

TMS-NTC-12053  
March 19, 2012

Recall Management Division  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Re: Toyota Safety Recall 12V-029 Owner Notification

To whom it may concern,

Please find attached, for your records, representative copies of the previously approved Owner Notification Letter for Safety Recall 12V-029 on the following Toyota vehicles:

- Specific 2011 Model Year RAV4

The letters are being mailed in accordance with the previously submitted schedule.

If you have any questions regarding this matter, please contact me at (310) 468-3392.

Sincerely,



George Morino  
National Manager, Quality Compliance

Attachments:

- Toyota 12V-029 (C0A) Owner Notification Remedy



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2991

**Certain 2011 Model Year RAV4 Vehicles  
Side Curtain Airbag Replacement  
SAFETY RECALL 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 2011 Model Year RAV4 vehicles.

**What is the condition?**

In certain vehicles, propellant with the incorrect specification was used for the airbag inflator initiator assembly in the Side Curtain Airbags. In this condition, the inflator may not perform properly, causing one or both Side Curtain Airbags to not deploy in the event of a crash. This could increase the risk of injury to the occupants.

**What is Toyota going to do?**

***It will be necessary to replace either the Driver-side, Passenger-side or both Side Curtain Airbags on your vehicle. Your dealership will advise you which airbag was replaced. Any authorized Toyota dealer will replace the affected Side Curtain Airbag(s) at NO CHARGE to you.***

**What should you do?**

***This is an important Safety Recall.***

Please contact your authorized Toyota dealer, as soon as possible, and make an appointment to have the affected Side Curtain Airbag(s) replaced.

Replacement of the Side Curtain Airbag(s) will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.**

If you would like to update your vehicle ownership or contact information, please go to [www.toyota.com/ownersupdate](http://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 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 [www.safercar.gov](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.