

# TOYOTA

## ◀ IMPORTANT UPDATE ▶

### PRODUCT SUPPORT DIVISION

*The attached Technical Instructions and Dealer Letter have been updated. Refer to the details below.*

DATE	TOPIC
10/22/14	Part Ordering Section update to clarify correct part for corresponding location
10/27/14	Op. Codes Added
11/13/14	ASM Reference Guide Added and UIO Updated
11/19/14	Hang Tag Part Number Added
01/07/15	2005 Sequoia & Tundra Part Number Added
02/03/15	UIO Updated
02/03/15	2005 Corolla and Corolla Matrix Part Number Added
02/23/15	Airbag Disablement <u>DISCONTINUED</u>
05/13/15	Expansion of Model Years
05/15/15	UIO Updated
06/15/15	High absolute humidity area updated, UIO updated
07/01/15	Update to Rental Information, Warranty Sublet, and Return Parts Shipping
03/01/16	Expanded to include 08MY Corolla and Corolla Matrix
03/10/16	An additional repair procedure to replace the airbag assembly is now available for Corolla Matrix vehicles.
05/09/16	An additional airbag inflator Part Number is now available for 2005-2008 Model Year Corolla vehicles.
08/08/16	An additional airbag inflator Part Number is now available for 2005-2007 Model Year Sequoia and 2005-2006 Tundra vehicles.
11/03/2016	Non- Desiccated Inflators for 2005-2008 Corolla, 2003-2008 Matrix, 2005-2007 Sequoia and 2005-2006 Tundra Vehicles are no longer available.
02/09/2017	<ul style="list-style-type: none"><li>• Non-Desiccated Inflators for 2003-2004 Corolla, 2003-2004 Tundra and 2002-2004 Sequoia Vehicles are no longer available.</li><li>• Non-Desiccated Inflator return process available to Dealers</li><li>• New Takata Part number Available for 2003-2004 Tundra and 2002-2004 Sequoia Vehicles.</li></ul>
07/10/2017	A new section titled: Class Action Settlement Rental Procedure, has been added.
04/18/2018	<ul style="list-style-type: none"><li>• Non-Desiccated Part Recovery has been updated with additional part numbers.</li><li>• Pre-Owned Vehicles section has been updated.</li><li>• Rental Section has been updated.</li></ul>
05/10/2018	Update to Class Action Settlement Rental Procedure section.
07/17/2018	<ul style="list-style-type: none"><li>• Dealer Transportation Section added with new opcode and sublet for Customer Vehicle Pickup and Delivery.</li><li>• Technician Training Requirements have been updated.</li></ul>
05/09/2019	<ul style="list-style-type: none"><li>• Loaner Vehicle Reimbursement Procedure has been updated.</li><li>• Update to Class Action Settlement Rental Procedure section.</li></ul>
08/28/2019	<ul style="list-style-type: none"><li>• <u>The remedy has been suspended for 05-08 Matrix vehicles until further notice.</u></li><li>• A section on campaign phase interpretation has been added</li><li>• Instructions on inspecting airbag assemblies for 2005 – 2008 Matrix vehicles and the return process of these airbag assemblies have been added.</li></ul>
11/15/2019	<ul style="list-style-type: none"><li>• The remedy for 05-08 Matrix vehicles is now available</li><li>• Towing invoice MUST be attached to all towing claims</li></ul>

4/22/2020

- Added new section for a part number that CANNOT be used

***The most recent update in the attached Dealer Letter will be highlighted with a red box.***

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

Thank you for your cooperation.

# TOYOTA

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Toyota Motor Sales, USA, Inc.  
19001 South Western Avenue  
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(310) 468-4000

Published October 20, 2014

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

Subject: **Safety Recall E04 – For Areas of High Absolute Humidity - UPDATE**  
Certain 2003-2008 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 Safety Recall applies to owners of vehicles 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 includes Puerto Rico, Guam, Saipan, American Samoa, and the U.S. Virgin Islands.

## Background

In mid-October, 2014, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2003-2005 model year Corolla, Corolla Matrix, and Tundra vehicles and certain 2002-2005 model year Sequoia vehicles.

- In mid-May, 2015, Toyota expanded Safety Recall E04 to include additional 2005-2007 model year Corolla, Corolla Matrix, Sequoia, and 2005-2006 model year Tundra vehicles.
- In mid-June, 2015, Toyota expanded Safety Recall E04 to include additional 2003-2007 model year Corolla and Corolla Matrix, 2003-2006 model year Tundra, and 2002-2007 model year Sequoia vehicles. The high absolute humidity area is no longer limited to coastal areas of the specific states listed, and also now includes the state of South Carolina.
- In early March, 2016, Toyota expanded Safety Recall E04 to include certain 2008 Corolla and Corolla Matrix vehicles.

