

TOYOTA

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

Subject: Safety Recall **DSF Remedy Update**
Certain 2003-2008 Model Year Corolla and Matrix Vehicles
Certain 2003-2006 Model Year Tundra Vehicles
Certain 2002-2007 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module

Background

The original remedy for Safety Recall D0F launched in early April, 2013, included an inspection and, if necessary, replacement of the airbag inflator module.

- In early June, 2014, supplemental Safety Recall DSF was announced with a revised remedy which involved replacement of the passenger inflator module regardless of inspection results.
- In early May, 2015, Toyota expanded Safety Recall DSF to include certain 2003-2004 model year Tundra vehicles and 2004 model year Sequoia vehicles.
- In mid-June, 2015, Toyota expanded Safety Recall DSF to include certain 2005-2007 model year Corolla, Matrix, Sequoia, and 2005-2006 model year Tundra vehicles.
- In early March, 2016, Toyota expanded Safety Recall DSF to include certain 2008 Corolla and Matrix vehicles.

*Toyota has completed the remedy and owner mailing preparations for Phases 1-10. **All affected vehicles are eligible for an inflator replacement.***

Condition

The subject vehicles are equipped with front passenger airbag inflators which may have been manufactured in such a way as to have a potential for the intrusion of moisture over time. Depending on the circumstances, this could create excessive internal pressure when the airbag is deployed and cause the inflator to explode. In the event of an inflator explosion, metal fragments could pass through the airbag cushion material, striking the vehicle occupants and potentially resulting in serious injury or death.

Remedy

The remedy has been launched in phases due to limited parts availability.

Phase	Model	Location	Launch Date
1	03-04MY Corolla 03-04MY Matrix 03-04MY Tundra 02-04MY Sequoia	Vehicles registered in Florida, Hawaii, Puerto Rico and U.S. Virgin Islands.	Late June, 2014
2		Vehicles registered in Gulf States Toyota (GST) and Southeast Toyota (SET). States: AL, AR, FL, LA, GA, MS, NC, OK, SC, and TX	Mid-February, 2015
3		Vehicles registered in Central Atlantic Toyota (CAT) States: DE, MD, PA, VA, and WV	Late March, 2015
4		Vehicles registered in San Francisco and Los Angeles Regions State: CA	Early April, 2015
5		Vehicles registered in Boston and New York Regions States: CT, MA, ME, NH, NJ, NY, RI, and VT	Late April, 2015
6	03-04MY Corolla 03-04MY Matrix	Vehicles registered in Chicago, Cincinnati, Denver, Kansas City, and Portland Regions States: AK, AZ, CO, IA, ID, IL, IN, KS, KY, MI, MN, MO, MT, ND, NE, NM, NV, OH, OR, SD, TN, UT, WA, WI, and WY	Late September, 2015
7	03-04MY Tundra 02-04MY Sequoia		Late October, 2015
8	05-07MY Corolla 05-07MY Matrix 05-06MY Tundra 05-07MY Sequoia	Vehicles registered in Gulf States Toyota (GST) and Southeast Toyota (SET). States: AR, NC, and OK (GST/SET states not listed are involved in Safety Recall E04 – For Areas of High Absolute Humidity)	Mid-November, 2015
9		Vehicles registered in Boston, Central Atlantic Toyota (CAT), Chicago, Cincinnati, Denver, Kansas City, Los Angeles, New York, Portland, and San Francisco Regions States: AK, AZ, CA, CO, CT, DE, IA, ID, IL, IN, KS, KY, MA, MD, ME, MI, MN, MO, MT, ND, NE, NH, NJ, NM, NV, NY, OH, OR, PA, RI, SD, TN, UT, VA, VT, WA, WI, WV, and WY	Mid-December 2015
10	08MY Corolla 08MY Matrix	All Locations Note: Vehicles originally sold in, or currently/previously registered in, areas of High Absolute Humidity are included in Safety Recall E04.	Early March, 2016

Toyota dealers are requested to replace the front passenger airbag inflator at **no charge** to the vehicle owner. (For certain models, the front passenger airbag assembly may be replaced.)

The following information is provided to inform you of the owner notification timing and your degree of involvement.

Owner Letter Mailing

Toyota notified all owners of vehicles covered by Phases 1-10. The notification start and end dates vary based on the launch date of each phase. The owner letter notifications for these customers has been completed.

