

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

[REDACTED]
Greensboro, NC [REDACTED]

9/2/2015

Administrator Mark R. Rosekind
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

Dear Administrator Rosekind:

SEP 25 2015

I recently received a letter from Toyota informing me that my 2005 Toyota Corolla has a defect which depending on the circumstances could create excessive internal pressure when the air bag is deployed and cause the inflator to rupture.

According to the information online, Toyota would not be able to remedy the defect until mid February 2015. They recommend that until a remedy becomes available in your location (NC) that you do not operate the vehicle with an occupant in the front passenger seat.

I am writing to your office to see if there is any way you can help expedite a remedy for me as I am currently 6 months pregnant and only own this one car. I am worried about my safety when I have to ride as a passenger and my newborn baby's safety even though the baby would be sitting in a car seat in the back of the car. In the letter from Toyota it states, "In the event of an inflator rupture, metal fragments could pass through the air bag cushion metal, striking the vehicle occupants potentially resulting in serious injury or death." Anything your office could do to help expedite this process would be greatly appreciated.

Sincerely,

[REDACTED]

NAM
10/2/15
SMD



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



T111 P3

GREENSBORO, NC



**2003–2007 Model Year Corolla, Corolla Matrix,
2003–2006 Model Year Tundra, and
2002–2007 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module
SAFETY RECALL NOTICE (Interim Notice)**

This notice applies to your vehicle: VIN 2T1BR32EX5C

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 certain 2003–2007 model year Corolla and Corolla Matrix, 2003–2006 model year Tundra, and 2002–2007 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.

What is the condition?

The subject vehicles are equipped with front passenger air bag inflators which may have been manufactured in such a way as to have a potential for the intrusion of moisture over time. Depending on the circumstances, this could create excessive internal pressure when the air bag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, striking the vehicle occupants potentially resulting in serious injury or death.

What will Toyota do?

Toyota is currently prioritizing part replacement in geographic locations that are subject to consistently high absolute humidity. Due to limited parts availability, the remedy will be launched in phases based on vehicle registration location. ***We are currently preparing parts for your location; we will send you another notification once sufficient parts have been produced and the remedy can be performed.***

What should you do?

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

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

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.

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.



Lookup Safety Recalls & Service Campaigns by VIN

Please scroll down to see any applicable but not yet completed Safety Recalls or Service Campaigns for your vehicle. Recent visits to your dealer for recall or campaign completions may not be reflected for several days.

This information was last updated on September 2, 2015

Results for VIN: 2T1BR32EX5C [REDACTED]

2005 Toyota Corolla

[Look Up A Different Vehicle ►](#)

Safety Recalls:

Title

Safety Recall DSF (D3F) - Interim - Front Passenger Airbag Inflator Module

Status

Remedy Not Available

Description

The subject vehicles are equipped with front passenger air bag inflators which may have been manufactured in such a way as to have a potential for the intrusion of moisture over time. Depending on the circumstances, this could create excessive internal pressure when the air bag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, striking and potentially seriously injuring the vehicle occupants in a crash.

Remedy

Toyota is currently working on obtaining the remedy parts for subsequent phases of this Safety Recall. Additional information will be provided as remedy parts become available. When parts are available, Toyota dealers are requested to replace the Airbag Inflator Module at NO CHARGE to the vehicle owner.

For answers to frequently asked questions, please [click here](#).

Recall Date

June 16, 2015

Dealer Reference ID

D3F

NHTSA Recall ID

15V285

Contact Us

Lexus Customer Assistance Center

1-800-255-3987

Contact Lexus

Toyota Customer Experience Center

1-800-331-4331

Contact Toyota

Scion Customer Experience

1-866-707-2466

Contact Scion

Outside Continental U.S.

