

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

Document Updates

9/30/2015:	Phase 6 Launch, and Updated Rental and Status Identification Information
7/01/2015:	Updated Rental Information
6/15/2015:	05-07MY Corolla, Corolla Matrix, and Sequoia, and 05-06MY Tundra Vehicles Added to D3F – Interim Phase
5/12/2015:	Additional 03–04MY Tundra and 04MY Sequoia Vehicles Added
4/30/2015:	Phase 5 Launch
2/09/2015:	Update to UIO
11/13/2014:	ASM Reference Guide Added and Update to UIO

Safety Recall DSF (D3F) – *Interim Notice 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

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 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.

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	Model	Location	Launch Date
1	03-04MY Corolla	Vehicles registered in Florida, Hawaii, Puerto Rico and U.S. Virgin Islands.	Late June, 2014
2	03-04MY Corolla Matrix	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	03-04MY Tundra	Vehicles registered in Central Atlantic Toyota (CAT) States: DE, MD, PA, VA, and WV	Late March, 2015
4	02-04MY Sequoia	Vehicles registered in San Francisco and Los Angeles Regions State: CA	Early April, 2015
5	02-04MY Sequoia	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

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.

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.

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

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 6.**
- **Additional phases will be announced consistent with parts availability.**

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

REMEDY PHASE - ELIGIBLE FOR REPAIR

Campaign Description: Safety Recall **DSF - Remedy** (Phase 1 - 5) - Front Passenger Airbag Inflator Module [Check Applicability for VIN](#)
 Completion Status: **Not Completed**
[\[Show Documents\]](#)

A points to "DSF - Remedy", **B** points to "Not Completed", and **C** points to "Check Applicability for VIN".

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.

INTERIM PHASE - FUTURE REPAIR

Campaign Description: Safety Recall DSF **(D3F) - Interim** - Front Passenger Airbag Inflator Module
 Completion Status: **Not Completed**
[\[Show Documents\]](#)

A points to "(D3F) - Interim".

STATUS IDENTIFICATION

- A:** Campaign Description – D3F Interim

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

Repairs performed while the vehicle is in D3F-Interim may result in a delay of warranty claim processing and/or adjustment of part allocation.

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. ***DO NOT REPLACE THE INFLATOR until you confirm the campaign status in TIS indicates DSF-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
BGG26A	Vehicle Rental 1-30 Days	RT
BGG26B	Vehicle Rental 31-60 Days	
BGG26C	Vehicle Rental 61-90 Days	
BGG26D	Vehicle Rental 91-120 Days	
BGG26E	Vehicle Rental 121-150 Days	
BGG26F	Vehicle Rental 151-180 Days	

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.

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

Published Mid-June, 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.

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

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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**.

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	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	03-04MY Corolla Matrix	Vehicles registered in Central Atlantic Toyota (CAT) States: DE, MD, PA, VA, and WV	Late March, 2015
4	03-04MY Tundra	Vehicles registered in San Francisco and Los Angeles Regions State: CA	Early April, 2015
5	02-04MY Sequoia	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

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 DOF 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.

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 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

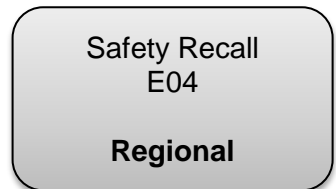
The following information is being provided to help dealership associates understand the differences between the multiple Takata actions Toyota has announced.

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).



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.



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.

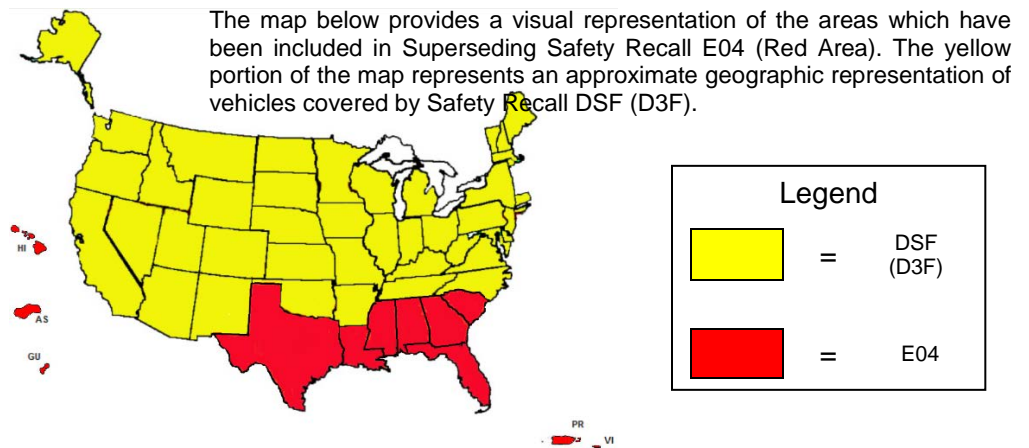
- DSF (D3F) expansion included certain 2005 – 2007 model year Corolla, Corolla Matrix, Sequoia, and 2005 – 2006 model year Tundra vehicles.
- E04 The high absolute humidity area is no longer limited to coastal areas of the specific states listed, and will also now include the state of South Carolina.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



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 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.