Toyota makes significant effort to obtain current customer name and address information 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.

If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

Pre-Owned Vehicles in Dealer Stock

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Toyota expects dealers to use the attached Pre-Owned Vehicle-Safety Recall Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state "Disclosure Form – DSF" and include the VIN.

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 designated, sold or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

Number and Identification of Covered Vehicles

There are approximately 1,874,000 Toyota vehicles covered by this Safety Recall. Vehicles covered by Safety Recall D0F that previously received a replacement airbag inflator module are not included in either action.

Model	Model Year	Appx. UIO	Production Range
Corolla	2003-2008	1,150,000	Mid-December, 2001 - Late December, 2007
Matrix	2003-2008	242,000	Mid-December, 2001 - Mid-December, 2007
Tundra	2003-2006	309,000	Late May, 2002 - Late December, 2006
Sequoia	2002-2007	173,000	Early April, 2002 - Early November, 2007

Campaign Phase Interpretation

The remedy has been resumed and is available for ALL vehicles involved in DSF. Dealers should confirm the status of each VIN in TIS prior to beginning any repairs.

Refer to the table below to determine the remedy status of vehicles involved in DSF.

Model	Model Year	DSF Remedy Status
Corolla	2003 – 2008	Remedy Available
Matrix	2003 – 2004	Remedy Available
	2005 - 2008	Remedy Available
Tundra	2003 – 2006	Remedy Available
Sequoia	2002 – 2007	Remedy Available

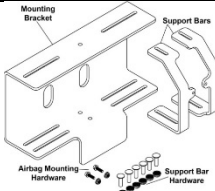
The remedy status for all campaign codes that require the remedy parts affected by this condition is shown below for your reference. Please refer to the individual Takata Airbag recall dealer letters for more details.

Model Name	Model Year	DSF/E04	J0A/J0B/J0C	K0Q Remedy Status
Matrix	2005 - 2008	Remedy Available	Remedy Available	Remedy NOT Available
Corolla	2003 - 2004	Remedy Available	Remedy Available	Remedy Available
	2005 - 2008	Remedy Available	Remedy Available	Remedy Available

Campaign Special Service Tools

In a shipment which was scheduled to arrive on July 31, 2013, your dealership was sent a package containing special service tools for Safety Recall D0F which will also be used for this campaign.

These tools are needed when performing the front passenger airbag inflator module 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.

Name	Sample Image	Qty
Airbag Mounting Bracket & hardware	 A technical line drawing showing an airbag mounting bracket with various mounting points and hardware. Labels include 'Mounting Bracket', 'Support Bars', 'Airbag Mounting Hardware', and 'Support Bar Hardware'.	1
Barcode Scanner	 A photograph of a handheld barcode scanner with a cord.	1

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 recall repair are required to have successfully completed E-Learning course SC18A (if you had previously completed E-Learning Course SC13B, you do not have to take SC18A), in addition to “Safety Recall and Service Campaign Essentials”, and currently hold at least one of the following certifications levels:

- **Toyota Certified (Electrical)**
- **Toyota Expert (Any Specialty)**
- **Master Technician**
- **Master Diagnostic Technician (MDT)**

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Safety Recall 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.

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 and Airbag Assemblies

This parts return procedure is applicable to removed airbag inflators, airbag modules, and airbag assemblies. With this process, each dealer will be required to perform the following:

- Apply a return address label to the outside of each inflator/module/assembly box (**label provided by Takata in the new part box**).
- Store the old parts on a pallet until 100 are accumulated or whatever amount is collected after 30 days.
- **Keep a running log of how many of each type of inflator/module/assembly are on the pallet.**
- Secure the parts on the pallet with shrink wrap.
- Contact Takata 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 Takata.

This process will not require the dealer to fill out any paperwork. All documents will be filled out by Takata and returned to the dealer.

Refer to the Job Aid available on TIS for more details on this process and how to get more labels.

In addition, to compensate dealers for purchasing pallets and shrink wrap, a sublet claim of 0.20 cents per vehicle may be applied to each inflator replacement warranty claim.

NOTE: This updated inflator recovery program only applies to the continental 48 states. Alaska, Hawaii and the US Territories must contact the following Takata USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5078 or e-mail: MLGTakataRestraints_International@menlowworldwide.com.

