


TOYOTA CUSTOMER SERVICES

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☒ Action
☒ Retain
☐ Information

INTEROFFICE MEMORANDUM

To: All Toyota Region General Managers/Vice Presidents

From: Bob Waltz, 
Vice President, Product Quality and Service Support

Subject: Safety Recall B0E – (B1E) *Interim Notification*
Certain 2007-2008 Model Year RAV4 Vehicles
Certain 2008 Model Year Highlander/Highlander HV Vehicles
Curtain Shield Airbag (CSA) Sensor

As previously announced, on April 21, 2011, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on Certain 2007-2008 Model Year RAV4 Vehicles and Certain 2008 Model Year Highlander/Highlander HV Vehicles.

The purpose of this communication is to inform you that Toyota will be mailing an interim notice to owners of vehicles covered by this Safety Recall.

Condition

In the curtain shield airbag (CSA) system of the subject vehicle, there are two sensors in the airbag sensor assembly which are designed to detect vehicle roll angle. If one of these sensors malfunctions, the airbag warning light (Malfunction indicator Light: MIL) will illuminate and the roll detection system will be suspended; however, the airbag (CSA) remains available in the event of a side crash. If both sensors fail nearly simultaneously, the CSA and the seat belt pretensioner could inadvertently deploy upon vehicle startup (or within several seconds of startup) or during vehicle operation. Inadvertent deployment of the CSA and/or the seat belt pretensioner can cause injury to a vehicle occupant.

1. Interim Owner Notification

As communicated in the Preliminary Notification on April 21st, Toyota is currently working on the remedy for this Safety Recall. In the meantime, we are communicating the *interim* actions:

- To assure transparency with owners, Toyota will mail an *interim* owner notification in Mid-May.
- The interim owner notification letter will advise owners: (1) of this safety recall, (2) of the fact they will receive a future notice once the remedy is available, (3) of what to do if the airbag warning light illuminates or remains illuminated **after** the initial 6 seconds* after the engine switch is turned to the "ON" position.

*The air bag warning light is designed to come on when the engine switch is turned to the "ON" position during the ignition cycle check function. It goes off after about 6 seconds. ***This means the system is operating as designed.*** If the airbag warning light illuminates or remains illuminated **after** this period, the customer will be advised to contact their local Toyota dealer for diagnosis and appropriate repair.

2. Interim Customer Handling and Replacement Criteria

At this time Toyota has a very limited number of parts available. The available parts have been placed on Manual Allocation (MAC) to ensure availability in the event a customer vehicle requires replacement before the second owner notification (remedy) letter is mailed.

- If a customer contacts your dealership and has an Airbag Warning Light Illuminated, beyond the primary check period (approximately 6 seconds after ignition "ON"), please assist them by setting up an appointment to verify the condition and perform the necessary repair. If the MIL illumination is due to the problem that led to this Safety Recall, the repair will be performed at **no charge**. (Please see Manual Allocation Control (MAC) Parts Ordering Process section in the Dealer Communication for additional information)

3. Timing of Safety Recall (Second) Notification

Once the remedy is available Toyota will send (consistent with remedy capacity) a second owner notification by first class mailing advising owners to make an appointment with their authorized Toyota dealer to have the remedy performed at **no charge**.

4. Dealer/District Summary Reports

Summary Reports will be provided in the remedy communication.

5. Number and Identification of Covered Vehicles

There are approximately 214,000 RAV4 (certain 2007 – 2008 model year) and 94,000 Highlander/Highlander HV (certain 2008 model year) vehicles covered by this Safety Recall in the U.S.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

6. Manual Allocation Control (MAC) Parts Ordering Process

For MAC part release the technician will need to contact the QA Electrical Toyota Assistance System (TAS). Once the TAS engineer has verified the condition, the part will be released. The QA electrical TAS line can be reached at 800-233-3718. Parts will be released for a current B1000 "Center Airbag Sensor Assembly Malfunction" DTC and accident vehicles with airbag deployment. If the vehicle has been in accident the technician will need to provide photographs illustrating air bag deployment has occurred.

Additional information about MAC part release criteria can be found in the Dealer Communication.

All Interim warranty claims must have:

(1) **An active TAS case*** contact 800-233-3718

(2) **A hard copy of the vehicle health check attached to the Repair Order illustrating the vehicle has a DTC B1000 "Center Airbag Sensor Assembly Malfunction".**

*Once Toyota Assistance System (TAS) has verified the condition, the TAS agent will release the part.

Please note TMS warranty will not accept warranty claims without this documentation

If you are contacted by a dealership that has a vehicle which experienced inadvertent deployment of the Curtain Shield Airbags or Pretensioners, please have the technician contact the QA Electrical TAS department to document the condition. Once the agent has documented the condition he will authorize the MAC part release. Please provide the following operation codes to the dealer for the repair:

Safety Recall	Model	Op. Code	Description	Flat Rate Hour
B1E	RAV4	TBD	Inadvertent Airbag and Pretensioner Deployment – Replace Necessary Components	xx hr/vehicle
	Highlander	TBD	Inadvertent Airbag and Pretensioner Deployment – Replace Necessary Components	xx hr/vehicle
	Highlander HV	TBD	Inadvertent Airbag and Pretensioner Deployment – Replace Necessary Components	xx hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Rental Car: Use "RT" sublet type for Op. Code TBD and TBD. In the event the dealer needs to order parts due to inadvertent deployment of the curtain shield airbags and pretensioners, a customer rental car through the Toyota-Rent-A-Car (TRAC) Program is available for a maximum of 7 days at a maximum rate of \$35 per day.

7. Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

8. Customer Contacts

A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.

