

Lonnie Peterson / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance

April 21, 2011  
Approved By: Bob Waltz

To: All Toyota Dealers  
From: Toyota Customer Services

**Safety Recall B0E – (B1E) Preliminary Notice**  
**Certain 2007 - 2008 MY RAV4 Vehicles and Certain 2008 MY Highlander and Highlander HV Vehicles**  
**Curtain Shield Airbag (CSA) Sensor**  
**\*\*\*\*\*URGENT\*\*\*\*\***

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 Vehicles.

**This preliminary information is being provided to keep you informed of the filing. Toyota is currently working on the remedy and additional information will be provided at a later date.**

**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 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.

**Covered Vehicles**

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.

**Status**

- B0E (“B1E” until the remedy is launched) Preliminary Notification documents will be visible on TIS shortly. VINs covered by this DIR will be searchable on TIS starting the evening of April 21, 2011 (Pacific Time).
- **Toyota is currently working on the remedy. Once a remedy is available, we will notify customers.**
- 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**.
- The dealer communication (remedy phase) will contain technical instructions, part ordering information, reimbursement procedures, etc.
- The attached Dealer Daily Message will be sent to all dealerships informing them of the DIR filing.

**Interim Owner Notification**

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, (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. The repair for the Safety Recall will be performed at **no charge**.

**Interim 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.

*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.*

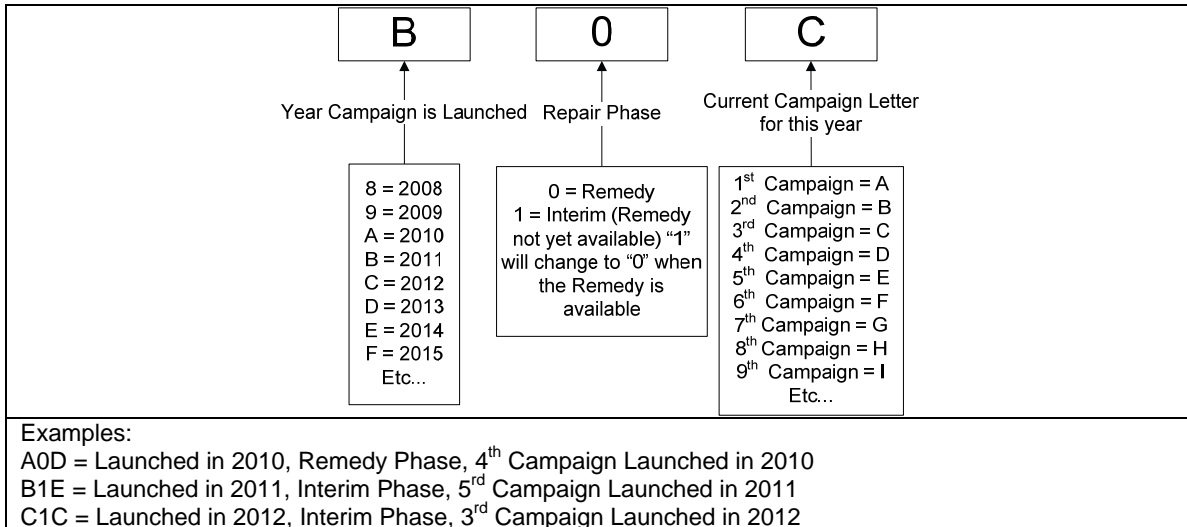
*Please note TMS warranty will not accept warranty claims without this documentation*

**Warranty Reimbursement Procedures will be provided in the near future.**

The parts on MAC for this Interim period are:

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)

**Campaign Designation Decoder**



**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.)

**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.
- If a dealership associate has additional questions, they are requested to contact their District Service/Parts Manager.
- In the event the customer is not willing to drive the vehicle until the remedy has been completed, please refer the customer to the Toyota Customer Experience Center at 1-800-331-4331.



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

**Background**

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 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 early 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.

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 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.

**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. The repair for this condition will be performed at **no charge** to you.

However, if both sensors fail nearly simultaneously after initial airbag system check, the seat belt pretensioner could be inadvertently activated and the MIL may not illuminate.

**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, (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	Early March 2007 through Late Jan. 2008.	Approximately 94,000 units

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

A4a: 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.

