

Tyson Siekiera / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
May 12, 2015  
Approved By: Tom Trisdale

To: All Toyota Dealers  
From: Product Support Division

**Safety Recall F0L (F1L) – *Preliminary Notice***  
**2004 – 2005 RAV4**  
**Front Driver Airbag Inflator Module**

On May 13, 2015, Toyota will file 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 the following vehicles:

- 2004 – 2005 Model Year RAV4

This preliminary information is being provided to keep you informed of the filing. ***Toyota is currently preparing the remedy for this condition.*** We will notify dealerships again at the time of the next phase, prior to the owner notification starting.

**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**

- F0L (F1L until the remedy is launched) Preliminary Notification documents will be available on TIS Tuesday evening, May 12, 2015. ***For reference purposes only***, VINs covered by this Safety Recall will be searchable on TIS starting Tuesday evening, May 12, 2015.
- ***Toyota is currently preparing the remedy for this condition.***
- The attached Dealer Daily Message will be sent to all dealerships informing them of the DIR filing.

**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. Follow the Toyota Transportation Assistance Program (TTAP) guidelines. Rental reimbursement opcodes are not currently available but will be provided at a later date.

## **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](http://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.



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Front Driver Airbag Inflator Module

**Customer Frequently Asked Questions**  
**Published May 12, 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.** Once preparations are complete, Toyota will send an owner notification letter by first class mail to owner of vehicles covered by this Safety Recall.

**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 module. Other airbags in the vehicle are not affected by this condition.

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

A7: No, this Safety Recall only applies to **front driver airbag inflator modules** on 2004 – 2005 RAV4 vehicles. None of the vehicles involved in this Safety Recall are involved in other Takata **front passenger airbag inflator module** 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.

<b>Model Name</b>	<b>Model Year</b>	<b>Production Period</b>
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: What if I have addition questions or concerns?**

A10: 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.