Please review this interim notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Enclosures

cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
All NAPC General Managers
All TMS Sales Administration Managers
All TMS Product Quality & Service Support Managers
All Field Product Engineers

G. Borst
R. Broughman
G. Bryan
W. Burns
D. Camden
B. Carter
G. Christoff
J. Colon
B. Cooper
R. Daly
F. Davidson
T. Doi
D. Esmond
W. Fay
N. Fein
F. Fontanella
H. Fukui
S. Haag

J. Hanson
K. Higgins
C. Hostetter
M. Hosoe
Y. Inaba
K. Ito
M. King
K. Kusakawa
J. Lang
J. Lentz
E. Matsuda
M. Michels
T. Morrison
T. Nakagami
D. Pettitt
R. Pflughaupt
C. Reynolds
C. Roberts

R. Sakai
M. Setta
A. Smith
R. Specht
J. Stempkowski
S. Sugawara
M. Templin
J. Tetherow
P. Turner
K. Ura
P. Uribe
A. Vaish
R. Waltz
S. Watanabe
S. Yamaguchi
M. Yamanami
H. Yoshihashi
D. Zellers

To: All Toyota Dealer Principals, Service Managers, Parts Managers

Subject: Safety Recall B0E – (B1E) *Interim Notification*
Certain 2007-2008 Model Year RAV4 Vehicles
Certain 2008 Model Year Highlander/Highlander HV Vehicles
Curtain Shield Airbag (CSA) Sensor

As previously announced, on April 21, 2011, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on Certain 2007-2008 Model Year RAV4 Vehicles and Certain 2008 Model Year Highlander/Highlander HV Vehicles.

The purpose of this communication is to inform you that Toyota will be mailing an interim notice to owners of vehicles covered by this Safety Recall.

Condition

In the curtain shield airbag (CSA) system of the subject vehicle, there are two sensors in the airbag sensor assembly which are designed to detect vehicle roll angle. If one of these sensors malfunctions, the airbag warning light (Malfunction indicator Light: MIL) will illuminate and the roll detection system will be suspended; however, the airbag (CSA) remains available in the event of a side crash. If both sensors fail nearly simultaneously, the CSA and the seat belt pretensioner could inadvertently deploy upon vehicle startup (or within several seconds of startup) or during vehicle operation. Inadvertent deployment of the CSA and/or the seat belt pretensioner can cause injury to a vehicle occupant.

1. Interim Owner Notification

As communicated in the Preliminary Notification on April 21st, Toyota is currently working on the remedy for this Safety Recall. In the meantime, we are communicating the *Interim* actions:

- To assure transparency with owners, Toyota will mail an *interim* owner notification in early to mid-May.
- The interim owner notification letter will advise owners: (1) of this safety recall, (2) of the fact they will receive a future notice once the remedy is available, (3) of what to do if the airbag warning light illuminates or remains illuminated **after** the initial 6 seconds* after the engine switch is turned to the "ON" position.

*The air bag warning light is designed to come on when the engine switch is turned to the "ON" position during the ignition cycle check function. It goes off after about 6 seconds. ***This means the system is operating as designed.*** If the airbag warning light illuminates or remains illuminated **after** this period, the customer will be advised to contact their local Toyota dealer for diagnosis and appropriate repair.

Toyota tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

2. Interim Customer Handling and Replacement Criteria

At this time Toyota has a very limited number of parts available. The available parts have been placed on Manual Allocation (MAC) to ensure availability in the event a customer vehicle requires replacement before the second owner notification (remedy) letter is mailed.

- If a customer contacts your dealership and has an Airbag Warning Light Illuminated, beyond the primary check period (approximately 6 seconds after ignition "ON"), please assist them by setting up an appointment to verify the condition and perform the necessary repair. If the MIL illumination is due to the problem that led to this Safety Recall, the repair will be performed at **no charge**. (Please see *Manual Allocation Control (MAC) Parts Ordering Process* section for additional information)

3. Timing of Safety Recall (Second) Notification

Once the remedy is available Toyota will send (consistent with remedy capacity) a second owner notification, by first class mail, advising owners to make an appointment with their authorized Toyota dealer to have the remedy performed at **no charge**.

4. Dealer Summary Reports

Summary Report will be provided in the remedy communication.

5. Number and Identification of Covered Vehicles

There are approximately 214,000 RAV4 (certain 2007 – 2008 model year) and 94,000 Highlander/Highlander HV (certain 2008 model year) vehicles covered by this Safety Recall in the U.S.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

MODEL	WMI	MY	VDS	START	FINISH
RAV4	JTM	2007	BD31V	5068779	5124254
				6030064	6054728
			BD32V	5067509	5124285
				6030043	6054737
			BD33V	5068534	5124308
				6029940	6054736
			BD34V	5068963	5124068
			BD35V	5068706	5124278
			BK31V	5018701	5040741
				6013465	6028074
			BK32V	5018702	5040743
				6013012	6028066
			BK33V	5018442	5040747
				6013469	6028069
			BK34V	5018698	5040742
			BK35V	5018728	5040698
			ZD31V	5044634	5077936
				6029007	6052991
			ZD32V	5043628	5077984
				6028485	6052984
			ZD33V	5043738	5078025
				6028469	6052993
			ZD34V	5044946	5077858
			ZD35V	5043761	5078023
			ZK31V	5007823	5016136
				6004337	6010016
			ZK32V	5007837	5016123
				6004352	6010013
			ZK33V	5007838	5016137
				6004338	6010017
			ZK34V	5007854	5016122
			ZK35V	5007849	5016021

MODEL	WMI	MY	VDS	START	FINISH
RAV4	JTM	2008	BD31V	5122515	5169009
				6054747	6072681
			BD32V	5124567	5169084
				6054743	6072693
			BD33V	5124318	5169082
				6054075	6072694
			BD34V	5124315	5168913
			BD35V	5124310	5169031
			BK31V	5040755	5054935
				6028076	6038778
			BK32V	5039902	5054931
				6028075	6038777
			BK33V	5040768	5054862
				6028079	6038779
			BK34V	5040763	5054884
			BK35V	5040804	5054933
			ZD31V	5078027	5094846
				6052994	6068710
			ZD32V	5078035	5094812
				6052998	6068714
			ZD33V	5076662	5094894
				6052995	6068712
			ZD34V	5078041	5094882
			ZD35V	5078033	5094899
			ZK31V	5015779	5019496
				6010018	6013027
			ZK32V	5016141	5019494
				6010023	6013022
			ZK33V	5016138	5019482
				6010021	6013026
			ZK34V	5016157	5019473
			ZK35V	5016148	5019472

MODEL	WMI	MY	VDS	START	FINISH
HIGHLANDER	JTE	2008	DS41A	2000129	2039468
			DS42A	2000130	2039469
			DS43A	2000132	2039457
			DS44A	2000303	2038615
			ES41A	2000181	2063948
			ES42A	2000172	2063930
			ES43A	2000180	2063945

MODEL	WMI	MY	VDS	START	FINISH
HIGHLANDER HV	JTE	2008	EW41A	2000281	2014229
			EW44A	2000141	2014234

(Number and Identification of Covered Vehicles Continued...)

