TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

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

Subject: Safety Recall ***DSF Remedy Update***
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

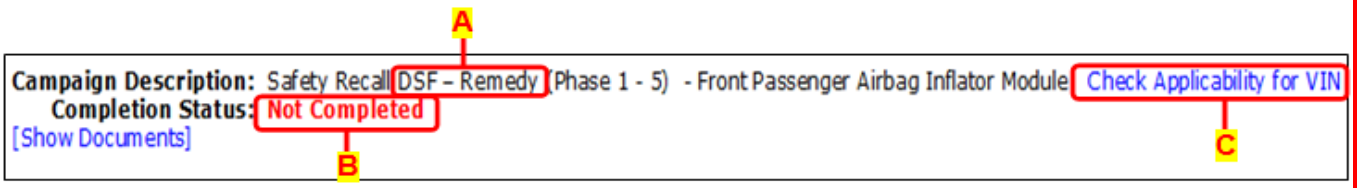
IMPORTANT REMINDER

All dealerships, regardless of location, are eligible to perform the DSF Remedy.

Vehicle applicability for remedy repair is being released in phases consistent with parts availability and customer registration history.

Confirm vehicle eligibility for Remedy in TIS prior to scheduling any appointments or starting repairs.

How to Identify Vehicles Eligible for DSF Remedy



STATUS IDENTIFICATION
A: Campaign Description – DSF Remedy
B: Completion Status – Not Completed
C: 'Check Applicability for VIN' link present to allow serial number scanning

This vehicle is eligible to have DSF remedy performed.

Document Updates

10/29/2015:	***Phase 7 Launch***
9/30/2015:	***Phase 6 Launch***
7/01/2015:	***Update to Rental Information, Warranty Sublet, and Return Parts Shipping***
6/15/2015:	***05-07MY Corolla, Corolla Matrix, Sequoia, and 05-06MY Tundra Vehicles Added to D3F – Interim Phase***
5/12/2015:	***Additional 2003 – 2004MY Tundra and 2004MY Sequoia Vehicles Added***
4/30/2015:	***Phase 5 Launch***
4/09/2015:	***Important Reminder Added***
2/09/2015:	***Update to UIO***
11/13/2014:	***ASM Reference Guide Added and Update to UIO***
10/24/2014:	***FAQ updated with additional information related to E04***
8/11/2014:	***Update to Operation Codes regarding Sequoia Large Retaining Hex Nut and Sample Owner Letter Added***

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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 June 16, 2015, Toyota amended this action, adding certain 2005 - 2007 model year Corolla, Corolla Matrix, Sequoia, and 2005 - 2006 model year Tundra vehicles. The additional vehicles have been added to the D3F Interim status.

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. These additional vehicles have been added to DSF Remedy or D3F Interim based upon their registered location and the remedy status for that location.

In mid-June, 2015, Toyota expanded Safety Recall DSF (D3F) to include certain 2005 - 2007 model year Corolla, Corolla Matrix, Sequoia, and 2005 - 2006 model year Tundra vehicles. These vehicles have been added to the D3F Interim status.

Toyota has completed the remedy preparations and owner mailing for Phases 1 - 7 of Safety Recall DSF. Additional phases will be announced as sufficient quantities of remedy parts become available.

Condition

The subject vehicles are equipped with front passenger air bag 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 air bag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, striking and potentially seriously injuring the vehicle occupants in a crash.

Remedy

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

Phase	Model	Location	Launch Date
1	03-04MY Corolla 03-04MY Corolla 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 Corolla 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**

Additional Phases: Toyota is currently working on obtaining the remedy parts for subsequent phases of this Safety Recall; this includes 05-07MY Corolla, Corolla Matrix, Sequoia, and 05-06MY Tundra Vehicles added mid-June, 2015. Additional information on future phases will be provided as remedy parts become available.

Toyota dealers with vehicles included in Phases 1 through 7 are requested to replace the Airbag Inflator Module at **NO CHARGE** to the vehicle owner.

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

1. **Owner Letter Mailing**

   Toyota has completed remedy preparations and notified owners of vehicles included in Phases 1 through 5. Owner mailings for additional phases will be sent as parts become available.

   Toyota began mailing customers included in Phase 6 beginning mid-October, 2015.

