

Tyson Siekiera / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
June 18, 2015
Approved By: Tom Trisdale

To: All Toyota Dealers
From: Product Support Division

UPDATES

9/30/15: Campaign Phase Identification section has been added and Rental Vehicle section has been updated

8/19/15: Rental Vehicle section has been updated

7/2/15: Rental opcodes are now available

Safety Recall F0L (F1L) – *Interim Notice* **2004 – 2005 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.

This information is being provided to keep you informed of the *interim* phase of this campaign. *Toyota is currently preparing the remedy for this condition.*

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.

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

Status

- *Toyota has begun to launch the remedy in phases; refer to the remedy dealer letter specific phasing details.*
- F0L (F1L until the remedy is launched) Interim Notification documents were available on TIS June 18, 2015.
- ***For reference purposes only***, VINs covered by this Safety Recall are searchable on TIS.
- Toyota will complete the interim owner notification letter mailing by June 21, 2015. The interim notice will advise the owner of this Safety Recall and that they will receive a future notice when the remedy is available.

Pre-Owned Vehicles in Dealer Inventory

All vehicles in dealer inventory that are covered by this Safety Recall must have the remedy performed before customer delivery.

Rental Vehicle

If a customer contacts your dealership and does not feel comfortable driving his/her vehicle, please accommodate the customer by providing a rental vehicle. **Immediately after providing the customer a rental, you MUST contact your regional representative and explain the situation; your regional representative will provide further direction. DO NOT REPLACE THE INFLATOR until you confirm the campaign status in TIS indicates FOL Remedy 'Not Completed' AND the scanning application is available.** For any long-term rentals (beyond 30 days), the rental opcodes may be filed on a monthly basis. **Rentals greater than 4 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).**

Opcode	Description	Sublet Type
BGG31A	Vehicle Rental 1-30 Days	RT
BGG31B	Vehicle Rental 31-60 Days	
BGG31C	Vehicle Rental 61-90 Days	
BGG31D	Vehicle Rental 91-120 Days	

Campaign Phase Identification

Reference the following information to assist you in identifying vehicles eligible for repair.

REMEDY PHASE – ELIGIBLE FOR REPAIR

Campaign Description:	Safety Recall FOL - Remedy Notice - 2004-2005 Model Year RAV4 - Front Driver Airbag Inflator Module	Check Applicability for VIN
Completion Status:	Not Completed	
[Show Documents]		

STATUS IDENTIFICATION

A: Campaign Description – FOL Remedy

B: Completion Status – Not Completed

C: 'Check Applicability for VIN' link present to allow serial number scanning

This vehicle is eligible to have FOL remedy performed.

INTERIM PHASE – FUTURE REPAIR

Campaign Description:	Safety Recall FOL (F1L) - Interim Notice - 2004-2005 RAV4 - Front Driver Airbag Inflator Module
Completion Status:	Not Completed
[Show Documents]	

STATUS IDENTIFICATION

A: Campaign Description – F1L Interim

This vehicle is in the interim phase; the remedy CANNOT be performed at this time.

Repairs performed while the vehicle is in the F1L Interim phase may result in a delay of warranty claim processing and/or adjustment of part allocation.

Media Contacts

If you are a dealership associate and have any questions, please contact your District Service/Parts Manager. **In the event you are contacted by the News media**, 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.)

Customer Contacts

A FAQ is available on TIS to help respond to customer concerns. If a customer has any further questions, they are requested to contact the Toyota 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 to 4:00 pm Pacific Time.

Please note that the attached FAQ is published on the www.Toyota.com website for customer viewing.

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

Thank you for your cooperation.

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



Safety Recall F0L (F1L) – **Interim Notice**
2004 – 2005 Model Year RAV4
Front Driver Airbag Inflator

Customer Frequently Asked Questions
Published June 18, 2015

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 is currently preparing the remedy for this condition.** In the meantime, we are communicating our interim actions:

- Toyota will mail an interim owner notification letter in mid-June, 2015.
- The interim notice will advise the owner of this Safety Recall and that they will receive a future notice when the remedy is available.

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.

Q4: What if I do not feel comfortable driving my vehicle?

A4: If you do not feel comfortable driving your vehicle, contact an authorized Toyota dealer. The dealer will provide a rental vehicle until the remedy can be performed on your vehicle.

Q5: When does Toyota anticipate the remedy will be available?

A5: The remedy procedure and parts are currently being prepared. Toyota currently expects to release the remedy and begin notifying customers that the remedy is available and instructing them to contact their local authorized Toyota dealer to have the remedy performed **within the next 90 days.**

Q6: Are there concerns with other airbags in the vehicle?

A6: No, this condition only applies to the front driver airbag inflator. Other airbags in the vehicle are not affected by this condition.

Q7: Are all vehicles involved in the previous Takata front passenger inflator recall actions covered by this Safety Recall?

A7: 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.

Q8: Which and how many vehicles are covered by this campaign?

A8: 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

Q9a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A9a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

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.

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

INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is ready.

[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.

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, which will be provided to you at no cost. We will send you another notification when the remedy is available.

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 should you do?

We appreciate your patience while we prepare the remedy.

You will receive a second owner notification letter when the remedy is available.

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.

If you do not feel comfortable driving your vehicle, contact an authorized Toyota dealer. The dealer will provide a rental vehicle until the remedy can be performed on your vehicle.

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.