A UIO matrix by state is provided to inform your dealership of the number of covered vehicles in your state.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	710	HI	2,224	MI	4,046	NV	2,717	UT	2,410
AL	2,478	IA	2,742	MN	6,211	NY	23,618	VA	10,424
AR	1,764	ID	1,392	MO	4,374	OH	8,375	VT	1,295
AZ	5,650	IL	12,514	MS	1,180	OK	2,852	WA	8,007
CA	37,390	IN	4,124	MT	1,042	OR	4,335	WI	6,020
CO	7,984	KS	2,436	NC	7,704	PA	15,477	WV	1,889
CT	5,510	KY	3,239	ND	389	RI	1,652	WY	644
DC	461	LA	3,156	NE	1,602	SC	3,110		
DE	1,008	MA	13,340	NH	2,748	SD	613		
FL	16,438	MD	8,476	NJ	12,894	TN	3,945		
GA	7,088	ME	2,070	NM	1,786	TX	19,024		

6. Manual Allocation Control (MAC) Parts Ordering Process

For MAC part release you will need to contact the QA Electrical Toyota Assistance System (TAS). Once the TAS engineer has verified the condition the part will be released. Parts will be released for the two scenarios listed below. You can reach the QA electrical TAS line at 800-233-3718.

You will need to have the following when contacting TAS:

Scenario 1:	Air Bag Warning Light Illuminated Vehicle
1.)	DTC B1000 – DTC Data or .TSE File uploaded to the TAS case
2.)	Order Reference Number
3.)	Order Date
4.)	Part Number

OR

Scenario 2:	Accident Vehicle
1.)	Picture of Airbag Deployment or Body Shop R.O. showing airbag replacement
2.)	Order Reference Number
3.)	Order Date
4.)	Part Number

Important Note: Once you have placed your order DO NOT upgrade or change your order status.

7. Parts Ordering

The following parts have been placed on Manual Allocation Control (MAC) and can be ordered through your dealers facing PDC:

Model	Part Number	Description	Qty
RAV4	89170-0R021	SENSOR ASSY, AIR BAG	1 (As Needed)
Highlander	89170-0E050	SENSOR ASSY, AIR BAG	1 (As Needed)
Highlander HV	89170-48250	SENSOR ASSY, AIR BAG	1 (As Needed)

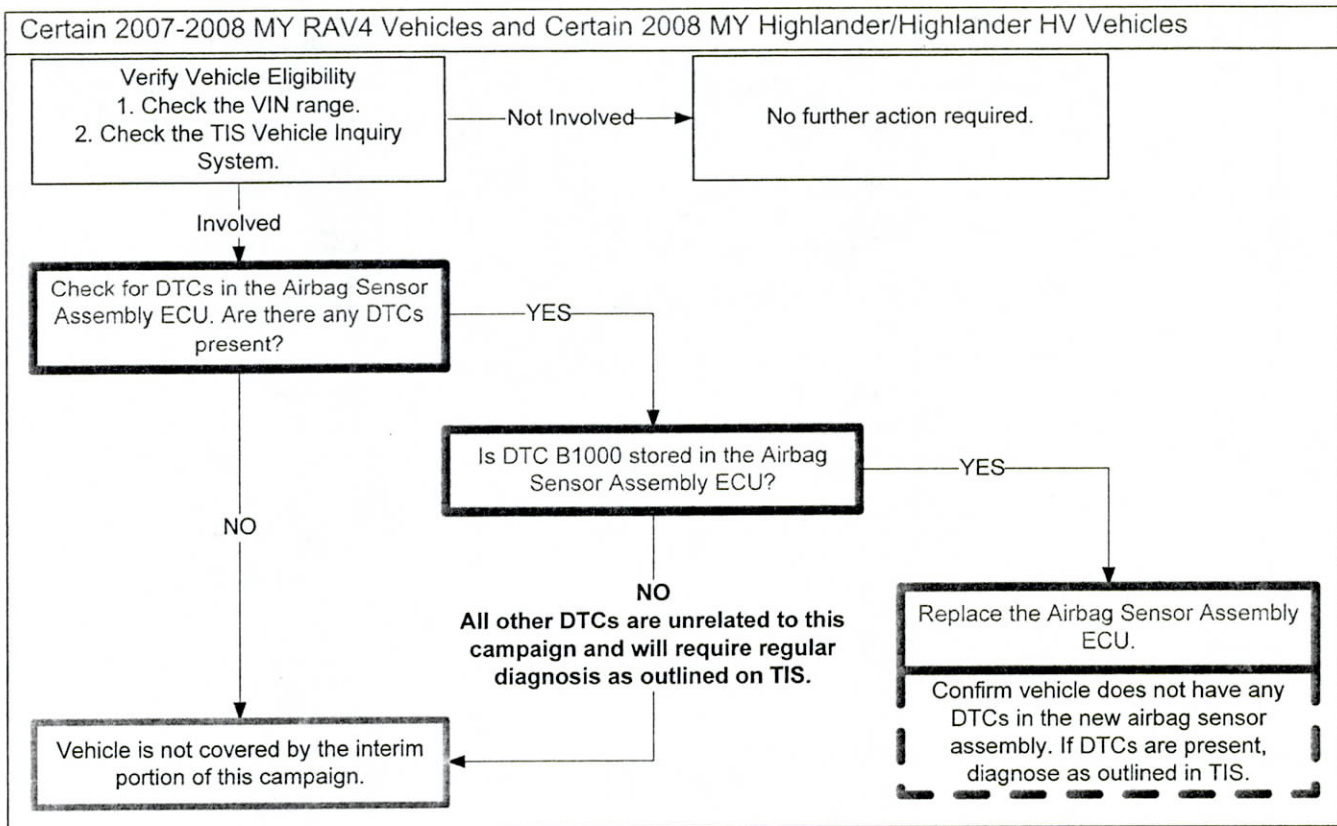
IMPORTANT PARTS ORDERING REMINDER

Effective March 1, 2009, Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts do not earn Parts Return Credit Accrual and are not returnable under the Monthly Return Program. It is recommended that you order these parts based on appointments or immediate customer needs using a "Sell One-Buy One" ordering pattern. Please refer to PANT Bulletin 09-12 for additional details.