   Toyota will begin mailing customers included in Phase 7 beginning mid-November, 2015.

   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.

2. **Pre-Owned Vehicles in Dealer Stock**

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

3. Number and Identification of Covered Vehicles

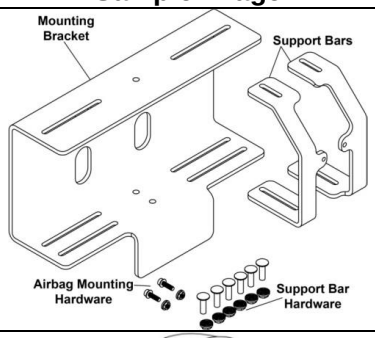
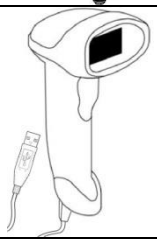
There are approximately 1,744,000 Toyota vehicles covered by Safety Recall DSF (D3F). Vehicles covered by Safety Recall D0F that previously received a replacement airbag inflator module are not included in either action.

Model	Model Year	Appx. UIO	Production Range
Corolla	2003 – 2007	1,038,000	Mid-December, 2001 through Early July, 2007
Corolla Matrix	2003 – 2007	224,000	Mid-December, 2001 through Early June, 2007
Tundra	2003 – 2006	309,000	Late May, 2002 through Late December, 2006
Sequoia	2002 – 2007	173,000	Early April, 2002 through Early November, 2007

4. 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		1
Barcode Scanner		1

5. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the recall process are required to successfully complete E-Learning course **SC13A**. To ensure that all vehicles have the repair performed correctly; technicians performing this repair must also complete **SC13B** and be certified to one or more of the following levels:

- **Toyota Expert - Electrical**
- **Master**
- **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.

6. 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.

7. Shipping Information for Removed Inflator Assemblies

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 current program.

IMPORTANT: Effective July 1, 2015, the current inflator part return process, **using Fed-Ex as the shipper will be 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.

Starting June 2015, during part production, Takata started replacing the current FedEx documentation in the inflator box with the new return labels and updated instructions. To support this new process, in late June 2015, each dealer will receive:

- 4 laminated Job Aids to help you understand the new process.
- 1 roll (125) of the new return labels to use until the new inflators start to arrive with the correct labels in the box. More labels will be available from Takata if needed.

Refer to the Job Aid available on TIS for more details on the new 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 starting July 1, 2015.

8. Parts Ordering Process

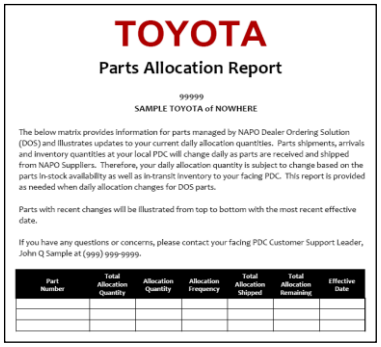
Due to limited availability, remedy parts have been placed on Dealer Ordering Solutions (DOS). Order quantities for each part number will vary based on the dealership's location.

DOS Parts Ordering Process

Orders should be placed through the dealership's facing PDC. This kit has been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

Model	Model Year	Part Number	Part Description	Qty.
Corolla Matrix	2003-2004	04003-28101	INFLATOR ASSY KIT, AIR BAG	1
	2005-2007	**Remedy Phase Not Yet Available**		
Corolla	2003-2004	04003-28102	INFLATOR ASSY KIT, AIR BAG	1
	2005-2007	**Remedy Phase Not Yet Available**		
Sequoia	2002-2004	04003-2810C	INFLATOR ASSY KIT, AIR BAG	1
	2005-2007	**Remedy Phase Not Yet Available**		
Tundra	2003-2004	04003-2810C	INFLATOR ASSY KIT, AIR BAG	1
	2005-2006	**Remedy Phase Not Yet Available**		

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.



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

IMPORTANT PARTS ORDERING UPDATE

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.