Saipan

Atkins Kroll

1-670-234-5911

Hawaii

Servco

1-888-272-5515

Guam

1-671-646-1886

American Samoa

ASCO Motors

(+685) 20800

Toyota de Puerto Rico

Including Virgin Islands & St. Thomas

1-877-855-8377

Toyota Mexico

01-800-7-TOYOTA

01-800-786-9682

Safety Recall Newsroom

Campaign Definitions



Safety Recall DSF (D3F)
Certain 2003 - 2007 Model Year Corolla and Corolla Matrix Vehicles
Certain 2003 - 2006 Model Year Tundra Vehicles
Certain 2002 - 2007 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module

Customer Frequently Asked Questions

Published Mid-June, 2015

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 April, 2013, 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.
- In early May, 2015, Toyota expanded Safety Recall DSF (D3F) to include certain 2003 - 2004 model year Tundra vehicles and 2004 model year Sequoia vehicles.
- In mid-June, 2015, Toyota will expand Safety Recall DSF (D3F) to include certain 2005 - 2007 model year Corolla, Corolla Matrix, Sequoia, and 2005 - 2006 model year Tundra vehicles. These vehicles have been added to the D3F Interim status.

Due to parts production capacity, the supplemental Safety Recall DSF (D3F) will be launched in phases. Toyota will re-notify owners of vehicles originally included in Safety Recall D0F that have not had the passenger airbag inflator module replaced and notify owners included in the expansion, once parts are produced in sufficient quantities. 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 air bag inflators which may have been manufactured in such a way as to have a potential for the intrusion of moisture over time. Depending on the circumstances, this could create excessive internal pressure when the air bag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, striking and potentially seriously injuring the vehicle occupants in a crash.

Q1a: What is the Inflator?

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

Q2: How does my vehicle relate to the Takata and Toyota 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 coast states and other areas with consistently high absolute humidity. Your vehicle is included in nationwide Takata recall activity, and your passenger airbag 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 elevated risk for passenger airbag inflator rupture. Test results of parts from areas with lower absolute humidity than these coastal regions have shown less risk of rupture. The geographic concentration of inflators with the potential for rupture in these areas of

Page 1 of 3

consistently high absolute humidity warrants priority replacement in these areas. Therefore, Toyota is conducting superseding Safety Recall E04 for areas with High Absolute Humidity, and is prioritizing the remedy of vehicles in these areas.

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

A2b: Approximately 257,500 vehicles originally involved in DSF (D3F) are involved in Superseding Safety Recall E04. Vehicles transferred to E04 were originally sold, currently registered, or ever registered in areas of High Absolute Humidity, encompassing the following: Texas, Alabama, Mississippi, Georgia, South Carolina, Florida, Hawaii, and Louisiana. In addition E04 will include Puerto Rico, Guam, Saipan, American Samoa, Virgin Islands.

Q2c: Until the remedy is available in my area, are there any steps I can take to minimize the occurrence of this condition?

A2c: 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 airbag 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 launching this campaign in phases based upon parts availability.

1	03-04MY Corolla	Vehicles registered in Florida, Hawaii, Puerto Rico and U.S. Virgin Islands.	Late June, 2014
2		Vehicles registered in Gulf States Toyota (GST) and Southeast Toyota (SET). States: AL, AR, FL, LA, GA, MS, NC, OK, SC, and TX	Mid-February, 2015
3	03-04MY Corolla Matrix	Vehicles registered in Central Atlantic Toyota (CAT) States: DE, MD, PA, VA, and WV	Late March, 2015
4	03-04MY Tundra	Vehicles registered in San Francisco and Los Angeles Regions State: CA	Early April, 2015
5	02-04MY Sequoia	Vehicles registered in Boston and New York Regions States: CT, MA, ME, NH, NJ, NY, RI, and VT	Late April, 2015

Additional Phases: Toyota is currently working on obtaining the remedy parts for subsequent phases of this Safety Recall; this includes 05-07MY Corolla, Corolla Matrix, Sequoia, and 05-06MY Tundra Vehicles added mid-June, 2015. Additional information will be provided as remedy parts become available.

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.

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

A4: There are approximately 1,744,000 Toyota vehicles 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.

Corolla	2003 – 2007	1,038,000	Mid-December, 2001 through Early July, 2007
Corolla Matrix	2003 – 2007	224,000	Mid-December, 2001 through Early June, 2007
Tundra	2003 – 2006	309,000	Late May, 2002 through Late December, 2006
Sequoia	2002 – 2007	173,000	Early April, 2002 through Early November, 2007

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

A4a: Yes. There are approximately 32,000 Lexus SC430 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.



Greensboro, NC

To: Administrator Mark R. Rosekind
Nat'l Highway Traffic Safety Admin
1200 New Jersey Ave SE
Washington, DC 20590