

SSC 60B – Supplemental Restraint System (SRS) Airbag Replacement
SAFETY RECALL NOTICE

DRAFT

Dear Toyota Customer:

Re: Your Vehicle, [VIN]

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 SRS airbag assemblies equipped in specific Toyota vehicles.

What is the problem?

Due to improper assembly of the airbag inflator, which is incorporated into the SRS airbag assembly (Side Airbag, Curtain Side Airbag or Driver Knee Airbag), some inflators were produced with an insufficient amount of the heating agents necessary for proper airbag deployment. In this condition, the expansion force of the gas may be insufficient to properly inflate the airbag when the SRS system is activated during a collision. In the worst case, this may increase the risk of injury to the occupant in the involved seating position in the event of a crash. Your vehicle has been identified by the airbag serial number and the Vehicle Identification Number as requiring an airbag replacement.

What will Toyota do?

Based upon your Vehicle Identification Number (VIN), any Toyota dealer will replace the specific SRS airbag requiring replacement. This repair will be conducted at **NO CHARGE** to you.

What should you do?

Please contact your authorized Toyota dealer to make an appointment so your dealer can order the airbag specific to your vehicle. You will need your Vehicle Identification Number (provided at the top of this letter) when making the appointment. We request that you replace the airbag as soon as possible.

The replacement will take approximately three hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

We request that you present this notice to the dealer at the time of your service appointment.

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

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 inspection. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 9:30 pm, Saturday and Sunday 7:00 am through 3:00 pm Pacific Standard 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, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://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.

**SSC 60B – Supplemental Restraint System (SRS) Airbag Replacement
SAFETY RECALL NOTICE**

DRAFT

Dear Scion Customer:

Re: Your Vehicle, [VIN]

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 SRS airbag assemblies equipped in specific Scion vehicles.

What is the problem?

Due to improper assembly of the airbag inflator, which is incorporated into the SRS airbag assembly (Side Airbag or Driver Knee Airbag), some inflators were produced with an insufficient amount of the heating agents necessary for proper airbag deployment. In this condition, the expansion force of the gas may be insufficient to properly inflate the airbag when the SRS system is activated during a collision. In the worst case, this may increase the risk of injury to the occupant in the involved seating position in the event of a crash. Your vehicle has been identified by the airbag serial number and the Vehicle Identification Number as requiring an airbag replacement.

What will Scion/Toyota do?

Based upon your Vehicle Identification Number (VIN), any Scion or Toyota dealer will replace the specific SRS airbag requiring replacement. This repair will be conducted at **NO CHARGE** to you.

What should you do?

Please contact your authorized Scion or Toyota dealer to make an appointment so your dealer can order the airbag specific to your vehicle. You will need your Vehicle Identification Number (provided at the top of this letter) when making the appointment. We request that you replace the airbag as soon as possible.

The replacement will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

We request that you present this notice to the dealer at the time of your service appointment.

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

What if you have other questions?

Your local Scion or Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the installation. If you require further assistance, you may contact the Scion Customer Experience Center at 1-866-548-1851 Monday through Friday, 5:00 am to 9:30 pm, Saturday and Sunday 7:00 am through 3:00 pm Pacific Standard Time.

If you believe that the dealer or Scion 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, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://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 Scion.

Sincerely,

Scion,
A Marque of Toyota Motor Sales, U.S.A., Inc.