

TOYOTA

Updated 11/08/17: A new section titled: Incomplete VINs for Dealers, has been added for SOAR.

Updated 10/15/15: Phase 2 remedy now available.

Updated 8/26/15: Phase 1 location updated to include all states in GST and SET regions.

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(310) 468-4000

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

Subject: Safety Recall F0L – **Remedy Notice Update**
2004 – 2005 Model Year RAV4
Front Driver Airbag Inflator

On May 13, 2015, 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 2004 – 2005 model year RAV4 vehicles.

The Remedy is now available nationwide.

Condition

The subject vehicles are equipped with a Driver's front dual-stage airbag inflator. Toyota believes these inflators may have an increased potential for moisture intrusion over time. Moisture intrusion could potentially make the inflator assembly more susceptible to rupture during a crash. An inflator rupture may result in metal fragments striking and potentially seriously injuring the vehicle occupants.

Remedy

The remedy for this Safety Recall will be launched in phases due to limited parts availability. When the remedy becomes available in your region, Toyota will replace the front driver airbag inflator.

Covered Vehicles

There are approximately 159,700 2004 – 2005 RAV4 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
RAV4	2004 – 2005	Mid-May 2003 – Late October 2005

Owner Letter Mailing Date

Toyota has completed remedy preparations and notified owners of vehicles included in phase 1. Toyota will begin mailing customers included in phase 2 in late October, 2015. A sample of the owner notification letter has been included for your reference.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources 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.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Pre-Owned Vehicles in Dealer Inventory

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be sold or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

Remedy Phase

Phase	Location: based on vehicle registration	Target Launch Date
1	ALL HAH* , and Arkansas, Oklahoma, and North Carolina	Mid-August, 2015
2	All Remaining Regions/States	Mid-October, 2015

*High Absolute Humidity (HAH), encompasses the following states: Texas, Alabama, Mississippi, Georgia, South Carolina, Florida, Hawaii, and Louisiana. In addition, it includes Puerto Rico, Guam, Saipan, American Samoa, and the U.S. Virgin Islands.

Dealer Summary Reports

Summary Reports containing the following will be enclosed in the dealer packet:

- The number of covered vehicles in your dealership's primary marketing area. Please verify eligibility by confirming through TIS prior to performing repairs.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair must also complete SB13B and are required to currently hold at least one of the following certification levels:

- Expert Technician – Electrical
- Master Technician
- Master Diagnostic Technician

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Remedy Procedures

Please refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

Campaign Special Service Tools

The same tools that are used for the other Takata inflator Safety Recalls are also used for Safety Recall F0L; however, the support bars to mount the airbag in the bracket assembly are different. These support bars will be delivered to all dealers when the first phase of Safety Recall F0L is launched.

These tools are needed when performing the front driver airbag inflator campaign. These tools **ARE NOT** available through normal parts or tools channels. There is a very limited supply of tools, but if additional tools are needed, contact your regional representative.

Campaign Specific Part Associate E-Learning Training Requirement

The Airbag Inflator Assembly being replaced during this campaign is a Class 9 Hazmat part. Therefore, Parts Associates involved in this recall are required to complete E-Learning Module (**E2140** "Safety Recall D0F – Front Passenger Airbag Inflator" found on www.uotdealer.com) This E-Learning module will explain the proper procedure for documenting and returning the Airbag Inflator Assembly to TK Holdings Incorporated.

Shipping Information for Removed Inflators***New Parts Return Shipping Process***

NOTE: This updated inflator recovery program only applies to the Continental 48 States. Alaska, Hawaii and the US Territories will continue to use the previous program.