## 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

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 the original Safety Recall vehicle population, by first class mail, beginning in late October, 2014, and owners covered by the May 2015 expansion beginning early July, 2015. Owners of vehicles covered by the March 2016 expansion were notified beginning in mid-March, 2016. The original owner letter notifications for these customers has been completed. However, Toyota is continuing to notify owners who have not had the repair completed.

*Toyota tries very hard 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 **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](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form – E04" and include the VIN.

### **Number and Identification of Covered Vehicles**

There are approximately 1,017,000 Toyota vehicles covered by this Safety Recall. Many of the vehicles covered by this Safety Recall were previously part of Safety Recall DSF or Limited Regional Safety Recall E0V.

Model	Model Year	Appx. UIO	Production Range
Corolla	2003 – 2008	622,000	Late December, 2001 - Late December, 2007
Corolla Matrix	2003 – 2008	96,000	Early January, 2002 - Mid-December, 2007
Tundra	2003 – 2006	106,000	Late July, 2002 - Late December, 2006
Sequoia	2002 – 2007	193,000	Early April, 2002 - Late November, 2007

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

### **Campaign Phase Interpretation**

***The remedy has been resumed and is available for ALL vehicles involved in E04. 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 E04.

Model	Model Year	E04 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

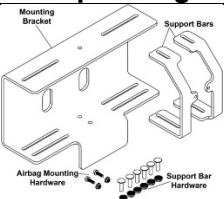

The remedy status for all campaign codes that require the remedy parts affected by this condition is shown below for your reference. Please refer to the individual Takata Airbag recall dealer letters for more details.

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

### Campaign Special Service Tools

Dealerships will need to utilize the Special Service Tools provided for Safety Recall D0F. The special service tools were previously sent to your dealership on July 31, 2013.

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 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

### 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](http://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@menloworldwide.com.

**Parts Ordering Process**

On November 3<sup>rd</sup>, 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****Parts Ordering Process - Non SET and GST Parts Ordering Process**

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

All Safety Recall, Service Campaign (SSC/LSC) 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 for additional details.

**Replacement *Takata* Airbag Inflators**

Model	Model Year	Location	Part Number	Part Description
Corolla	2003-2004	48 States in Continental U.S.	04006-06102	INFLATOR ASSY KIT, INSTR PNL AIRBAG
		USTT, Hawaii & AK		
2005-2008	48 States in Continental U.S.			
	USTT, Hawaii & AK			
Sequoia	2002-2004	48 States in Continental U.S.	04006-0490C	
		USTT, Hawaii & AK		
2005-2007	48 States in Continental U.S.	04006-0620C		
	USTT, Hawaii & AK			
Tundra	2003-2004	48 States in Continental U.S.	04006-0490C	
		USTT, Hawaii & AK		
2005-2006	48 States in Continental U.S.	04006-0620C		
	USTT, Hawaii & AK			

**Replacement *Autoliv* Airbag Modules**

Model	Model Year	Location	Part Number	Part Description	Qty
Corolla Matrix	2003-2004	48 States in Continental U.S.	04005-22601	AIRBAG ASSEMBLY W/ INFLATOR	1
		USTT, Hawaii & AK	04005-22501		
	2005-2008	48 States in Continental U.S.	04005-22901		
		USTT, Hawaii & AK	04005-22801		
- AND -					
Corolla Matrix	ALL	ALL	04005-28112	AIRBAG CONNECTOR	1

If the vehicle is repaired with an airbag assembly and connector listed above, the inflator **DOES NOT** need to be replaced.

**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	Qty
Corolla	2003-2004	48 States in Continental U.S.	04003-28102	INFLATOR ASSY KIT, INSTR PNL AIRBAG	1
		USTT, Hawaii & AK	04003-11102		
	2005-2008	48 States in Continental U.S.	04004-75202		
		USTT, Hawaii & AK	04004-75102		
Sequoia	2002-2004	48 States in Continental U.S.	04003-2810C		
		USTT, Hawaii & AK	04003-1110C		
	2005-2007	48 States in Continental U.S.	04004-7520C		
		USTT, Hawaii & AK	04004-7510C		
Tundra	2003-2004	48 States in Continental U.S.	04003-2810C		
		USTT, Hawaii & AK	04003-1110C		
	2005-2006	48 States in Continental U.S.	04004-7520C		
		USTT, Hawaii & AK	04004-7510C		
Matrix	2003-2004	48 States in Continental U.S.	04003-28101		
		USTT, Hawaii & AK	04003-11101		
	2005-2008	48 States in Continental U.S.	04004-75201		
		USTT, Hawaii & AK	04004-75101		

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.