8. Remedy Procedures

Please see “Interim Customer Handling” and “Manual Allocation Control Parts Ordering Process” before implementing the Remedy, for additional repair information please refer to TIS.

9. Warranty Reimbursement Procedure



Safety Recall	Model	Op. Code	Description	Flat Rate Hour
B1E	RAV4	1514D2	DTC B1000 Present – Replace Airbag Sensor Assembly	0.6 hr/vehicle
	Highlander & Highlander HV	1514D3	DTC B1000 Present – Replace Airbag Sensor Assembly	1.1 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Rental Car: Use "RT" sublet type for Op. Code 1514D2 and 1514D3. In the event the dealer needs to order a remedy part due to a present B1000 DTC, a customer rental car through the Toyota-Rent-A-Car (TRAC) Program is available for a maximum of 3 days at a maximum rate of \$35 per day.

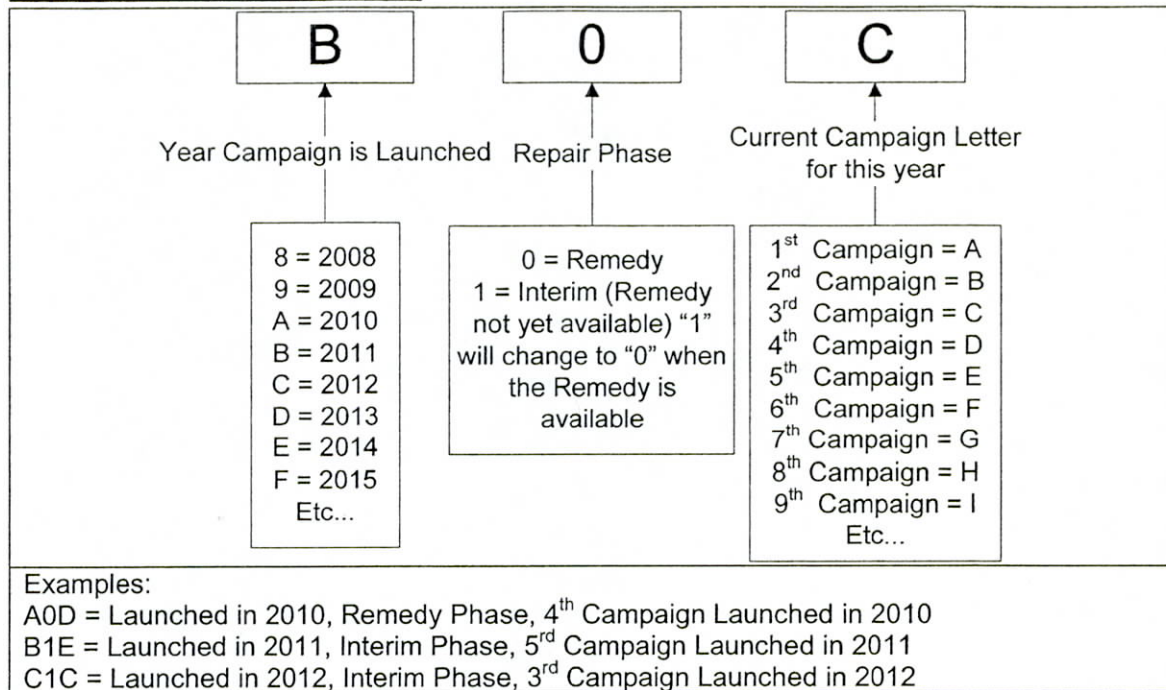
All Interim warranty claims must have:

- (1) **An active TAS case*** contact 800-233-3718
- (2) **A hard copy of the vehicle health check attached to the Repair Order illustrating the vehicle has a DTC B1000 “Center Airbag Sensor Assembly Malfunction”.**

*Once Toyota Assistance System (TAS) has verified the condition the TAS agent will release the part.
Please note TMS warranty will not accept warranty claims without this documentation

(Warranty Reimbursement Procedure Continued...)

Campaign Designation Decoder



10. Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

11. Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

12. Customer Contacts

A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your cooperation.
 TOYOTA MOTOR SALES, U.S.A., INC.



Safety Recall Campaign B0E (B1E) – Interim Notice
Certain 2007 - 2008 Model Year RAV4 and Certain 2008 Model Year Highlander/Highlander HV Vehicles
Curtain Shield Airbag (CSA) Sensor

Background

As previously announced, on April 21, 2011, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on Certain 2007-2008 Model Year RAV4 Vehicles and 2008 Model Year Highlander/Highlander HV Vehicles. **Toyota is currently working on the remedy.** We will notify dealerships again when the remedy is available.

Interim Owner Notice

Toyota is currently working on the remedy for this Safety Recall. In the meantime, to assure transparency with owners, Toyota will mail an **interim** owner notification beginning in Mid-May, 2011. The interim owner notification letter will advise owners: (1) of this safety recall, (2) of the fact they will receive a future notice once the remedy is available, and (3) of what to do if the airbag warning light illuminates or remains illuminated **after** the initial 6 seconds after the engine switch is turned to the "ON" position..

The following information is provided to assist in responding to customer inquiries only.

Q1: What is the condition?