IMPORTANT: Effective July 1, 2015, the inflator part return process, **using Fed-Ex as the shipper was discontinued.** A new procedure using a third party coordinator (Stericycle Solutions) has been developed. With this new process, each dealer will be required to perform the following:

- Apply a return address label to the outside of each returned inflator box (**Label provided by Takata in the new part box**).
- Store the old inflators on a pallet until they accumulate 100 inflators or whatever amount is collected after 30 days.
- **Keep a running log of how many of each type (Driver or Passenger) inflators are on the pallet.**
- Secure the inflators on the pallet with shrink wrap.
- Contact Stericycle at **1-877-650-9409** to arrange LTL pick-up.
- Place an over-pack label on the palletized load and provide the LTL driver with the pre-filled out documentation that will be sent to the dealer by Stericycle.

The new process will not require the dealer to fill out any paperwork. All documents will be filled out by Stericycle and returned to the dealer. Refer to the Job Aid available on TIS for more details on the new process and how to get more labels.

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.

Parts Ordering Process

Due to limited availability, remedy parts have been placed on Dealer Ordering Solutions (DOS). Order quantities for each dealer will vary by location.

Part Number	Location	Description	Quantity
04005-08442	48 States in Continental U.S.	Front Driver Airbag Inflator Kit	1
04005-08342	USTT, Hawaii & Alaska	Front Driver Airbag Inflator Kit	1

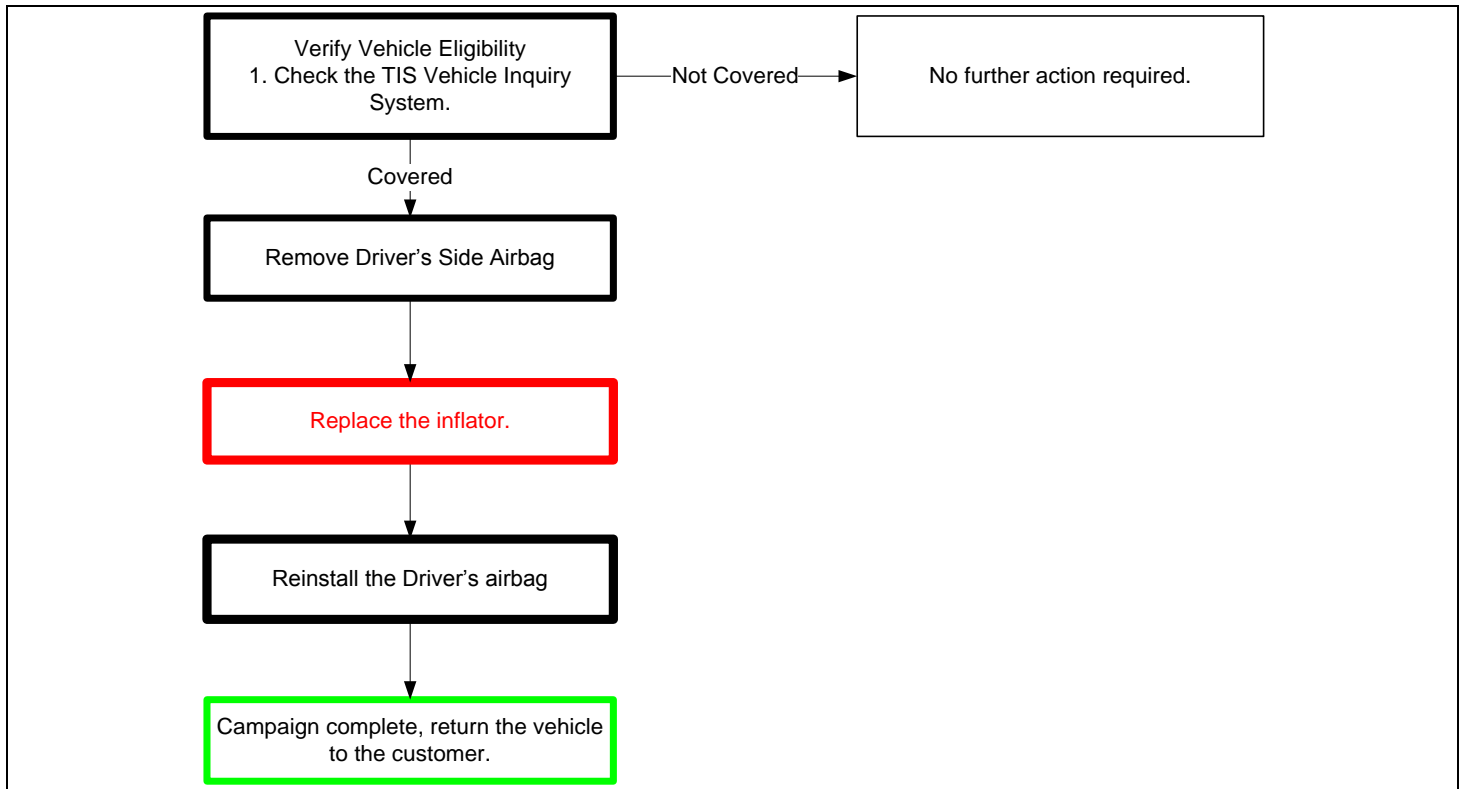
Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume * PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file Safety Recall claims and coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.