**Service Module Affected by K0Q Condition**

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

Model	Model Year	Part Number	Part Description
Matrix	2005-2008	73970-01110-B0	AIR BAG ASSY, INSTR PNL PASS

**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.

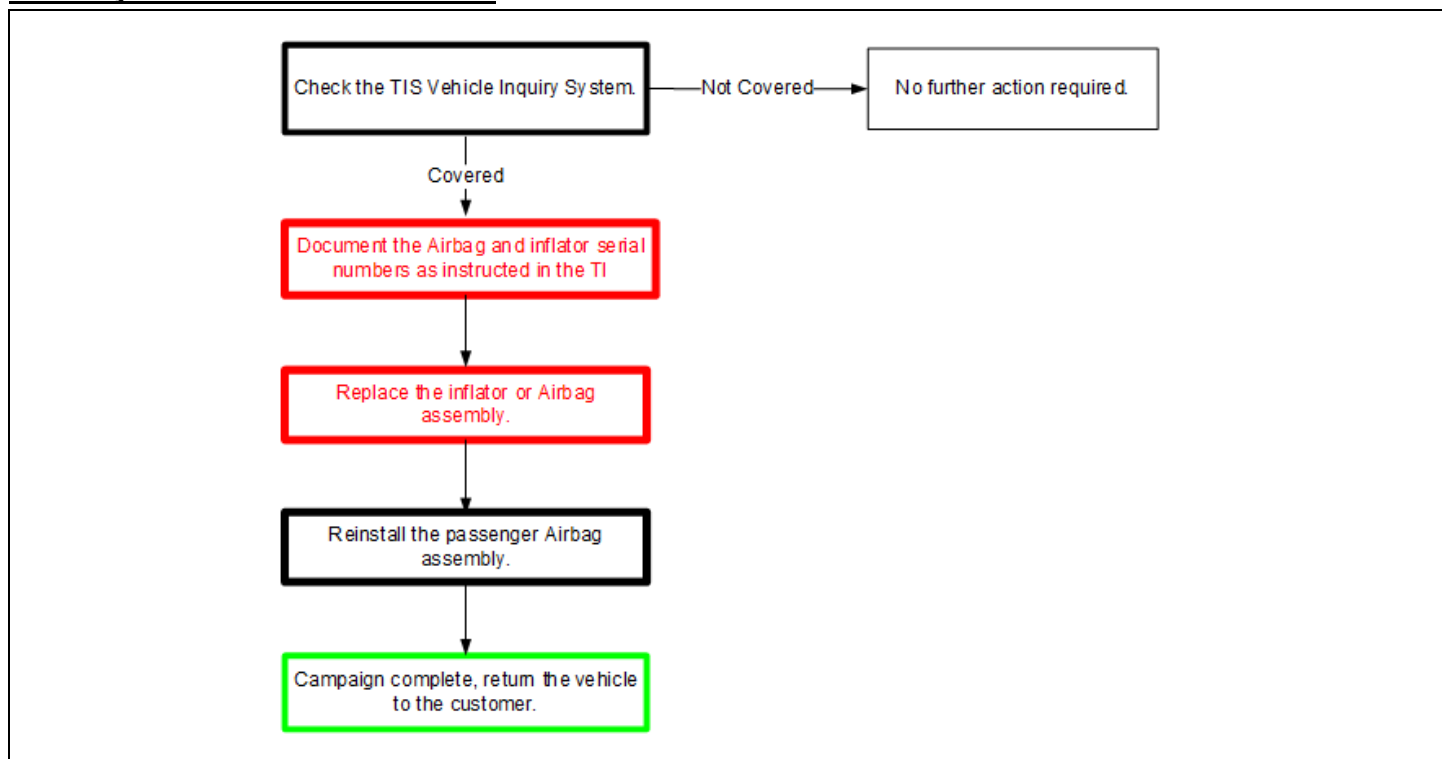
In the limited cases, where the serial number is illegible, the Airbag Assembly will require replacement. Please contact your regional representative for further direction on vehicle repair and claim filing procedures.

**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	AGGC7B	Replace Airbag Inflator	1.2 hr/vehicle
Corolla	AGGC7G	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)	AGGC7W	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 AGGC7B and AGGC7G 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 AGGC7B, AGGC7G, and AGGC7W 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.
  - **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
RNTE04	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 AGGC7B or AGGC7G.***

**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)**

**Class Action Settlement Rental Procedure**

Customers involved in the Takata Economic Loss Class Action Settlement may be entitled to a rental vehicle. If the dealer is unable to repair the vehicle within 30 Days and the customer owns a vehicle identified as being Priority Group 1, the customer is eligible for a rental vehicle under the terms of the proposed settlement. The specific vehicle models and model years included in Priority Group 1 are listed on the NHTSA website and can also be found in the table below.