Parts Ordering Process

On November 3rd, 2016, Toyota announced that Non-Desiccated Airbag Inflator kits for 05-08 Corolla, 03-08 Matrix, 05-06 Tundra, and 05-07 Sequoia vehicles could no longer be ordered.

Additionally, as of February 09, 2017, Non-Desiccated Airbag Inflators for 03-04 Corolla, 03-04 Tundra and 02-04 Sequoia are also no longer able to be ordered through your PDC.

Dealers should discontinue the installation of the parts listed below for the recalls, customer pay repairs AND over-the-counter sales (if applicable) unless they have a mark on the label.

Mark Present = OK Part

Do NOT Return



Model	Model Year	Location	Part Number	Part Description
Matrix	2005-2008	48 States in Continental U.S.	04005-22901	AIRBAG ASSEMBLY W/ INFLATOR
		USTT, Hawaii & AK	04005-22801	

Toyota requires all dealers to return any parts listed above that do NOT have a mark on the label that remain in dealer inventory by utilizing the Hazmat Part Return Program available. Dealers will be issued a refund for all part returns. This part return program is outlined in *PANT Bulletin 2014-042*.

Important Note:

In order to return the inflator, packages must **NOT** be opened/tampered with.

Updated: 8/28/2019

Non SET and GST Parts Ordering Process

Due to limited availability, the parts have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory improves, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

Replacement *Takata* Airbag Inflators

Model	Model Year	Part Number	Part Description	Qty
Corolla	2003-2004	04006-06102	INFLATOR ASSY KIT, AIR BAG	1
	2005-2008			
Sequoia	2002-2004	04006-0490C		
	2005-2007	04006-0620C		
Tundra	2003-2004	04006-0490C		
	2005-2006	04006-0620C		

Replacement *Autoliv* Airbag Modules

Model	Model Year	Part Number	Part Description	Qty
Matrix	2003-2004	04005-22601	AIRBAG ASSEMBLY W/ INFLATOR	1
	2005-2008	04005-22901	AIRBAG ASSEMBLY W/ INFLATOR	1
- AND -				
Matrix	2003-2008	04005-28112	AIRBAG CONNECTOR	1

Non-Desiccated Part Recovery

Dealers should discontinue the installation of the non-desiccated parts listed below for recall, customer pay repairs AND over-the-counter sales (if applicable).

Model	Model Year	Location	Part Number	Part Description
Corolla	2003-2004	48 States in Continental U.S.	04003-28102	INFLATOR ASSY KIT, INSTR PNL AIRBAG
	2005-2008	48 States in Continental U.S.	04004-75202	
Sequoia	2002-2004	48 States in Continental U.S.	04003-2810C	
	2005-2007	48 States in Continental U.S.	04004-7520C	
Tundra	2003-2004	48 States in Continental U.S.	04003-2810C	
	2005-2006	48 States in Continental U.S.	04004-7520C	
Matrix	2003-2004	48 States in Continental U.S.	04003-28101	
	2005-2008	48 States in Continental U.S.	04004-75201	

Model	Model Year	Part Number	Part Description
Corolla	2003-2004	73970-02040-B0	AIR BAG ASSY, INSTR PNL PASS
		73970-02040-B1	
		73970-02040-E0	
	2005-2008	73970-02051-B0	
		73970-02051-B1	
		73970-02051-E0	
Sequoia	2002-2004	73970-0C020-B0	
		73970-0C020-B1	
		73970-0C020-E0	
	2005-2007	73970-0C021-B0	
		73970-0C021-B1	
Tundra	2003-2004	73970-0C020-B0	
		73970-0C020-B1	
		73970-0C020-E0	
	2005-2006	73970-0C021-B0	
		73970-0C021-B1	
Matrix	2003-2004	73970-01030-B0	
	2005-2008	73970-01050-B0	

Toyota requires all dealers to return any parts listed above that still remain in dealer inventory by utilizing the Hazmat Part Return Program available. Dealers will be issued a refund for all part returns. This part return program is outlined in *PANT Bulletin 2014-042*.