All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

TOYOTA						
Parts Allocation Report						
99999						
SAMPLE TOYOTA of NOWHERE						
The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.						
Parts with recent changes will be illustrated from top to bottom with the most recent effective date.						
If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.						
Part number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

In the limited cases where the serial number is illegible, the Airbag Assembly will require replacement. Please contact your regional representative for further direction on vehicle repair and claim filing procedures.

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
BGG22A	Replace Airbag Inflator	0.6

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Dealers may claim the cost for materials needed for inflator return shipping under opcode BGG22A at a maximum rate of \$0.20 per vehicle as sublet type “ZZ.”
- If a customer was provided a rental during the prelim/interim phases (F1L), or if parts are not available due to back order, a loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed as a sublet type “RT” under Op. Code BGG22A **Rentals greater than 4 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).**
- Towing can be claimed under Op. Code BGG22A for a maximum of \$250 as sublet type “TW” in the event the customer requested vehicle pickup.

Incomplete VIN List:

Toyota is committed to increasing Safety Recall completion rates. Engaging dealerships in customer outreach efforts is of vital importance to achieving this goal. To this end, dealers who utilize the Service Opportunity Access for Retention (SOAR) system can access a list of incomplete VINs in their area for campaign F0L. This information is to be used to contact customers about open recalls ONLY. DO NOT use this information for any other purpose.

For the Takata recall, communications to customers are coordinated with the National Highway Traffic Safety Administration (NHTSA). To promote clear and consistent messages, Toyota has developed templates for dealers to use in communications with customers. Dealers may add their logos and contact information in the spaces provided on the templates. These templates have been provided to the OCPe NBP vendors and will also be available for download in SOAR.

Please refer to the special **Takata Unrepaired VINs for Dealers FAQ** included in the dealer package for further details.