A1: In the curtain shield airbag (CSA) system of the subject vehicle, there are two sensors in the airbag sensor assembly which are designed to detect vehicle roll angle. If one of these sensors malfunctions, the airbag warning light (Malfunction indicator Light: MIL) will illuminate and the roll detection system will be suspended; however, the airbag (CSA) remains available in the event of a side crash. If both sensors fail nearly simultaneously, the CSA and the seat belt pretensioner could inadvertently deploy upon vehicle startup (or within several seconds of startup) or during vehicle operation. Inadvertent deployment of the CSA and/or the seat belt pretensioner can cause injury to a vehicle occupant.

Q1a: What is the CSA system?

A1a: The CSA is a Supplemental Restraint System designed to provide further protection in addition to the seat belts. Please see the vehicle's Owner's Manual for further details.

Q2: Are there any warnings of this condition?

A2: Yes. The airbag warning light is designed to come on, during the ignition cycle check function, when the engine switch is turned to the "ON" position. It goes off after about 6 seconds. ***This means the system is operating as designed.*** If the airbag warning light illuminates or remains illuminated **after** this period, please contact your local Toyota dealer for diagnosis and appropriate repair. If the MIL illumination is due to the problem that led to this Safety Recall, the repair will be performed at **no charge**.

However, If both sensors fail nearly simultaneously, the CSA and the seat belt pretensioner could inadvertently deploy upon vehicle startup (or within several seconds of startup) or during vehicle operation.

Q3: What is Toyota going to do?

A3: **Toyota is currently working on the remedy.** Once a remedy is available, we will notify customers.

In the Interim, owners of covered vehicles will be notified by first class mail in early to mid-May, 2011. The interim owner notification letter will advise owners: (1) of this safety recall, (2) of the fact they will receive a future notice once the remedy is available, and (3) of what to do if the airbag warning light illuminates or remains illuminated **after** the initial 6 seconds* after the engine switch is turned to the "ON" position.

*The air bag warning light is designed to come on when the engine switch is turned to the "ON" position during the ignition cycle check function. It goes off after about 6 seconds. ***This means the system is operating as designed.*** If the airbag warning light illuminates or remains illuminated **after** this period, please contact your local Toyota dealer for diagnosis and appropriate repair. If the MIL illumination is due to the problem that led to this Safety Recall, the repair will be performed at **no charge**.

Once the remedy parts have been produced in sufficient quantities, Toyota will send (consistent with parts availability and repair capacity) a second owner notification by first class mailing advising owners to make an appointment with their authorized Toyota dealer to have the airbag sensor assembly replaced at **no charge**.

Q3a: When does Toyota anticipate the second owner notification (remedy) to begin?

A3a: We do not have a specific date at this time. Once the remedy parts are available in sufficient quantities, Toyota will mail owner letters consistent with parts availability and repair capacity.

Q4: Which and how many vehicles are covered in the US?

A4: There are approximately 214,000 RAV4 (certain 2007 – 2008 model year) and 94,000 Highlander and Highlander HV (certain 2008 model year) vehicles covered by this Safety Recall in the U.S.

Model Name	Model Year	Production Period	Number of Vehicles
RAV4	Certain 2007 – 2008	Early Nov. 2006 through Late Jan. 2008	Approximately 214,000 units
Highlander Highlander HV	Certain 2008	May 2007 through Late Jan. 2008.	Approximately 94,000 units

Q4a: Are there any other Toyota or Lexus models covered by this Safety Recall?

A5a: No. There are no other Toyota or Lexus models covered by this Safety Recall.

Q4b: Why aren't the Lexus RX vehicles covered by this Safety Recall?

A4b: The CSA sensors covered by this Safety Recall were not installed in the Lexus RX vehicles.

Q5: What if a customer has previously paid for repairs to their vehicle for the condition described above.

A5: Reimbursement consideration instruction will be provided in the remedy owner letter.

Q6: What if a customer is not willing to drive the vehicle until the remedy has been completed?

A6: For a customer who has not experienced this condition but does not feel comfortable driving the vehicle please instruct them to contact their local dealer or the Toyota Customer Experience Center.

- We request that dealers work with the customers and answer any questions they may have based on the information in these Q&As.
- In the event the customer's concerns are not alleviated, on a case-by-case basis, please refer the customer to the Customer Experience Center.

The Toyota Customer Experience Center can be reached at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

**Certain 2007 - 2008 Model Year RAV4 Vehicles and
Certain 2008 Model Year Highlander/Highlander HV Vehicles
Curtain Shield Airbag (CSA) Sensor
SAFETY RECALL NOTICE (Interim Notice)**

[VIN]

Dear Toyota Customer:

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 2007 - 2008 Model Year RAV4 vehicles and certain 2008 Model Year Highlander/Highlander HV vehicles.

The purpose of this letter is to explain what the recall is about and to keep you informed of Toyota's implementation plan. We are currently making preparations to implement the Safety Recall remedy. **We will send you another notification when the replacement parts are ready and preparations are complete.**

What is the condition?

In the curtain shield airbag (CSA) system of the subject vehicle, there are two sensors in the airbag sensor assembly which are designed to detect vehicle roll angle. If one of these sensors malfunctions, the airbag warning light (Malfunction indicator Light: MIL) will illuminate and the roll detection system will be suspended; however, the airbag (CSA) remains available in the event of a side crash. If both sensors fail nearly simultaneously, the CSA and the seat belt pretensioner could inadvertently deploy upon vehicle startup (or within several seconds of startup) or during vehicle operation. Inadvertent deployment of the CSA and/or the seat belt pretensioner can cause injury to a vehicle occupant.

