

TOYOTA CUSTOMER SERVICES

INTEROFFICE MEMORANDUM

To: Region/Private Distributor General Managers & Vice Presidents

May 31, 2005
TMS-NTC-05123

From: Dave Zellers 
Vice President Product Quality & Service Support

Subject: 2003 through mid-2005 Tundra **Access Cab** Front Passenger Manual Airbag On-Off Switch

In June, 2005, Toyota will initiate a 'Stop Sale' program on certain early-to-mid 2005 model year Tundra Access Cab vehicles which remain in dealer inventory that are equipped with a Front Passenger Manual Airbag On-Off Switch.

BACKGROUND

On May 31, 2005, Toyota filed a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) regarding the non-compliance of certain 2003 through mid-2005 model year Tundra Access Cab vehicles which are equipped with the Front Passenger Manual Airbag On-Off Switch.

Due to a design error, the 2003 through mid-2005 model year Tundra Access Cab vehicles are equipped with a Manual Airbag On-Off Switch to disable the front passenger airbag, but do not have a child restraint lower anchorage (LATCH) system in the front passenger seat. This configuration does not meet the requirements outlined in the Federal Motor Vehicle Safety Standards (FMVSS). ***Other versions of the Tundra vehicle are not involved.***

STOP SALE ACTIVITY

As required by Federal Regulation, dealerships are not to deliver any vehicle acquired in their inventory, which is involved in a Non-Compliance, until the necessary corrections have been performed.

The attached Dealer Daily message will be posted on June 1, 2005 to inform all dealers of the issue and the 'Stop Sale' launch timing. A 'Stop Sale' activity to remove the Front Passenger Manual Airbag On-Off Switch in these early-to-mid 2005 model year Tundra Access Cab vehicles that remain in dealer inventory will be launched in June, 2005. All dealers will receive the following shortly:

- An explanatory Toyota Dealer Letter, including reimbursement instructions
- A list of vehicles we believe are remaining in dealer inventory
- Technical instructions to retrofit the vehicles
- A VIN specific parts kit for each vehicle involved (shipped free-of-charge)

As only dealer stock vehicles will be subject to correction by regulation, ***there will be no owner notification.***

If you or your staff receives any contacts from owners concerning the Front Passenger Manual Airbag On-Off Switch, please refer to the attached Q&A.

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.



**Special Service Campaign (SSC)
2003 through mid-2005 Model Year Tundra Access Cab
Manual Airbag On-Off Switch Q&A**

Q1: What is the condition?

A1: The 2003 through mid-2005 model year Tundra Access Cab vehicles are equipped with a Manual Airbag On-Off Switch to disable the front passenger airbag and do not have a child restraint lower anchorage (LATCH) system in the front passenger seat. This configuration does not meet the requirements outlined in the Federal Motor Vehicle Safety Standards (FMVSS). Other versions of the Tundra vehicle are not involved.

Q2: What is the cause of this condition?

A2: Due to a design error, the Front passenger Manual Airbag On-Off Switch was installed in certain Tundra Access Cab vehicles while the child restraint lower anchorage (LATCH) system was not installed.

Q3: Which and how many vehicles are involved?

A3: The 2003 through mid-2005 Model year Tundra Access Cab vehicles are involved. There are approximately 157,000 vehicles involved in the U.S.

Q4: What is the production range of the involved vehicles?

A4: The affected Tundra Access Cab vehicles were produced from September, 2002 to late April, 2005.

Q5: Are there any other Lexus or Toyota vehicles involved?

A5: No, this condition only affects certain 2003 through mid-2005 model year Tundra Access Cab vehicles.

Q6: What is Toyota going to do?

A6: Toyota believes that although the installation of the Front Passenger Manual Airbag On-Off Switch constitutes a technical non-compliance, it is inconsequential as it relates to motor vehicle safety, and therefore will petition the NHTSA for exemption. However, as required by statute, Toyota Dealers will need to remove the Front Passenger Manual Airbag On-Off Switch in vehicles remaining in dealer stock to assure compliance with the Federal regulation. Owners will not be notified.

Q7: How long will the repair take?

A7: The correction to dealer stock vehicles may take approximately two hours per vehicle.

Q8: What should an owner do if they are concerned about this condition?

A8: Owners are requested to contact their local Toyota dealer for diagnosis and repair.

Steve Brand / TMS Customer Services Division
May 31, 2005
Approved By: David Zellers

To: All Toyota Dealers
From: Toyota Customer Services

**2003 through mid-2005 Tundra Access Cab Front Passenger Manual Airbag On-Off Switch
*****URGENT*******

On May 31, 2005, Toyota filed a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) regarding the non-compliance of certain 2003 through mid-2005 model year Tundra Access Cab vehicles which are equipped with the Front Passenger Manual Airbag On-Off Switch.

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As required by Federal Regulation, dealerships are not to deliver any vehicle acquired in their inventory, which is involved in a Non-Compliance, until the necessary corrections have been performed.

The 'Stop Sale' activity to remove the Front Passenger Manual Airbag On-Off Switch in certain 2005 model year Tundra Access Cab vehicles that remain in dealer inventory will be launched in June, 2005. All dealers will receive the following shortly:

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As only dealer stock vehicles will be subject to correction by regulation, **there will be no owner notification.**

If you or your staff receives any contacts from owners concerning the Front Passenger Airbag Manual On-Off Switch please refer to the attached Q&A.

The following Q&A has been provided for your reference. All **media** inquiries should be directed to Bill Kwong at (310) 468-3764, Julie Alfonso at (310) 468-4625, Sam Butto at (310) 468-7728, or Allison Takahashi at (310) 468-5315 in Toyota Corporate Communications.

Customer contacts should be directed to the Customer Experience Center.

Please contact your District Service/Parts Manager if you have any further questions.



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