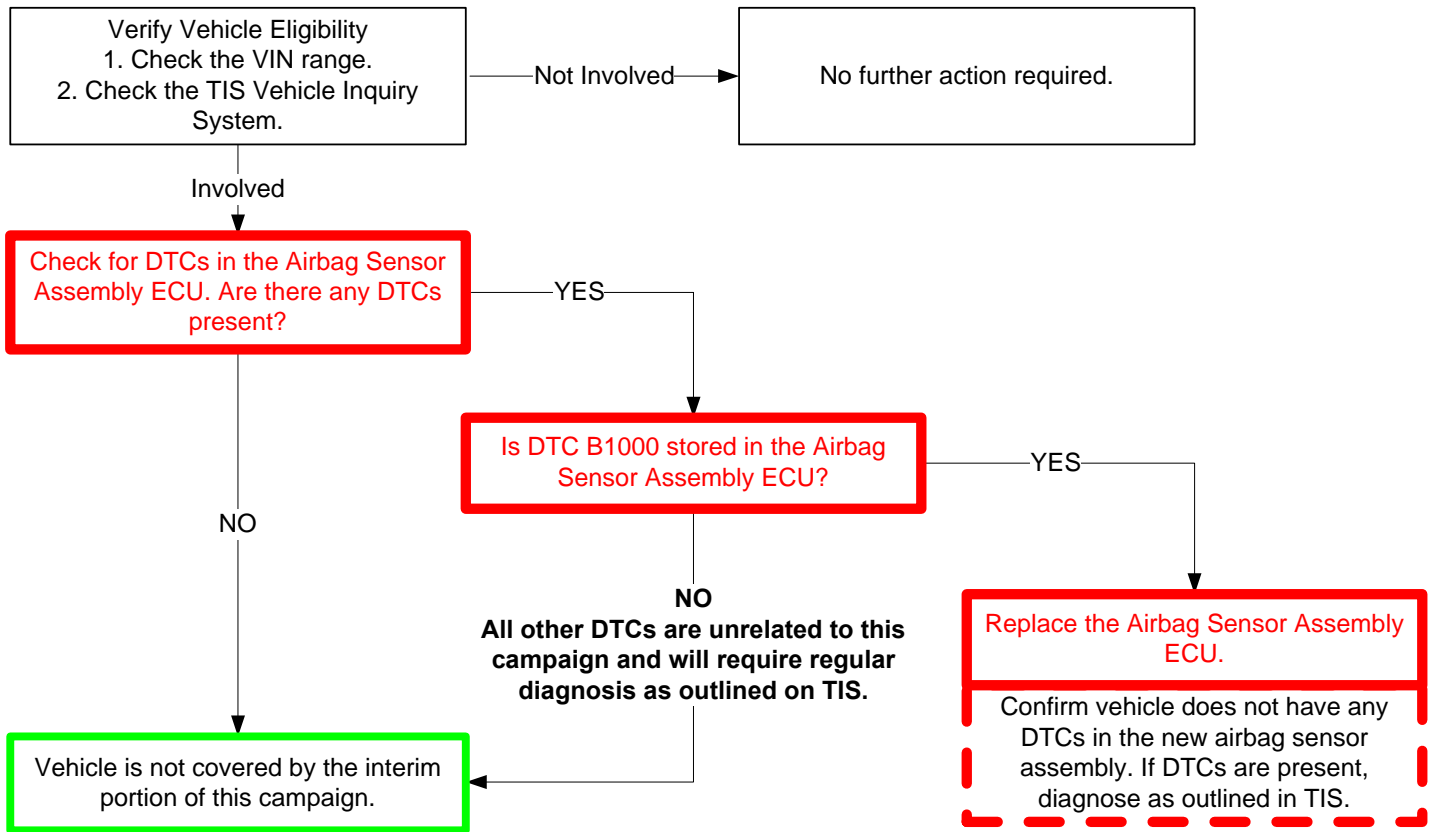
- We request that dealers work with the customers and answer any questions they may have based on the information in these Q&As.
- In the event the customer's concerns are not alleviated, on a case-by-case basis, please refer the customer to the Customer Experience Center.

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.