Media Contacts

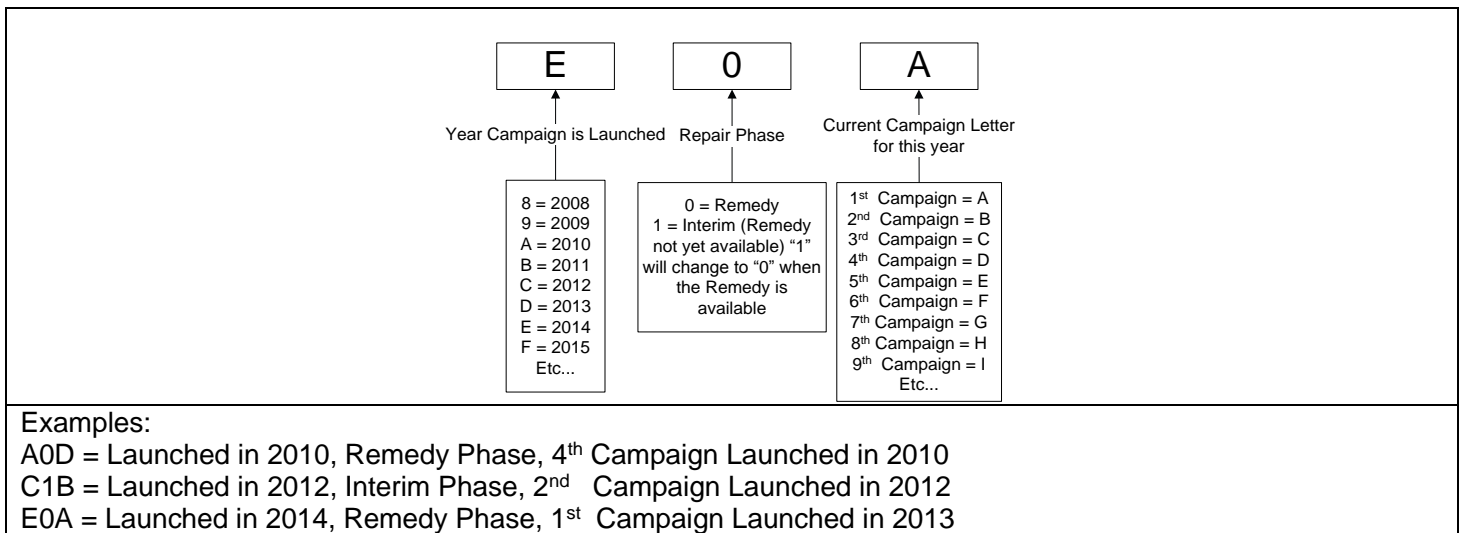
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

Campaign Designation Decoder



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 F0L – **Remedy Notice Update**
 2004 – 2005 Model Year RAV4
 Front Driver Airbag Inflator

Updated 10/15/15: Phase 2 remedy now available.

Updated 8/26/15: Phase 1 location updated to include all states in GST and SET regions.

Customer Frequently Asked Questions
 Published August 19, 2015

The Remedy is now available nationwide.

Q1: What is the condition?

A1: The subject vehicles are equipped with a Driver’s front dual-stage airbag inflator. Toyota believes these inflators may have an increased potential for moisture intrusion over time. Moisture intrusion could potentially make the inflator assembly more susceptible to rupture during a crash. An inflator rupture may result in metal fragments striking and potentially seriously injuring the vehicle occupants.

Q1a: What is the inflator?

A1a: The inflator is a device contained within the airbag assembly. It contains propellant which is ignited in the event airbag deployment is necessary. When ignited, the propellant expands into an inert gas, inflating the airbag.

Q2: What is Toyota going to do?

A2: Toyota will send (in phases consistent with parts availability and repair capacity) an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the airbag inflator replaced at **NO CHARGE**.

Q3: Are there any warnings that this condition exists?

A3: No. There are no warnings that this condition exists. **However, the condition does not cause the airbag to activate when it should not.** Also, the front driver airbag is designed to inflate only in certain moderate to severe crashes.

Q3a: When does Toyota anticipate the remedy will be available?

A3a: Toyota is currently launching this Safety Recall in phases based upon parts availability.

Phase	Location: based on vehicle registration	Target Launch Date
1	ALL HAH* , and Arkansas, Oklahoma, and North Carolina	Mid-August, 2015
2	All Remaining Regions/States	October, 2015

*High Absolute Humidity (HAH), encompasses the following states: Texas, Alabama, Mississippi, Georgia, South Carolina, Florida, Hawaii, and Louisiana. In addition, it includes Puerto Rico, Guam, Saipan, American Samoa, and the U.S. Virgin Islands.

Q4: Until the remedy is available in my area, are there any steps I can take to minimize the occurrence of this condition?

A4: The remedy is now available in all areas.