Important Note:

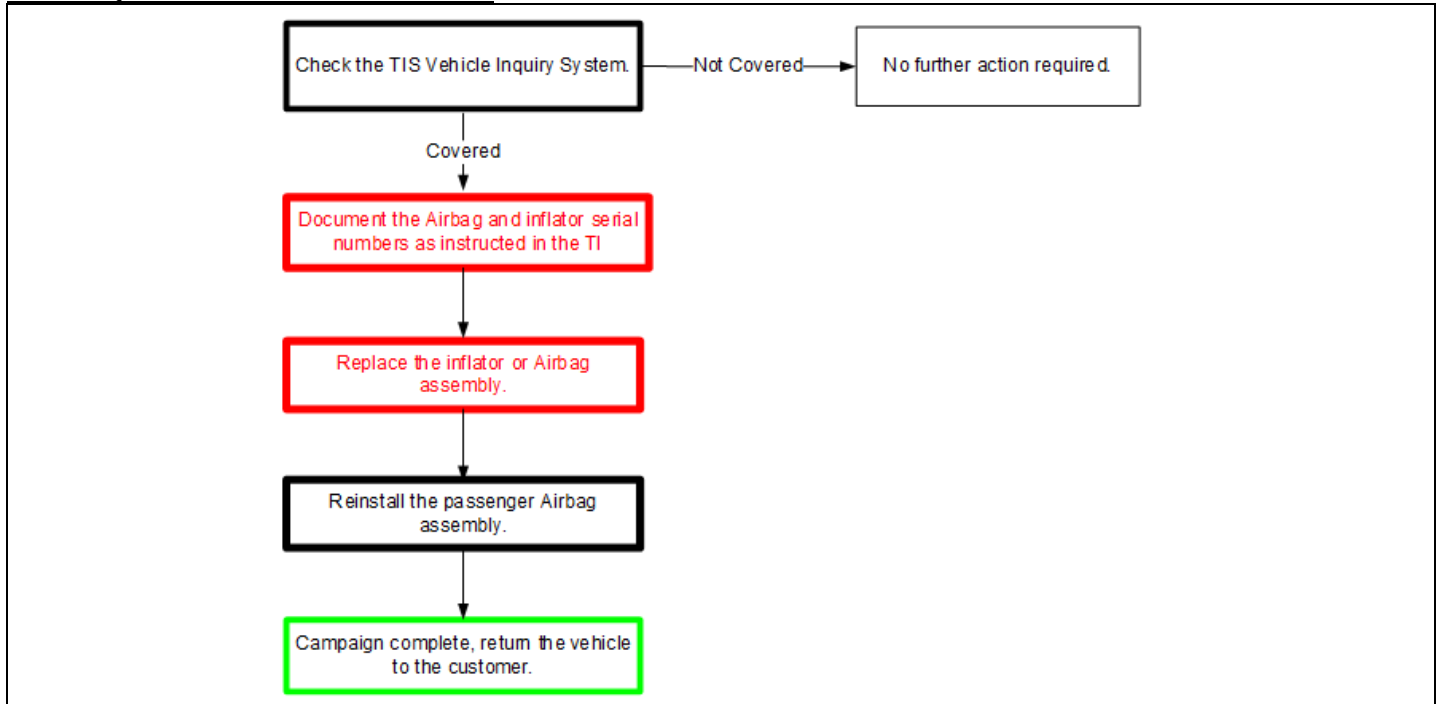
In order to return the inflator, packages must **NOT** be opened/tampered with.

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.

Remedy Procedures

Please refer to TIS for Technical Instructions on inspection and repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

Warranty Reimbursement Procedure

Model	Op. Code	Description	Flat Rate Hour
Tundra & Sequoia	AGG48B	Replace Airbag Inflator	1.2 hr/vehicle
Corolla	AGG48G	Replace Airbag Inflator	0.9 hr/vehicle
Matrix		Replace Airbag Assembly or Inflator	

In limited instances, a Sequoia vehicle may have an inflator utilizing a large retaining hex nut on the right side. These vehicles are not involved in this Safety Recall. **Refer to the Sequoia Technical Instructions Section VIII-2 for additional details.**

Model	Op. Code	Description	Flat Rate Hour
Sequoia (ONLY)	AGG48W	Large Retaining Hex Nut Found Vehicle not Involved Under this Safety Recall (Refer to the Sequoia Technical Instructions Section VIII-2)	0.3 hr/vehicle

- 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 opcodes AGG48B and AGG48G at a maximum rate of \$0.20 per vehicle as sublet type "ZZ."
- Towing may be offered to the customer and can be claimed under Op. Code AGG48B, AGG48G, and AGG48W for a maximum of \$250 as sublet type "TW". The customer may request vehicle pick up if they reside in areas where dealerships are not located within reasonable traveling distance or if the customer is not comfortable driving their vehicle.