**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

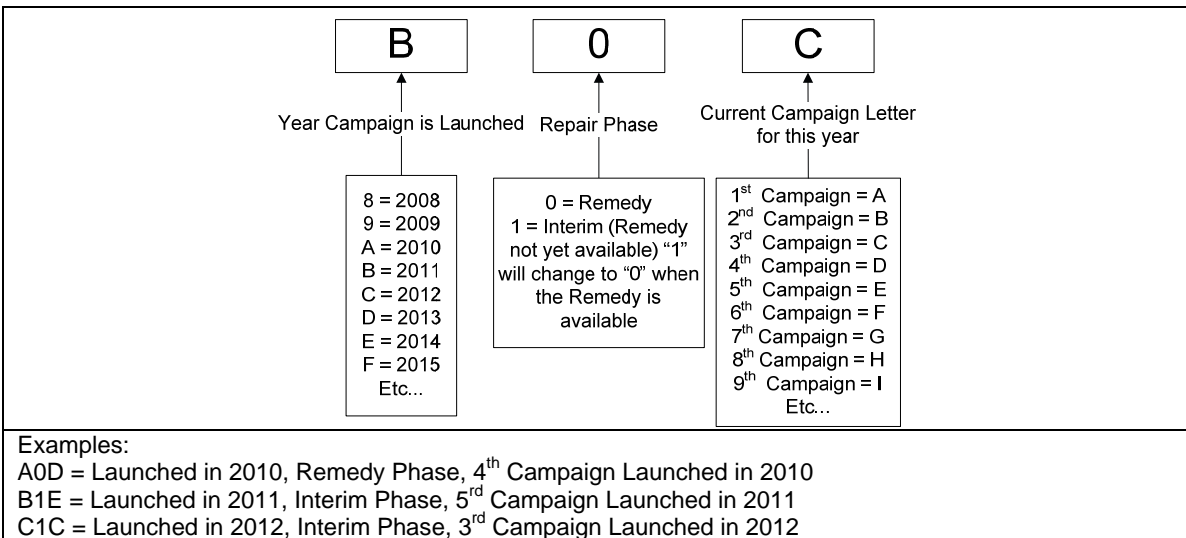
## VI. APPENDIX

### 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.**

April 21, 2011

Toyota Fast Facts is an update on Toyota and industry news. Please feel free to share this information with family and friends. For more news, visit [www.toyotanewsroom.com](http://www.toyotanewsroom.com).

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### **1. Toyota Announces Intent to Voluntarily Recall Certain RAV4 and Highlander Vehicles to Replace Curtain Shield Airbag Sensor Assembly**

Toyota Motor Sales today announced that it intends to conduct a voluntary Safety Recall involving certain 2007 through 2008 model year RAV4 and certain 2008 Highlander and Highlander HV vehicles sold in the United States to replace the airbag sensor assembly. There are approximately 214,000 RAV4 vehicles and approximately 94,000 Highlander and Highlander HV vehicles covered by this Safety Recall.

In the roll sensing curtain shield airbag system of the subject vehicles, 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) will illuminate and the roll detection system will be suspended; however, the airbag remains available in the event of a side collision. If both sensors fail nearly simultaneously after initial airbag system check, the seat belt pretensioner and the curtain shield airbag could be inadvertently activated.

No other Lexus or Toyota vehicles are involved in this recall and this condition involves only vehicles sold in the North American market; vehicles sold in other markets are not equipped with this roll sensing curtain shield airbag system.

Owners of the involved vehicles will receive an interim notification letter advising them of this recall by first class mail in May 2011. Toyota will also post this information on its website. Toyota dealers will replace the roll sensing sensor assembly with a new one at no cost to the customer.

The press release is posted at

<http://pressroom.toyota.com/releases/toyota+voluntary+recall+rav4+highlander+april+2011.htm>

Detailed information and answers to questions are available to customers at

[www.toyota.com/recall](http://www.toyota.com/recall) and the Toyota Customer Experience Center at 1-800-331-4331.

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### **2. Scion FR-S Concept Out of the Box**

Scion unveiled its rear-wheel drive FR-S sports coupe concept today at the 2011 New York International Auto Show. You can watch the reveal, see the pictures and read the press release by visiting [sciondimension.com](http://www.sciondimension.com). <http://www.sciondimension.com>

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### **3. Toyota Reveals Finalists in 'Ideas for Good' Challenge**

Toyota Motor Sales (TMS) has announced the 25 finalists in its Ideas for Good challenge. Consumers were invited to share their ideas on how to repurpose five distinct Toyota technologies to create new, non-automotive applications which ultimately benefit society. Over 4,000 submissions were evaluated by a panel of independent judges who picked the top 25.

The next phase asks the public to vote for its favorite idea in each category through April 30, 2011. The total number of public votes combined with the judges' scores will determine the top five ideas. Winners will be announced on May 9, 2011, with a design and prototyping session to follow in June. In addition to the opportunity to bring his or her idea to life, each winner will also receive their choice of one of three Toyota vehicles: the Highlander Hybrid, Prius or Venza.

To learn more, please visit [www.toyota.com/ideasforgood](http://www.toyota.com/ideasforgood)

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#### **4. Toyota Reduces Production at Plants in China**

Toyota Motor Corporation has announced that it will reduce production at its manufacturing plants in China from April 21 through June 3 due to parts availability. The plants will operate at 30 to 50 percent capacity. Future production levels will be based on the supply situation.

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