

Austin Fadel / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
October 24, 2014
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Update 05/12/2015: **Additional 03–04MY Tundra and 04MY Sequoia Vehicles Added**
Update 04/30/2015: Phase 5 Launch
Update 02/09/2015: Update to UIO
Update 11/13/2014: ASM Reference Guide
Update 11/13/2014: Update to UIO

Safety Recall DSF (D3F) (Supplement to D0F) – Interim Notice
2003 - Certain 2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles
2002 - Certain 2004 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module

This notification is being made to inform dealers of an expansion to Safety Recall DSF (D3F). As you know, this Safety Recall has been launching in phases consistent with parts availability. On May 13, 2015, Toyota will amend this action adding certain 2003 – 2004 model year Tundra vehicles and 2004 model year Sequoia vehicles. The additional vehicles have been added to DSF Remedy or D3F Interim based upon their registered location and the remedy status for that location.

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. A supplemental action, Safety Recall DSF (D3F), was announced in early June, 2014, with an updated remedy procedure requiring replacement of the airbag inflator module for ALL included vehicles.

In early May, 2015, Toyota expanded Safety Recall DSF (D3F) to include certain 2003 - 2004 model year Tundra vehicles and 2004 model year Sequoia vehicles.

The remedy, when available, will involve replacement of the inflator for ALL vehicles identified in this supplemental action.

The remedy for this action will be launched in phases due to limited parts availability.

Phase	Location	Launch Date
1	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

Additional Phases: Toyota is currently working on obtaining the remedy parts for subsequent phases of this Safety Recall. Additional information will be provided as remedy parts become available.

Condition

The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture. An inflator rupture may result in metal fragments striking and potentially seriously injuring the vehicle occupants in a crash.

Additionally, Tundra and Sequoia models equipped with a certain type passenger airbag inflator may have a potential for intrusion of moisture over time. The cause of such moisture intrusion and the relationship, if any, to the risk of inflator rupture is not known.

Covered Vehicles

There are approximately 732,550 Toyota vehicles covered by Safety Recall DSF (D3F). Vehicles covered by Safety Recall DOF that previously received a replacement airbag inflator module are not included in either action.

Model	Model Year	Appx. UIO	Production Range
Corolla	2003 – 2004	364,150	Mid-December, 2001 through Early April, 2004
Corolla Matrix	2003 – 2004	65,400	Mid-December, 2001 through Late January, 2004
Tundra	2003 – 2004	175,050	Late May, 2002 through Late August, 2004
Sequoia	2002 – 2004	127,950	Early April, 2002 through Late August, 2004

Status

- VINs covered by this Safety Recall DSF (D3F) are searchable on TIS. Be sure to verify Safety Recall eligibility through TIS.
- **Due to limited parts availability, airbag inflator replacement is only available in the areas launched in phases 1 through 5.**
- **Additional phases will be announced consistent with parts availability.**

Pre-Owned Vehicles in Dealer Inventory

All vehicles in dealership stock that are covered by this Safety Recall must have the passenger airbag inflator replaced before 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 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

A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.

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

Thank you for your cooperation.



Safety Recall DSF (D3F)

2003 - Certain 2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles

2002 - Certain 2004 Model Year Sequoia Vehicles

Front Passenger Airbag Inflator Module

Customer Frequently Asked Questions

Published Early May, 2015

We at Toyota care greatly about your safety while we prepare the remedy parts for this condition. We are providing the following information to keep you informed of the recall details. Please check back frequently as this document will be updated.

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, a supplemental Safety Recall 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 (D3F) to include certain 2003 - 2004 model year Tundra vehicles and 2004 model year Sequoia vehicles. Due to parts production capacity, the supplemental Safety Recall DSF (D3F) will be launched in phases. **Toyota will re-notify owners of vehicles originally included in Safety Recall D0F that have not had the passenger airbag inflator module replaced and notify owners included in the expansion, once parts are produced in sufficient quantities.** Vehicles that already received a replacement passenger airbag inflator module are not included in this supplemental Safety Recall.

Q1: What is the condition?

A1: The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture. An inflator rupture may result in metal fragments striking and potentially seriously injuring the vehicle occupants in a crash.

Additionally, Tundra and Sequoia models equipped with a certain type passenger airbag inflator may have a potential for intrusion of moisture over time. The cause of such moisture intrusion and the relationship, if any, to the risk of inflator rupture is not known.

Q1a: What is the Inflator?

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

Q2: How does my vehicle related to the Takata and Toyota action for Areas of High Absolute Humidity?

A2: Toyota has two separate Safety Recall actions related to Takata inflators. One is a nationwide recall and a second is focused on the gulf coastal and other areas with consistently high absolute humidity. Your vehicle is included in nationwide Takata recall activity, and your passenger airbag inflator will be replaced when parts become available.