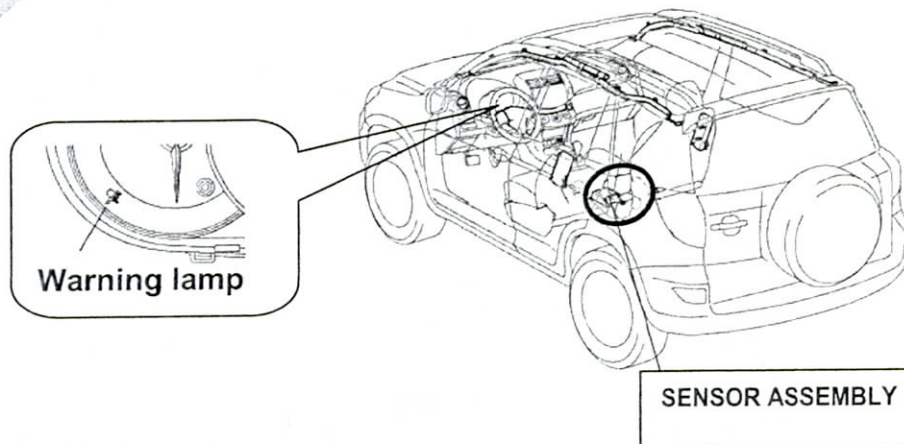
What is Toyota going to do?

Toyota is currently working on the remedy. You will receive a second owner notification letter when the remedy is available.

What should you do?

We appreciate your patience while we prepare the remedy. You may reduce the risk of injury by having all occupants properly seated with their seat belts fastened, including all infant and child occupants fastened in child restraints, prior to turning on the vehicle ignition. All vehicle occupants should remain properly seated with their seat belts fastened while the vehicle is in operation.

In addition, please pay close attention to the air bag warning light. The air bag warning light is designed to come on, during the ignition cycle check function, when the engine switch is turned to the "ON" position. The light then goes off after about 6 seconds. ***This means the system is operating as designed.*** If the airbag warning light (1) illuminates or remains illuminated **after** this 6 second check period, or (2) comes on while driving, or (3) at times previously stayed illuminated while driving, please contact your local Toyota dealer immediately for diagnosis and appropriate repair. If the problem is related to the issue addressed by this recall, the repair will be performed at **no charge** to you.



If you would like to update your vehicle ownership or contact information, please go to 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. If you require further assistance, you may contact Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 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, 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>.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repairs to your vehicle for this specific condition prior to receiving this letter, we will provide you instructions for reimbursement consideration in the second owner letter once the remedy preparations are completed.

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.

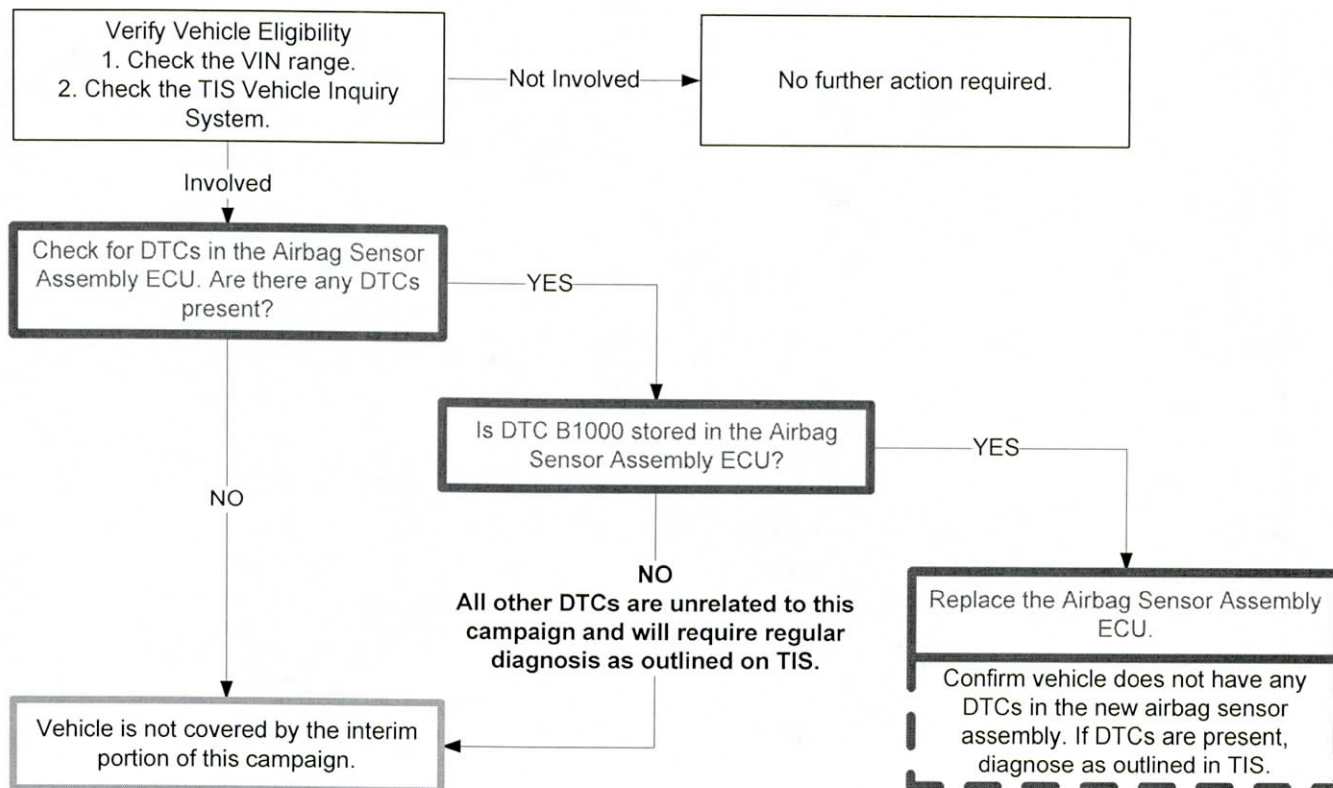
Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

PRELIMINARY INSTRUCTIONS (INTERIM)
FOR
SAFETY RECALL B0E (INTERIM B1E)
CURTAIN SHIELD AIRBAG (CSA) SENSOR
CERTAIN 2007 – 2008 MODEL YEAR RAV4
CERTAIN 2008 MODEL YEAR HIGHLANDER / HV

**Technical Instructions (Remedy) will be provided
when remedy preparations are complete.**

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

Model	WMI	Year	VIN Range	
			VDS	Range
HIGHLANDER	JTE	2008	DS41A	2000129 - 2039468
	JTE	2008	DS42A	2000130 - 2039469
	JTE	2008	DS43A	2000132 - 2039457
	JTE	2008	DS44A	2000303 - 2038615
	JTE	2008	ES41A	2000181 - 2063948
	JTE	2008	ES42A	2000172 - 2063930
	JTE	2008	ES43A	2000180 - 2063945
HIGHLANDER HV	JTE	2008	EW41A	2000281 - 2014229
	JTE	2008	EW44A	2000141 - 2014234

AFFECTED VIN RANGE CONTINUED...