o **Towing invoice *MUST* be attached to all towing claims. These claims may be subject to debit if towing invoice is not attached.**

Loaner Vehicle Reimbursement Procedure

For customer convenience, one of the following alternative transportation options can be claimed for \$35 per day:

- Loaner vehicle through Toyota Rent-A-CAR (TRAC)
- Rental vehicle
- Other alternative transportation such as Uber, Lyft or a taxi

Op Code	Description
RNTDSF	Vehicle Rental 1 Day

If alternative transportation exceeds 1 day, due to part availability issues such as a backorder, then alternative transportation can be claimed as sublet type “RT” under the repair Op. Codes AGG48B or AGG48G.

NOTE:

- **Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**
- **Rentals greater than 3 days or \$35 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP)**

Dealer Transportation - Customer Vehicle Pickup and Delivery

- **Dealer Transportation Opcode is only to be used if the customer’s vehicle was delivered to and from the dealer. Transportation sublet is not to exceed \$120. These claims may be subject to debit if it is determined that the vehicle was not picked up or delivered.**
- Dealers will determine the transportation cost, which they are allowed to claim as sublet “DE”, under the Dealer Transportation op code by multiplying their dealer labor rate by 0.7 hours (ex. \$100 x 0.7 = \$70 Dealer Transportation).

Model	Dealer Transportation Op Code	Sublet	\$ Amount to be Included on Claim for Dealer Transportation Cost
Tundra & Sequoia	DSFTRA	DE	0.7hr x Dealer Labor Rate (ex: \$100 x 0.7 = \$70)
Corolla			
Matrix			

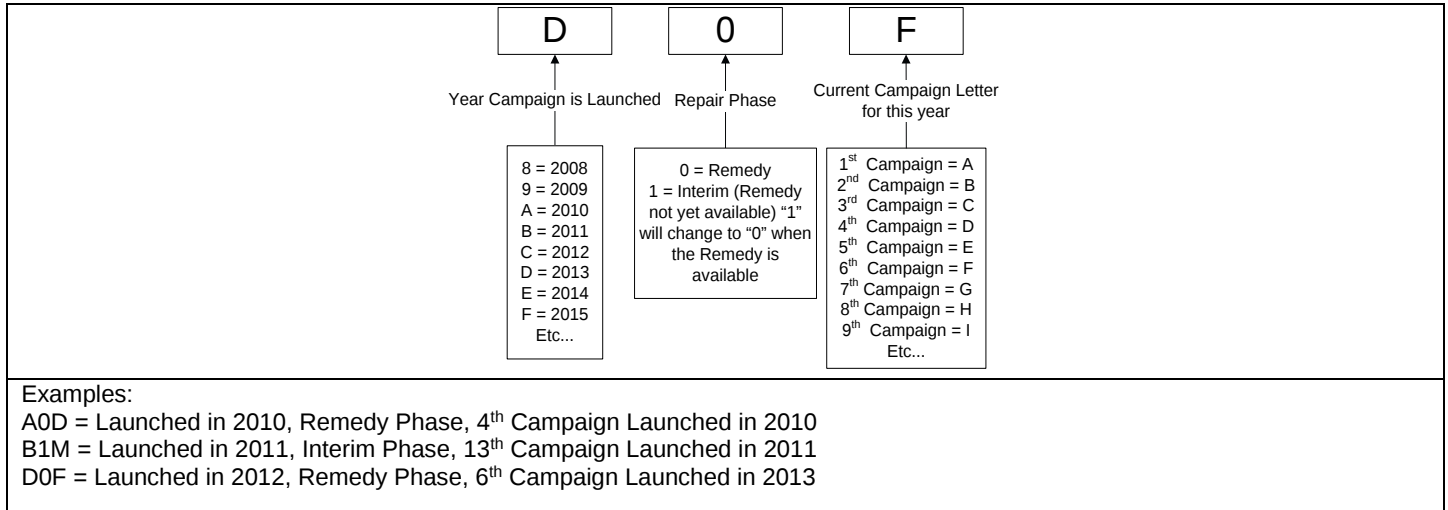
Unremedied VIN List:

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 DSF. 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.

Campaign Designation Decoder



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.

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 Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media associates.

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. 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) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

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.