 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>OWNER INFORMATION (Type or Print)</p>		<p>Date Received</p> <p>26-APR-2017 JUL 11 2017</p>	<p>Repository <input type="checkbox"/></p>		
<p>Name</p> <p>Address</p>		<p>Daytime Telephone Number</p>	<p>Reference No. 10980823</p>		
<p>City CULLEOKA State TN Zip Code</p>		<p>Evening Telephone Number</p>			
<p>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>JTEBU5JR3C5</p>		<p>Make TOYOTA</p>	<p>Model 4RUNNER</p>	<p>Model Year 2012</p>	
<p>Date Purchased Aug. 2014</p>	<p>Dealer's Name and Telephone Number</p>			<p>Engine: No: Cylinders</p>	<p>Fuel Type:</p>
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City</p>		<p>State</p>	<p>Zip Code</p>	
<p>Transmission Type</p>	<p><input type="checkbox"/> Antilock Brakes</p>	<p>Powertrain</p>	<p><input type="checkbox"/> Cruise Control</p>	<p>Multiple Failure:</p>	<p>Incident Date(s) 26-APR-2017</p>
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 140000 AIR BAGS</p> <p>Takata Airbag defect, Toyota says fix available Jan. 19!</p>			<p>Failure Mileage</p>	<p>Failure Speed</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM9ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>	
<p>Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).</p> <p>TL* TAKATA RECALL. THE CONTACT OWNS A 2012 TOYOTA 4RUNNER. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 17V006000 (AIR BAGS); HOWEVER, THE PART TO DO THE RECALL REPAIR WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. According to Toyota, the fix will not be available until January 2019. Unacceptable on a \$40,000 vehicle. Considering Toyota's letter says 'do not ride anyone in the front passenger seat'.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>					



English | Español

Important Takata Airbag Safety Recall Information

◀ Back to Recall & Campaign Lookup Page

Toyota has initiated Safety Recalls for certain Toyota and Lexus vehicles equipped with **Takata Front Passenger Airbag Inflators** and one Toyota model equipped with a **Takata Driver's Airbag Inflator**. The subject vehicles are equipped with Takata airbag inflators which utilize a propellant that may degrade over time, after experiencing long term exposure to environmental moisture and fluctuating high temperatures. In some cases, inflators may also have certain manufacturing defects that enable moisture intrusion and propellant degradation. Inflator propellant degradation is accelerated in warmer climates with high absolute humidity. Propellant degradation creates excessive internal pressure when the airbag is deployed and can cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, striking the vehicle occupants and may result in serious injury or death.

To understand if your vehicle is currently involved in these recalls, please use the convenient Safety Recall VIN Lookup Tool. Follow the instructions for your vehicle as listed. If your vehicle does not currently indicate any open Safety Recalls, please return to this site or your dealer *at least every three months* to confirm the Safety Recall status for your vehicle.

Update March 2016

Toyota and Lexus passenger inflator recalls now also include 2008 model year Corolla/Corolla Matrix and 2008-2010 model year Lexus SC 430 vehicles.

Update May/June 2016

The National Highway Traffic Safety Administration (NHTSA) announced an industry-wide expansion of the Takata Inflator Recalls. [More Information.](#)

As outlined below, prior to May 2016 Toyota has been conducting three separate recall actions for certain Toyota and Lexus vehicles equipped with Takata Front Passenger Airbag Inflators and one Toyota model equipped with a Takata Driver's Airbag Inflator. Parts are available for these recalls,

and we urge involved owners to promptly contact their dealer to make an appointment to have the repair performed.

Driver's Airbag Inflator

Toyota has initiated a nationwide Safety Recall action related to the Driver's dual-stage airbag inflators in 2004 – 2005 model year RAV4 vehicles. This is the only Toyota model in the United States and United States Territories involving Takata Driver's airbag inflators. If your vehicle is involved, the Driver's airbag inflator *will be replaced* at no charge to you at an authorized Toyota Dealer.

Nationwide Safety Recall F0L:

- 2004 - 2005 RAV4



Toyota Vehicles FAQs (PDF)