Model	WMI	Year	VIN Range	
			VDS	Range
RAV4	JTM	2007	BD31V	5068779 - 5124254
				6030064 - 6054728
			BD32V	5067509 - 5124285
				6030043 - 6054737
			BD33V	5068534 - 5124308
				6029940 - 6054736
			BD34V	5068963 - 5124068
			BD35V	5068706 - 5124278
			BK31V	5018701 - 5040741
				6013465 - 6028074
			BK32V	5018702 - 5040743
				6013012 - 6028066
			BK33V	5018442 - 5040747
				6013469 - 6028069
			BK34V	5018698 - 5040742
			BK35V	5018728 - 5040698
			ZD31V	5044634 - 5077936
				6029151 - 6052970
			ZD32V	5043628 - 5077984
				6028485 - 6052984
			ZD33V	5043738 - 5078025
				6028469 - 6052993
			ZD34V	5044946 - 5077858
			ZD35V	5044702 - 5077997
			ZK31V	5007823 - 5016136
				6004337 - 6010016
			ZK32V	5007837 - 5016123
				6004352 - 6010013
			ZK33V	5007838 - 5016137
				6004338 - 6010017
			ZK34V	5007854 - 5016122
			ZK35V	5007849 - 5016021

Model	WMI	Year	VIN Range	
			VDS	Range
RAV4	JTM	2008	BD31V	5122515 - 5169009
				6054747 - 6072681
			BD32V	5124567 - 5169084
				6054743 - 6072693
			BD33V	5124318 - 5169082
				6054075 - 6072694
			BD34V	5124315 - 5168913
			BD35V	5124310 - 5169031
			BK31V	5040755 - 5054935
				6028076 - 6038778
			BK32V	5039902 - 5054931
				6028075 - 6038777
			BK33V	5040768 - 5054862
				6028079 - 6038779
			BK34V	5040763 - 5054884
			BK35V	5040804 - 5054933
			ZD31V	5078027 - 5094838
				6052994 - 6068710
			ZD32V	5078035 - 5094812
				6052998 - 6068714
			ZD33V	5076662 - 5094894
				6052995 - 6068712
			ZD34V	5078041 - 5094882
			ZD35V	5078033 - 5094899
			ZK31V	5015779 - 5019496
				6010018 - 6013027
			ZK32V	5016141 - 5019494
				6010023 - 6013022
			ZK33V	5016138 - 5019482
				6010021 - 6013026
			ZK34V	5016157 - 5019473
			ZK35V	5016148 - 5019472

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

- Refer to section V. WORK PROCEDURE, to determine necessary parts replacement
- All recalled Airbag Sensor Assemblies will be placed on Warranty Parts Recovery, and dealers will be required to return them to TMS. Airbag Sensor Assemblies that are not returned will result in the claim being debited.

B. TOOLS & EQUIPMENT

- Standard hand tools
- Torque wrench
- Techstream

IV. BACKGROUND

In the curtain shield airbag (CSA) system of the subject vehicle, there are two sensors in the airbag sensor assembly which are designed to detect vehicle roll angle. If one of these sensors malfunctions, the airbag warning light (Malfunction indicator Light: MIL) will illuminate and the roll detection system will be suspended; however, the airbag (CSA) remains available in the event of a side crash. If both sensors fail nearly simultaneously after initial airbag system check, the CSA and the seat belt pretensioner could be inadvertently activated. Inadvertent activation of the CSA and/or the seat belt pretensioner can cause injury to a vehicle occupant.

V. WORK PROCEDURE

A. CONNECT A SCANTOOL AND CONFIRM THE DTC(s) STORED IN THE AIRBAG SENSOR ASSEMBLY



- Confirm an approved Techstream scantool that is properly connected to the dealership's wireless network is used in order for TMS to gather MILi data.
- If the dealership's wireless network is unavailable, a .TSE file recording DTC B1000 must be attached to the TAS case.

1. IS DTC B1000 DISPLAYED?

NO – The vehicle **IS NOT** involved in the interim portion of this campaign. Diagnose the DTC(s) as outlined on TIS. (For more details refer to the Dealer Daily Message on TIS)

YES – Closely follow the steps outlined below.

NOTE:

- The Airbag Sensor Assemblies will be on MAC, failure to follow these steps will result parts not being released.
- All recalled Airbag Sensor Assemblies will be placed on Warranty Parts Recovery, and dealers will be required to return them to TMS. Airbag Sensor Assemblies that are not returned will result in the claim being debited.
- A hard copy of the vehicle health check illustrating the vehicle has DTC B1000 must be attached to the repair order. TMS Warranty will not accept claims without this documentation.

a) Order the Airbag Sensor Assembly.

Model	Part Number
Highlander	89170-0E050
Highlander HV	89170-48250
RAV4	89170-0R021

b) Create a TAS case, then call the TAS hotline for further instruction. Be sure to include the following information in the case:

- Service Event (.TSE) File, if MILi is unavailable
- Part Order Information:
 - Order reference number
 - Part number
 - Order date

2. FOLLOW ALL INSTRUCTIONS GIVEN BY THE TAS AGENT

- ##### a) TAS agent will confirm vehicle condition and release the MAC part.

3. REPLACE THE AIRBAG SENSOR ASSEMBLY

- ##### a) Refer to TIS for instructions on Airbag Sensor Assembly replacement.

RAV4 - AIRBAG SENSOR ASSEMBLY REPLACEMENT

HIGHLANDER - AIRBAG SENSOR ASSEMBLY REPLACEMENT

HIGHLANDER HV - AIRBAG SENSOR ASSEMBLY REPLACEMENT

4. CONFIRM VEHICLE DOES NOT HAVE ANY DTCs IN THE NEW AIRBAG SENSOR ASSEMBLY

- ##### a) If DTCs are present, diagnose as outlined in TIS.