Takata has tested parts recovered from recalled vehicles. Test results from the parts recovered from consistently high absolute humidity areas (such as Florida and the Gulf Coast) have shown a possible correlation with high absolute humidity areas and improper passenger airbag inflator deployment. Test results of parts from areas with lower absolute humidity than these coastal regions have shown proper deployment. The geographic concentration of inflators with abnormal performance in these areas with consistently high absolute humidity warrants priority replacement in these areas. Therefore, Toyota has announced superseding Safety Recall E04 for areas with High Absolute Humidity, and is prioritizing the remedy of vehicles in these areas.

Q2a: What is absolute humidity?

A2a: The measure of the water vapor content in the air is known as absolute humidity, and it is displayed in grams of water vapor per cubic meter of air. Higher temperature, southern coastal climates consistently experience the greatest concentrations of water vapor in the air, as warmer ambient air can hold more water.

Note: relative humidity is simply a percentage value and is related to current or measured temperature; therefore, areas with high relative humidity do not necessarily have high absolute humidity.

Q2b: Which vehicles from Safety Recall DSF (D3F) are now covered by Superseding Safety Recall E04?

A2b: Approximately 145,150 vehicles originally involved in DSF (D3F) are now involved in Superseding Safety Recall E04. Vehicle transferred to E04 were originally sold, currently registered, or ever registered in areas of High Absolute Humidity, encompassing the following: Coastal Areas around the Gulf of Mexico for Texas, Alabama, Mississippi, Georgia, and Louisiana. In addition it will include Florida, Puerto Rico, Guam, Saipan, American Samoa, Virgin Islands and Hawaii.

Q2c: Until the remedy is available in my area, are there any steps I can take to minimize the occurrence of this condition?

A2c: No, There are no steps you can take to minimize the occurrence of this condition. However, the condition does not cause the airbag to activate when it should not. Also, the front passenger airbag is designed to inflate only in certain moderate to severe crashes. To further minimize risk, Toyota recommends that you locate passengers into the rear seating positions.

Q3: What is Toyota going to do?

A3: **Toyota is currently working on obtaining the necessary remedy parts.** Once the parts are available, we will notify owners.

Once the remedy parts have been produced in sufficient quantities, 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 module replaced at **no charge**.

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

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

Phase	Location	Launch Date
1	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

Additional Phases: Toyota is currently working on obtaining the remedy parts for subsequent phases of this Safety Recall. Additional information will be provided as remedy parts become available.

Q3b: How does Toyota obtain my mailing information?

A3b: Toyota uses an industry provider who works with each states 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.

Q3c: When the remedy becomes available, do I need my owner letter to have the remedy performed?

A3c: 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.

Q4: Which and how many vehicles are covered by this Safety Recall?

A4: There are approximately 732,550 Toyota vehicles covered by Safety Recall DSF (D3F). Vehicles covered by Safety Recall D0F that received a replacement airbag inflator module are not included in either action.

Model	Model Year	Appx. UIO	Production Range
Corolla	2003 – 2004	364,150	Mid-December, 2001 through Early April, 2004
Corolla Matrix	2003 – 2004	65,400	Mid-December, 2001 through Late January, 2004
Tundra	2003 – 2004	175,050	Late May, 2002 through Late August, 2004
Sequoia	2002 – 2004	127,950	Early April, 2002 through Late August, 2004

Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A4a: Yes. There are approximately 16,000 Lexus SC430 vehicles covered by Safety Recall DSC (D3C). Vehicles covered by Safety Recall DLC that received a replacement airbag inflator module are not included in either action.

Q5: What if I previously paid for repairs to my vehicle for this condition?

A5: Reimbursement consideration instruction will be provided in the remedy owner letter.

Q6: What if I have additional questions or concerns?

A6: If you have additional questions or concerns, please contact the Toyota Customer Experience Center 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.



Safety Recall D0F/DSF(D3F)/E0V(E1V)/E04 - Supplemental ASM Reference
Certain 2003 - 2007 Model Year Corolla and Corolla Matrix Vehicles
Certain 2003 - 2006 Model Year Tundra Vehicles
Certain 2002 - 2007 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module

The following information is being provided to help dealership associates understand the differences between the multiple Takata actions Toyota has announced.

Safety Recall Overview:

In April 2013, Toyota announced a nationwide Safety Recall (D0F) to inspect and, as necessary, replace front passenger airbag inflator modules manufactured for Toyota by Takata Corporation. In June 2014, the recall remedy was revised to replace all inflators regardless of inspection results. The revision of the remedy was announced as a new Safety Recall DSF (D3F). All vehicles that did not receive a replacement inflator under D0F were included in DSF (D3F).

Safety Recall
DSF (D3F)
Nationwide

In cooperation with NHTSA, Toyota also launched in June 2014, a Limited Regional Recall E0V (E1V) covering an expanded model year range for certain areas with high levels of absolute humidity to study the possible correlation of abnormal inflator deployment to environmental factors. As part of these actions, Toyota recovered airbag inflators for further investigations by Takata. Testing found some inflators from South Florida to perform abnormally during deployment.