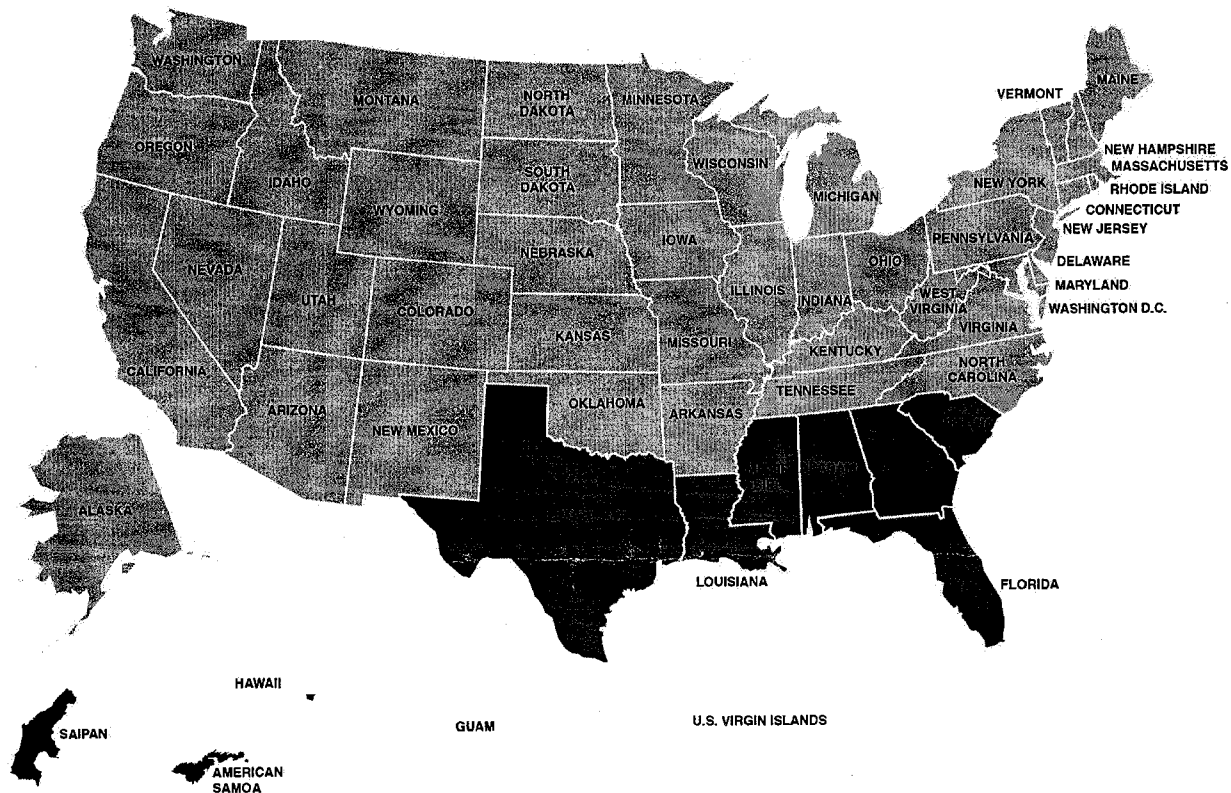
Front Passenger Airbag Inflator

Prior to May 2016, Toyota has been conducting two separate Safety Recall actions related to Takata **Front Passenger** airbag inflators on various Toyota models and one Lexus model. These Safety Recalls remain active and repairs are underway.

The first is a nationwide recall, DSF (Toyota)/DSC (Lexus), and the second recall is regional, focused on the Gulf Coast and other areas within the United States and United States Territories with warmer climates and consistently high absolute humidity, E04 (Toyota)/ELG (Lexus)

A vehicle may be included in *either* the nationwide Takata inflator recall activity or the regional inflator recall. Any vehicle originally sold, or ever registered, in the previously defined high absolute humidity areas will be included in the E04/ELG Safety Recalls.

If your vehicle is involved in either recall, the front Passenger airbag *will be replaced* at no charge to you at an authorized Toyota Dealer or authorized Lexus Dealer for the Lexus model involved. Only the models and model years listed below are equipped with the inflators subject to these recalls.



Nationwide Safety Recall DSF/DSC:

(Front Passenger)

- 2003-2008 Corolla
- 2003-2008 Corolla Matrix
- 2003-2006 Tundra
- 2002-2007 Sequoia
- 2002-2010 Lexus SC 430



Regional Safety Recall E04/ELG:

(Front Passenger)

- 2003-2008 Corolla
- 2003-2008 Corolla Matrix
- 2003-2006 Tundra
- 2002-2007 Sequoia
- 2002-2010 Lexus SC 430

High absolute humidity is related to higher temperature, southern coastal areas and is not the same as high relative humidity. Test results from the inflators recovered from consistently high absolute humidity areas have shown a possible elevated risk for Passenger airbag inflator rupture.

If your vehicle is not located in, or has not ever been registered in, the areas with consistently high absolute humidity (such as, Florida, Hawaii, Puerto Rico, Gulf Coast and US Territories), your vehicle is included in the nationwide Safety Recall.

We will notify you directly by first class mail when parts are released in your area and invite you in to your local dealer for the remedy. However, if your vehicle is part of this Safety Recall and you have not yet received a letter indicating parts are available, you may at this time schedule an appointment with your dealer to have the remedy completed. All owner mailings for these pre-May 2016 actions will be completed by June 30, 2016.