Q5: Are there concerns with other airbags in the vehicle?

A5: No, this condition only applies to the front driver airbag inflator. Other airbags in the vehicle are not affected by this condition.

Q6: Are all vehicles involved in the previous Takata front passenger inflator recall actions covered by this Safety Recall?

A6: No, this Safety Recall only applies to **front driver airbag inflator** on 2004 – 2005 RAV4 vehicles. None of the vehicles involved in this Safety Recall are involved in other Takata **front passenger airbag inflator** recall actions.

Q7: Which and how many vehicles are covered by this campaign?

A7: There are approximately 159,700 2004 – 2005 RAV4 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
RAV4	2004 – 2005	Mid-May 2003 – Late October 2005

Q7a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A7a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q8: How long will the repair take?

A8: The repair takes approximately one and a half hours; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q9: What if I previously paid for repairs related to this campaign?

A9: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q10: How does Toyota obtain my mailing information?

A10: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q11: What if I have addition questions or concerns?

A11: If you have additional questions or concern, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday – Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.



Safety Recalls E04, DSF, F0L – Takata Unrepaired VINs for Dealers

Frequently Asked Questions

Q1: Why is Toyota providing unrepaired VINs to dealers?

A1: Toyota is making every effort to increase the completion rate for the Takata recall. Engaging dealerships in this effort is of vital importance. Toyota recognizes that dealers have local expertise for their market areas and need to know what unrepaired vehicles are in their area in order to provide assistance in our efforts.

Q2: How will Toyota provide unrepaired VINs to dealers?

A2: Toyota is developing an integration within the Service Opportunity Access for Retention (SOAR) system to provide unrepaired VINs and customer contact information to dealers.

Q2a: What if my dealership doesn't use SOAR today?

A2a: At this time, we can only provide this data through the SOAR system. However, SOAR is free to access for all dealers. If your dealership would like to obtain access, find and click the SOAR link on the Service menu in Dealer Daily and follow the instructions to sign up. Note that SET dealers are not involved in the SOAR program.

Q2b: What if I don't have access to SOAR?

A2b: If your dealership is not a current SOAR user, please contact the Dealer Daily administrator within your dealership to gain access. Only users who have a business need to access the data within SOAR should be provided access.

Q3: Are there any special conditions or terms of use involved with this data?

A3: Yes, each time a dealer accesses the data in SOAR, they will be required to agree to a series of terms and conditions. The use of this data is strictly prohibited for any purpose other than contacting customers about the incomplete recall on their vehicle. It cannot be used for marketing of any kind.

Q4: Can I download the data and provide to members of my dealership to reach out to customers?

A4: Yes, we encourage you to use the data to reach customers in your area for the purpose of informing them about an open recall. We ask that you keep in mind that Terms and Conditions state that you may not load this data into any other database and you may not retain the data for longer than is necessary to reach out to customers for that purpose.

Q5: Will I be able to use my OCPe National Business Partner (Epsilon, AutoPoint, Gulf States Marketing) to reach out to customers in my area?

A5: Yes. A similar integration with National Business Partners which exists today in SOAR will be available for the Takata unrepaired VINs.

Q5a: Can I provide the data to other Third-Party Vendors?

A5a: Yes, but any Third-Party Vendor which receives this data must be contractually bound in writing to the same Terms and Conditions which dealers agree to when accessing the data.

Q6: Will Toyota purge the list of unrepaired VINs in my area as they are repaired?

A6: Yes, each night SOAR will be purged of any VINs for which repair warranty claims were received on the previous day.

Q7: What data will be available in SOAR?

A7: VIN, customer name, address, phone number, and email address. Note that phone number and email address may not be available for all VINs.

Q8: What can I send to customers to notify them about their open recall?

A8: Toyota has created specific templates. Dealers MUST use these templates for all communications. These communications have been designed so that dealers can incorporate their own logo, contact information, and links to online scheduling systems.

