

APR23 '21 9:51AM  
CRD NEF 109 MAIL

CL-11414833-3164

[REDACTED]  
Livingston Manor NY [REDACTED]

March 31<sup>st</sup> 2021

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

NHTSA  
1200 New Jersey Avenue, SE  
Washington DC 20590

RE: RECALL ID:V8AC-HD7 TOYOTA 4RUNNER 2012 VIN: JTEBU5JRXC5 [REDACTED]

Dear Sir/Madam:

I am writing to you about the above mentioned recall details for my 2012 TOYOTA 4 Runner (VIN JTEBU5JRXC5 [REDACTED]). I have been recently contacted by Toyota Motor North America, bringing to my attention the fact that my automobile has a pending safety recall. Copy enclosed.

I am requesting that you issue a safety recall notice and have it mailed to my current address as listed above. Please update your records accordingly with current information as provided below:

[REDACTED]  
Livingston Manor NY

Telephone: [REDACTED]

Email: NONE - delete any outdated emails on file.

Thank you,  
[REDACTED]

Encl.

TG  
5pg

# TOYOTA

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Toyota Motor North America, Inc.  
Toyota Customer Experience Center  
Post Office Box 259001  
Plano, TX 75025-9001

December 22, 2020

[REDACTED]  
Livingston Manor, NY [REDACTED]

Dear [REDACTED]

We are writing in response to your request for information regarding a manufacturer's recall that may involve your vehicle.

We have checked the serial number of your vehicle with our records and determined the attached information.

If you have any questions, please do not hesitate to contact our office at (800) 331-4331 Monday through Friday from 7a.m. – 7p.m. CT, and Saturday from 7a.m. – 4:30p.m. CT.

Sincerely,

Brisa  
Toyota Customer Experience Center  
Toyota Motor Sales, U.S.A., Inc.

# TOYOTA

This notice applies to your vehicle:  
[VIN]

**URGENT SAFETY RECALL**  
This is an important Safety Recall.  
The remedy will be performed  
**FREE OF CHARGE** to you.

## IMPORTANT SAFETY RECALL (Remedy Notice)

Multiple Models and Model Years  
Takata Front Passenger Airbag Inflator  
NHTSA Recall No. 16V-340, 17V-006, 18V-024, 18V-025 and 19V-XXX

Dear (customer's First/Last name)

This notice is sent to you in accordance with 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 – 2015 Scion xB
- 2009 – 2013 Corolla
- 2009 – 2013 Matrix
- 2010 – 2016 4Runner
- 2011 – 2014 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.

### What is the condition?

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 the inflator to explode during airbag deployment. In the event of an inflator explosion, metal fragments could pass through the airbag cushion material, striking the vehicle occupants, and result in serious injury or death.

### What will Toyota do?

Any authorized Toyota dealer will replace the airbag inflator or the airbag assembly, depending on the vehicle model, at **NO CHARGE** to you.

### What should you do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible. *Your local Toyota dealer will be more than happy to answer any of your questions.*

- ✓ To find a dealer near you, visit [www.toyota.com/dealers](http://www.toyota.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://www.toyota.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

**What if you are not the owner or operator of this vehicle?**

***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.

***If you know the current owner or operator***, please forward this letter to them.

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

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, 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>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA

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NHTSA  
1200 New Jersey Avenue, SE  
WASHINGTON DC 20590

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