by Superseding Safety Recall E04?

A3: Approximately 149,758 vehicles originally involved in DSF (D3F) are now involved in Superseding Safety Recall E04. Vehicle transferred to E04 were originally sold in or currently registered in areas of High Absolute Humidity, encompassing the following: Coastal Areas around the Gulf of Mexico for Texas, Alabama, Mississippi, Georgia, and Louisiana. In addition it will include Florida, Puerto Rico, Guam, Saipan, American Samoa, Virgin Islands and Hawaii.

Q4: When does Toyota anticipate the remedy will be available?

A4: Toyota is currently working on obtaining the remedy parts for this Safety Recall. The expected parts availability date for locations beyond the E04 areas is early next year.

Q5: What is absolute humidity?

A5: The measure of the water vapor content in the air is known as absolute humidity, and it is displayed in grams of water vapor per cubic meter of air. Higher temperature, southern coastal-type climates consistently experience the greatest concentrations of water vapor in the air, as warmer ambient air can hold more water.

Note: relative humidity is simply a percentage value and is related to current or measured temperature; therefore, areas with high relative humidity do not necessarily have high absolute humidity.

Butler, Chris CTR (NHTSA)

From: Korkor, Julie (NHTSA)
Sent: Friday, March 06, 2015 10:41 AM
To: Butler, Chris CTR (NHTSA)
Subject: FW: Airbag Issue
Attachments: [REDACTED]

Chris,

Please control.

Julie

From: Caldwell, Megan (NHTSA)
Sent: Thursday, March 05, 2015 9:04 AM
To: Korkor, Julie (NHTSA)
Cc: Pascale, Alison (NHTSA)
Subject: FW: Airbag Issue

Please control! Thanks.

-----Original Message-----

From: Pong, Lauren [Lauren.Pong@mail.house.gov]
Sent: Wednesday, March 04, 2015 09:38 PM Eastern Standard Time
To: Caldwell, Megan (NHTSA)
Subject: RE: Airbag Issue

Hi Megan,

Attached is the Authorization Form and letter from our constituent [REDACTED] who has had quite a few problems getting a direct answer from Toyota in regard to the airbag recalls.

The pdf titled "[REDACTED] Info" includes documentation in this order:

1. Total current recalls via SafeCar.gov
2. Toyota recall notice dated January 29, 2015
3. His wife's [REDACTED] (who owns the car) Vehicle Registration Card
4. Toyota recall notice dated November 13, 2014

[REDACTED] is very concerned about his wife's safety, and would like to know what else Toyota may do to address this serious issue.

Your attention is greatly appreciated,
Lauren

From: megan.caldwell@dot.gov [<mailto:megan.caldwell@dot.gov>]
Sent: Tuesday, February 03, 2015 10:34 AM

To: Pong, Lauren
Subject: RE: Airbag Issue

Hi,

Happy to! Have a great week.

Megan

Megan Caldwell
Government Affairs Specialist
National Highway Traffic Safety Administration
202-366-1836

From: Pong, Lauren [<mailto:Lauren.Pong@mail.house.gov>]

Sent: Tuesday, February 03, 2015 1:33 PM

To: Caldwell, Megan (NHTSA)

Subject: Airbag Issue

Hi Megan,

Thanks for the rundown today! So helpful! ☺

Best,
Lauren

Lauren Pong
Constituent Services Representative
Congressman Ed Royce
1380 Fullerton Rd, Suite 205
Rowland Heights, CA 91748
(626) 964-5123
Lauren.Pong@mail.house.gov