Q8a: Where can I obtain the communication templates?

A8a: Communication templates will be available within SOAR for download.

Q8b: Can I change the content of the templates?

A8b: No. These specific templates have been reviewed as part of the National Highway Traffic Safety Administration's (NHTSA) Coordinated Remedy Program. Consistent messaging in communications about the Takata recalls is important. Dealers should not change the content of the template aside from adding their dealer logo and contact information. Links to online appointment scheduling can be added as well as service hours if desired by the dealer.

Q9: What are the terms and conditions of use?

A9: Terms and conditions are shown below. Dealers will be required to agree to these terms and conditions each time they access this data on VINs with unrepaired Takata inflators in SOAR. Failure to adhere to any of these terms can result in being denied access to unrepaired VIN information.

I (in my capacity as a representative of my dealership, and in my individual capacity) specifically agree and acknowledge that:

- a. I am authorized to download and use the Recall Customer Data solely in connection with Toyota, Lexus, and Scion recalls and only to call Customers or send Customers direct mail or email reminders to notify them there is an open recall for their Toyota, Lexus or Scion vehicle (the "Permitted Purpose").
- b. Recall Customer Data means customer first and last name, physical address, phone number, email address and VIN associated with an open recall.
- c. I will not use any Recall Customer Data information for marketing of any kind and I will not include any sales, service or other retail marketing messages in recall reminder communications.
- d. I understand that all Recall Customer Data is confidential and proprietary to Toyota Motor Sales, U.S.A., Inc. and its designees ("Toyota"), and I shall not disclose it to any person or entity, unless approved in advance and in writing by Toyota.
- e. I shall protect and will not share my access credentials to this Recall Customer Data with anyone (other than, if necessary, with our dealership's systems administrator solely for the limited purpose of supporting the Permitted Purpose).
- f. I will not access or use this Recall Customer Data for unauthorized, fraudulent or malicious purposes, or in a manner that could damage, disable, overburden or impair any of the systems in which the Recall Customer Data is being provided.
- g. I understand that storage of the Recall Customer Data within any database or other methodology (including on printed materials) for any activity beyond the Permitted Purpose is prohibited. In particular, none of the Recall Customer Data shall be shared, stored, published, sold or used for any marketing purposes (including not used to 'cleanse' or validate information in any marketing or customer database).
- h. I understand that retention of the Recall Customer Data must not exceed a period of time necessary to ensure completion of the applicable open recall.
- i. I am authorized to share the Recall Customer Data with third party vendors acting on behalf of my dealership solely for the Permitted Purpose so long as each such vendor complies with these same limitations and restrictions that apply to me and my dealership (and has committed to do so under a binding written agreement).
- j. I will follow all other specific instructions that Toyota may issue from time to time about the use of the Recall Customer Data.

2004-2005 Model Year RAV4
Front Driver Airbag Inflator
SAFETY RECALL NOTICE (Remedy Notice)

URGENT SAFETY RECALL
This is an important Safety Recall. The remedy will be performed at **NO CHARGE** to you.

[VIN]

Dear Toyota Customer:

This notice is 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 2004-2005 Model Year RAV4 Vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

The subject vehicles are equipped with a Driver's front dual-stage airbag inflator. Toyota believes these inflators may have an increased potential for moisture intrusion over time. Moisture intrusion could potentially make the inflator assembly more susceptible to rupture during a crash. In the event of a crash necessitating deployment of the driver's frontal airbag, the inflator could rupture with metal fragments striking the driver or other occupants resulting in serious injury or death.

What will Toyota do?

Any authorized Toyota dealer will replace the front driver airbag inflator at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Toyota strongly recommends that you have this remedy performed immediately. Please contact any authorized Toyota dealer to schedule an appointment. If you are uncomfortable driving the vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick up.

The repair will take approximately one and a half hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If you would like to update your vehicle ownership or contact information, you may do so by registering at 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 the 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 <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.