◀ VERIFY REPAIR QUALITY ▶

- Confirm B1000 is displayed before replacing the airbag sensor assembly
- Read all precautions as outlined on TIS before servicing the SRS system
- Confirm all steps outlined in TIS are followed when replacing the airbag sensor assembly
- If you have any questions regarding this recall, please contact your regional representative

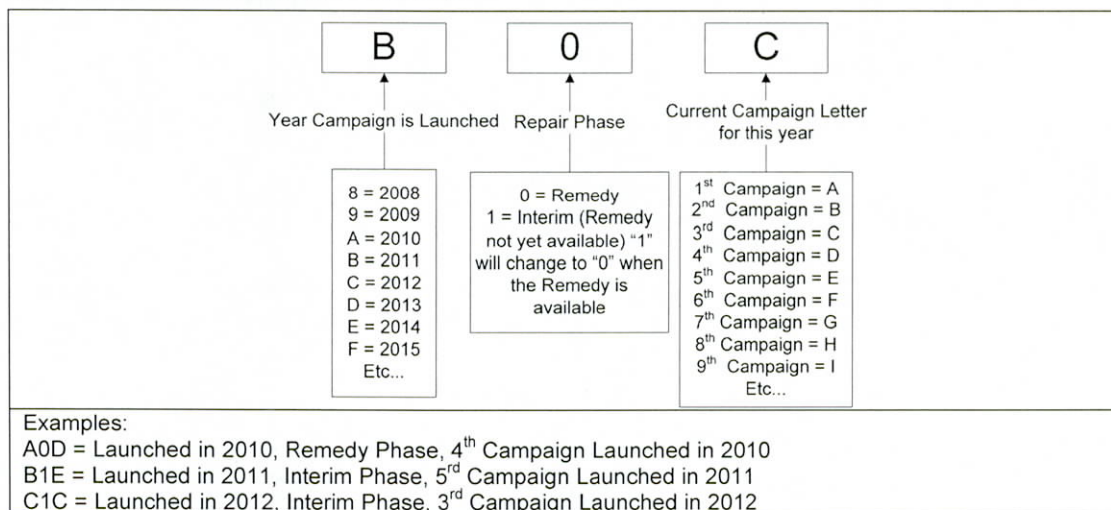
VI. APPENDIX

A. MAC PARTS FOR ACCIDENT VEHICLES WITH AIRBAG DEPLOYMENT

If a vehicle has been in an accident and requires one of the Airbag Sensor Assemblies subject to this campaign, the dealer **MUST** create a TAS case and include the following information:

1. Photo verification of airbag deployment.
2. Part Order Information:
 - a. Order reference number
 - b. Part number
 - c. Order date

B. CAMPAIGN DESIGNATION DECODER



C. RECALL PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.****

***All recalled Airbag Sensor Assemblies will be placed on Warranty Parts Recovery, and dealers will be required to return them to TMS. Airbag Sensor Assemblies that are not returned will result in the claim being debited.**



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2891
Torrance, CA 90509-2891

**Certain 2007 – 2008 Model Year RAV4 Vehicles and
Certain 2008 Model Year Highlander/Highlander HV Vehicles
Curtain Shield Airbag (CSA) Sensor
SAFETY RECALL NOTICE (Interim Notice)**

Dear Toyota Customer:

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 2007 – 2008 Model Year RAV4 vehicles and certain 2008 Model Year Highlander/Highlander HV vehicles.

The purpose of this letter is to explain what the recall is about and to keep you informed of Toyota's implementation plan. We are currently making preparations to implement the Safety Recall remedy. We will send you another notification when the replacement parts are ready and preparations are complete.

What is the condition?

In the curtain shield airbag (CSA) system of the subject vehicle, there are two sensors in the airbag sensor assembly which are designed to detect vehicle roll angle. If one of these sensors malfunctions, the airbag warning light (Malfunction indicator Light: MIL) will illuminate and the roll detection system will be suspended; however, the airbag (CSA) remains available in the event of a side crash. If both sensors fail nearly simultaneously, the CSA and the seat belt pretensioner could inadvertently deploy upon vehicle startup (or within several seconds of startup) or during vehicle operation. Inadvertent deployment of the CSA and/or the seat belt pretensioner can cause injury to a vehicle occupant.

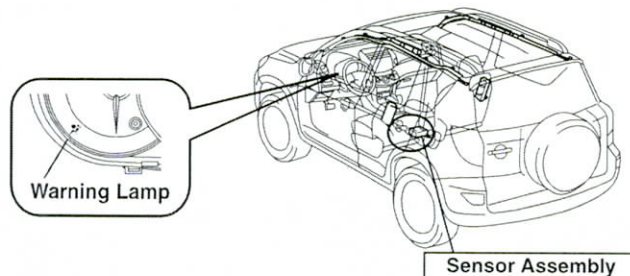
What is Toyota going to do?

Toyota is currently working on the remedy. You will receive a second owner notification letter when the remedy is available.

What should you do?

We appreciate your patience while we prepare the remedy. You may reduce the risk of injury by having all occupants properly seated with their seat belts fastened, including all infant and child occupants fastened in child restraints, prior to turning on the vehicle ignition. All vehicle occupants should remain properly seated with their seat belts fastened while the vehicle is in operation.

In addition, please pay close attention to the air bag warning light. The air bag warning light is designed to come on, during the ignition cycle check function, when the engine switch is turned to the "ON" position. The light then goes off after about 6 seconds. ***This means the system is operating as designed.*** If the airbag warning light (1) illuminates or remains illuminated ***after*** this 6 second check period, or (2) comes on while driving, or (3) at times previously stayed illuminated while driving, please contact your local Toyota dealer immediately for diagnosis and appropriate repair. If the problem is related to the issue addressed by this recall, the repair will be performed at **no charge** to you.



Spanish translation on back side
Traducción en español en el reverso

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