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.*

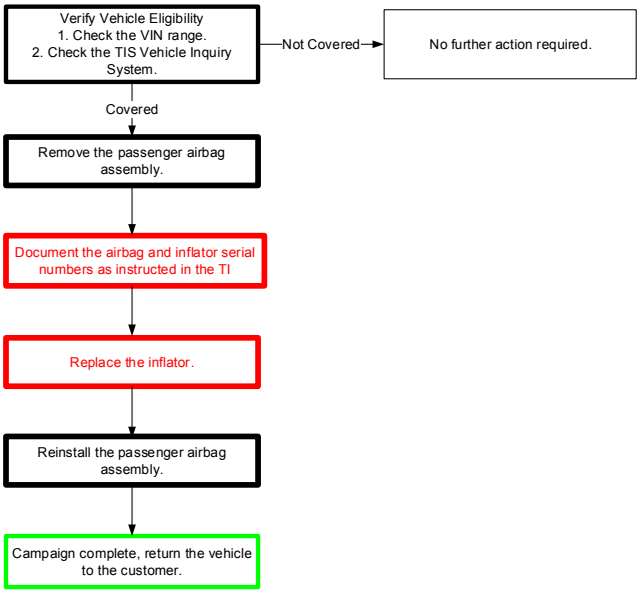
9. Remedy Procedures

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.

10. Warranty Reimbursement Procedure

2003-2007 Model Year Corolla and Corolla Matrix Vehicles
2003-2006 Model Year Tundra Vehicles
2002-2007 Model Year Sequoia Vehicles



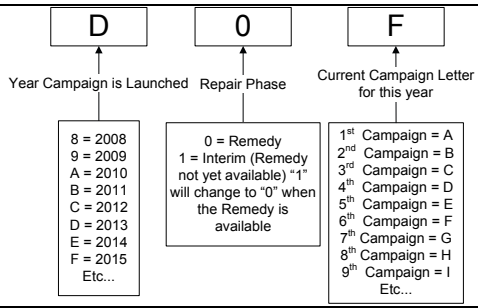
Model	Op. Code	Description	Flat Rate Hour
Tundra & Sequoia	AGG48B	Replace Airbag Inflator Module	*1.2 hr/vehicle*
Corolla & Matrix	AGG48G	Replace Airbag Inflator Module	*0.9 hr/vehicle*

- 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."
- 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 for $35 per day for a maximum of 4 days. Per day expense exceeding $35 or loaners exceeding 4 days, requires DSPM authorization. For additional information, reference the Toyota Transportation Assistance Program (TTAP) guidelines.

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*

11. Campaign Designation Decoder



Examples:
A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
B1M = Launched in 2011, Interim Phase, 13th Campaign Launched in 2011
D0F = Launched in 2012, Remedy Phase, 6th Campaign Launched in 2013

12. 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.

13. 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.)

14. Customer Contacts

A FAQ is attached to help respond to any customer concerns. If the 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 the attached FAQ is published on the www.Toyota.com website for customer viewing.

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 DSF (D3F)
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

Customer Frequently Asked Questions

Updated Late October, 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.
- **In mid-June, 2015, Toyota expanded Safety Recall DSF (D3F) to include certain 2005 - 2007 model year Corolla, Corolla Matrix, Sequoia, and 2005 - 2006 model year Tundra vehicles. These vehicles have been added to the D3F Interim status.**

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 air bag 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 air bag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, striking and potentially seriously injuring the vehicle occupants in a crash.

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 relate 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 coast states 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.

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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 elevated risk for passenger airbag inflator rupture. Test results of parts from areas with lower absolute humidity than these coastal regions have shown less risk of rupture. The geographic concentration of inflators with the potential for rupture in these areas of consistently high absolute humidity warrants priority replacement in these areas. Therefore, Toyota is conducting 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 257,500 vehicles originally involved in DSF (D3F) are involved in Superseding Safety Recall E04. Vehicles transferred to E04 were originally sold, currently registered, or ever registered in areas of High Absolute Humidity, encompassing the following: Texas, Alabama, Mississippi, Georgia, South Carolina, Florida, Hawaii, and Louisiana. In addition E04 will include Puerto Rico, Guam, Saipan, American Samoa, Virgin Islands.

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**.