~~Safety Recall
E0V (E1V)
Regional~~

Not Active – Superseded by E04

The geographic concentration of inflators with abnormal performance in areas with consistently high absolute humidity warranted priority replacement in these areas. Therefore, Toyota has launched superseding Safety Recall (E04) which involves vehicles originally sold in, or currently/previously registered in, areas that are exposed to consistent High Absolute Humidity encompassing the Gulf Coastal and island areas. These vehicles were previously included in Safety Recalls D0F/DSF and E0V.

Safety Recall
E04
Regional

In May, 2015, Toyota expanded Safety Recalls DSF (D3F) and E04 to include additional vehicles.

- DSF (D3F) expansion included certain 2003 – 2004 model year Tundra vehicles and 2004 model year Sequoia vehicles.
- E04 expansion included additional 2005 – 2007 model year Corolla, Corolla Matrix, Sequoia, and 2005 – 2006 model year Tundra vehicles.

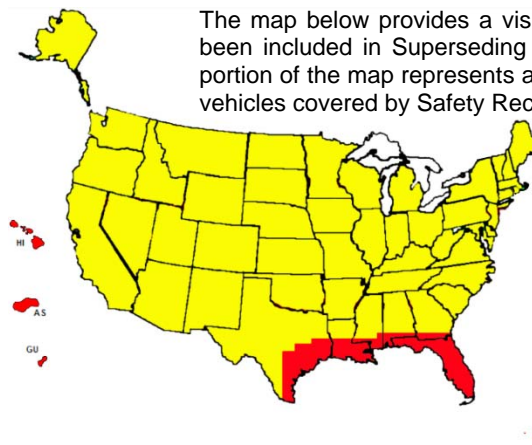
Updated 5/12/2015

Safety Recall DSF:

- 2003-2004 Corolla
- 2003-2004 Corolla Matrix
- 2003-2004 Tundra
- 2002-2004 Sequoia

Safety Recall E04:

- 2003-2007 Corolla
- 2003-2007 Corolla Matrix
- 2003-2006 Tundra
- 2002-2007 Sequoia



The map below provides a visual representation of the areas which have been included in Superseding Safety Recall E04 (Red Area). The yellow portion of the map represents an approximate geographic representation of vehicles covered by Safety Recall DSF (D3F).

Legend

= DSF (D3F)

= E04

Note: This map is provided for reference purposes only. The inclusion of vehicles in Safety Recall E04 and DSF (D3F) may differ from the visual representation shown on the map. Always verify vehicle Safety Recall applicability using the Technical Information System (TIS).



Safety Recall D0F/DSF(D3F)/E0V(E1V)/E04 - Supplemental ASM Reference
2003 - Certain 2005 Model Year Corolla, Corolla Matrix, and Tundra Vehicles
2002 - Early 2005 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module

Q1: Is the remedy different between DSF and E04?

A1: No, all vehicles involved in DSF and E04 will receive a replacement passenger airbag inflator as parts become available. At this time Toyota has a limited number of inflators; therefore, we are first focusing on the E04 area, because testing of some recovered inflators from High Absolute Humidity areas experienced abnormal performance.

Q2: Is Toyota offering passenger airbag disablement?

A2: No. Toyota was only offering passenger airbag disablement as a temporary measure while sufficient parts were being produced. Toyota now has sufficient parts to support vehicles covered under E04. If you previously had the front passenger airbag disabled due to unavailability of parts, please contact your dealer promptly to complete inflator replacement.

Q2a: Why was Toyota temporarily offering passenger airbag disablement under Safety Recall E04?

A2a: At the time, Toyota had a very limited supply of replacement airbag inflators to support vehicles covered under E04. This was only a temporary option for customers whose vehicles are covered under E04. While parts were being produced in sufficient quantity, the National Highway Traffic Safety Administration (NHTSA) granted Toyota permission to temporarily disable airbags only in High Absolute Humidity (E04) areas, but no others.

Updated 2/24/2015

Q3: Which vehicles from Safety Recall DSF (D3F) are now covered by Superseding Safety Recall E04?

A3: Approximately 145,150 vehicles originally involved in DSF (D3F) are now involved in Superseding Safety Recall E04. Vehicle transferred to E04 were originally sold in, or currently/previously registered in, areas of High Absolute Humidity, encompassing the following: Coastal Areas around the Gulf of Mexico for Texas, Alabama, Mississippi, Georgia, and Louisiana. In addition it will include Florida, Puerto Rico, Guam, Saipan, American Samoa, U.S. Virgin Islands and Hawaii.

Q4: When does Toyota anticipate the remedy will be available for the remaining portion of Safety Recall DSF?

A4: Toyota is currently working on obtaining the remedy parts for subsequent phases of Safety Recall DSF. Additional information will be provided as remedy parts become available.

Q5: What is absolute humidity?

A5: The measure of the water vapor content in the air is known as absolute humidity, and it is displayed in grams of water vapor per cubic meter of air. Higher temperature, southern coastal-type climates consistently experience the greatest concentrations of water vapor in the air, as warmer ambient air can hold more water.

Note: relative humidity is simply a percentage value and is related to current or measured temperature; therefore, areas with high relative humidity do not necessarily have high absolute humidity.