Please see the Safety Recall VIN Lookup Tool to confirm your vehicle's involvement.

Please remember, the **front Passenger airbag** is designed to inflate only in certain moderate to severe crashes. If you are operating a vehicle involved in these Safety Recall actions, **you should locate passengers in the rear seating positions to minimize risk.**

SAFETY RECALL E04:

Areas of High Absolute Humidity Front Passenger Airbag Inflator

 Toyota Vehicles FAQs (PDF)

 Lexus Vehicles FAQs (PDF)

SAFETY RECALL DSF:

Nationwide Front Passenger Airbag Inflator

 Toyota Vehicles FAQs (PDF)

 Lexus Vehicles FAQs (PDF)

Update: May/June 2016

On May 4, 2016, the National Highway Traffic Safety Administration (NHTSA) announced an industry-wide expansion of the Takata Inflator Recalls. This announcement explains that Takata will, over time, recall additional specific front airbag inflators manufactured with phase-stabilized ammonium nitrate (PSAN) propellant that also do not contain a material called a "desiccant" (a chemical drying agent that absorbs moisture). This expansion impacts Toyota and multiple other automotive manufacturers using specific Takata front airbag inflators.

On May 23, 2016, Toyota filed a new Safety Recall based on recent information from Takata and NHTSA defining specific passenger airbag inflators that may experience propellant degradation. Propellant degradation creates excessive internal pressure when the airbag is deployed and can cause the inflator to rupture.

This expansion has been structured with 5 phases and 3 geographic zones. Time, temperature, and humidity have been found by NHTSA and multiple independent investigations to contribute to significant propellant degradation that can lead to an unreasonable risk of inflator rupture.

- ZONE A: Includes states and US territories with high temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at between 6-9 years. See states in red, below.
- ZONE B: Includes states with moderate temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at between 10-15 years. See states in yellow, below.
- ZONE C: Includes states with lower temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at between 15-20 years. See states in blue, below.

Note: There are no new vehicles currently available for sale that are included in this Safety Recall; however, there are some new vehicles available for sale that will be included in a future phase of this Safety Recall. Please refer to the Toyota or Lexus FAQs and the chart below for more information.



Toyota Vehicles FAQs (PDF)



Lexus Vehicles FAQs (PDF)

To understand if your vehicle may be involved in this additional front passenger airbag inflator Safety Recall, or if your vehicle may be involved in a future phase of this Safety Recall, please select your vehicle below:

Check Recall Status

Results for 2012 4Runner



A Takata Airbag Inflator Safety Recall for your vehicle will be issued in approximately January 2019. You will be notified when the recall has been issued. Please update your owner information for Toyota/Scion or Lexus so that we have your current contact information.

NOTE: The vehicle models and model years described on this document represent the best information currently available to Toyota and is subject to change if additional information is identified by Toyota, Takata, or NHTSA.

◀ [Back to Recall & Campaign Lookup Page](#)

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T48 P2

CULLEOKA, TN



**Multiple Models and Model Years
Takata Front Passenger Airbag Inflator (Zone A)
IMPORTANT SAFETY RECALL (Interim Notice)**

This notice applies to your vehicle: VIN JTEBU5JR3C5
NHTSA RECALL NO. 16V-340 & 17V-006

Dear Toyota Customer:

This notice is 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 the vehicles described below:

- 2006 – 2011 Yaris Hatchback
- 2007 – 2012 Yaris Sedan
- 2008 – 2012 Scion xB
- 2009 – 2012 Corolla
- 2009 – 2012 Matrix
- 2010 – 2012 4Runner
- 2011 – 2012 Sienna

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

What is the problem?

The subject vehicles are equipped with front passenger airbag inflators produced by Takata. The propellant in these inflators may degrade after prolonged exposure to high absolute humidity and fluctuating high temperatures. Degraded propellant can cause inflator rupture during airbag deployment. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, striking the vehicle occupants, and result in serious injury or death.

What will Toyota do?

Toyota is currently preparing the remedy for this problem and will send another notification to all affected owners when the remedy becomes available. The remedy, when available, will consist of the replacement of the airbag inflator or the airbag assembly, depending on the vehicle model at **NO CHARGE** to you.

What should you do?

Until the remedy becomes available, 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.

What if you have other questions?

- For more information about Takata Recalls please see Toyota's website (www.toyota.com/recall) or the National Highway Traffic Safety Administration (NHTSA) website (www.safercar.gov).
- If you require further assistance, you may contact your local Toyota dealer or the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 a.m. to 7:00 p.m., Saturday 7:00 a.m. through 4:30 p.m. Central Time.



To visit Toyota.com/recall from your smart phone, scan the QR code to the left. Here you will find the most current Takata recall information and be able to check repair applicability specific to your VIN #.

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 <http://www.safercar.gov>.

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.

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 problem may have caused you.