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

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

Phase	Model	Location	Launch Date
1	03-04MY Corolla 03-04MY Corolla 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 Corolla 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**

Additional Phases: Toyota is currently working on obtaining the remedy parts for subsequent phases of this Safety Recall; this includes 05-07MY Corolla, Corolla Matrix, Sequoia, and 05-06MY Tundra Vehicles added mid-June, 2015. Additional information on future phases 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 1,744,000 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 – 2007	1,038,000	Mid-December, 2001 through Early July, 2007
Corolla Matrix	2003 – 2007	224,000	Mid-December, 2001 through Early June, 2007
Tundra	2003 – 2006	309,000	Late May, 2002 through Late December, 2006
Sequoia	2002 – 2007	173,000	Early April, 2002 through Early November, 2007

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

A4a: Yes. There are approximately 32,000 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.

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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.

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Safety Recall DSF(D3F)/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

The geographic concentration of inflators with a higher risk of rupture 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. 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***

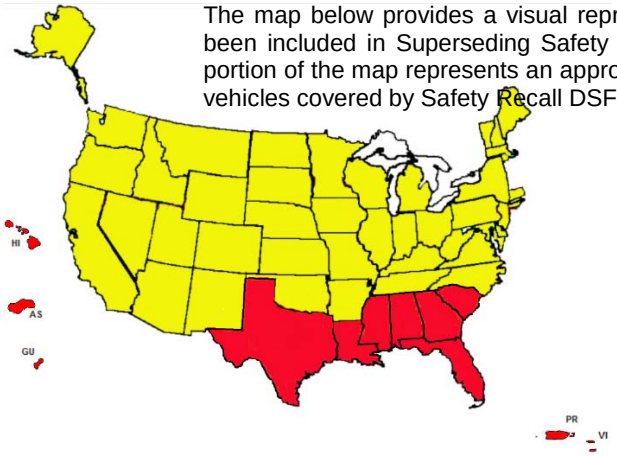
In June, 2015, Toyota expanded Safety Recalls DSF (D3F) and E04 to include additional vehicles.

- DSF (D3F) expansion included certain 2005 – 2007 model year Corolla, Corolla Matrix, Sequoia, and 2005 – 2006 model year Tundra vehicles.
- E04 The high absolute humidity area is no longer limited to coastal areas of the specific states listed, and will also now include the state of South Carolina. ***Updated 6/15/2015***

Safety Recall DSF:
2003-2007 Corolla
2003-2007 Corolla Matrix
2003-2006 Tundra
2002-2007 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).

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Safety Recall DSF(D3F)/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

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 recovered inflators from High Absolute Humidity areas has indicated an increased risk of rupture.

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 257,500 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 states: Texas, Alabama, Mississippi, Georgia, South Carolina, Florida, Hawaii, and Louisiana. In addition, it will include Puerto Rico, Guam, Saipan, American Samoa, and the U.S. Virgin Islands.

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.

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2003-2007 Model Year Corolla and Corolla Matrix,
2003-2006 Model Year Tundra, and
2002-2007 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module

SAFETY RECALL NOTICE *(Remedy Notice)*

This notice applies to your vehicle [VIN]

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

Dear Toyota Owner:

This notice is being 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 certain 2003-2007 model year Corolla and Corolla Matrix, 2003-2006 model year Tundra, and 2002-2007 model year Sequoia 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 front passenger air bag 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 air bag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, striking the vehicle occupants potentially resulting in serious injury or death.

What will Toyota do?

Any authorized Toyota dealer will replace the passenger airbag inflator module at ***no charge*** to you.

What should you do?

This is an important Safety Recall.

Toyota has completed parts preparation for vehicles in your geographic area. Please contact any authorized Toyota dealer to schedule an appointment to have this remedy performed as soon as possible. The repair will take approximately 2 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until the remedy is performed, we recommend that you do not operate the vehicle with an occupant in the front passenger seat. We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.

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.

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 and set up an appointment to perform the repair.***
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- 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 to 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.

SAMPLE

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repairs to address this specific condition, please mail all required paperwork* to the following address for reimbursement consideration and allow 6-8 weeks for processing:

Toyota Motor Sales, U.S.A., Inc
Toyota Customer Experience, WC10
19001 South Western Avenue, Torrance, CA 90509

** Please refer to the attached Reimbursement Checklist for required paperwork details.*

Please note that the dealer must complete the Safety Recall remedy before reimbursement consideration request can be processed.

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.

SAMPLE