Model	Part Number
2005 - 2006 Tundra	04006-0620C (US and USTT)
2005 - 2007 Sequoia	
2003 - 2007 Corolla	04006-06102 (US and USTT)
2003 – 2004 Matrix	04005-22601 (US) 04005-22501 (USTT)
2005 - 2007 Matrix	04005-22901 (US) 04005-22801 (USTT)

Please note that all models and model years listed above have adequate supply of replacement inflators and they should be readily available at your facing Parts Distribution Center.

In the event that you do not have an inflator available at your dealership at the time of customer’s appointment, a rental may be provided following the normal procedure set for the campaign using sublet type “RT” for \$35 per day under the repair Op. Codes AGGC7B or AGGC7G (see Warranty Reimbursement Procedure section).

If the vehicle cannot be repaired within 30 days of the customer presenting the vehicle for repair at the dealership, and the vehicle is listed in the table above, please also use the same OP codes as shown below.

Model	Op. Code	Sublet	Description
Tundra & Sequoia	AGGC7B	RT	Class Action Settlement – Rental
Corolla	AGGC7G		
Matrix			

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- **NOTE:** The above rental sublets should only be used if a part was on backorder at the time the customer presented the vehicle for repair. When a claim is submitted with the above rental sublets, documented evidence indicating parts were not available for 30 days, such as a parts invoice, will be required. If proof cannot be provided, the claim **will not** be processed.

**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	E04TRA	DE	0.7hr x Dealer Labor Rate (ex: \$100 x 0.7 = \$70)
Corolla			
Matrix			

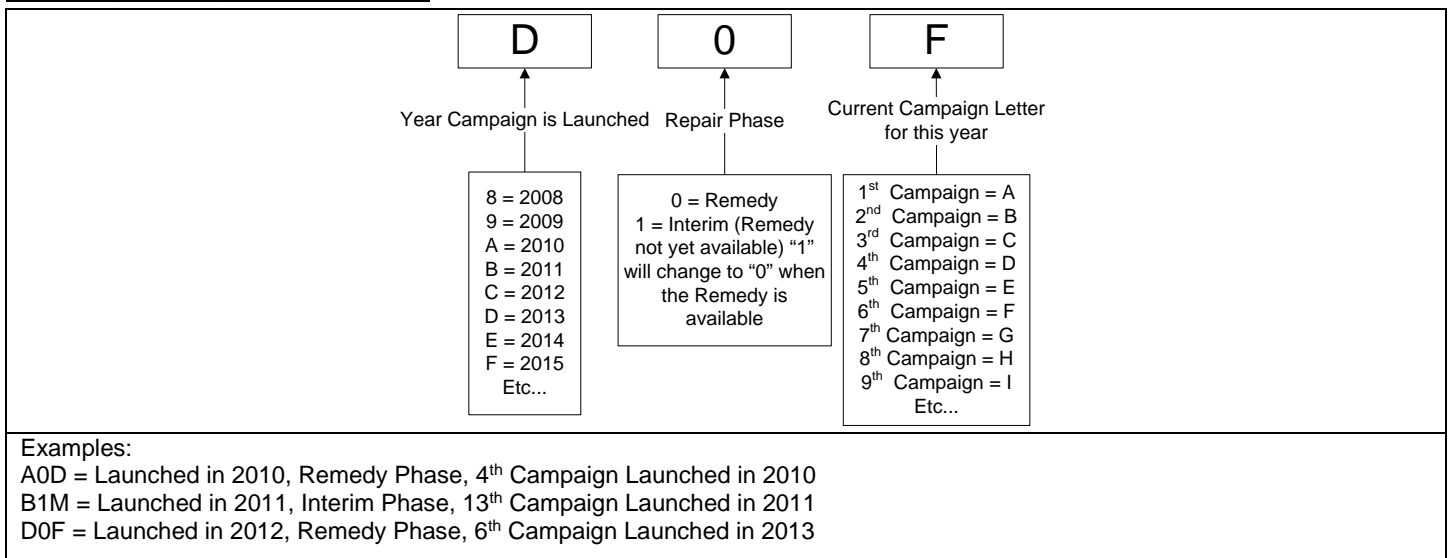
**Unremedied VIN List:**

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 E04. 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.



**Safety Recall DSF/E04 - Supplemental ASM Reference**  
**Certain 2003-2008 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**

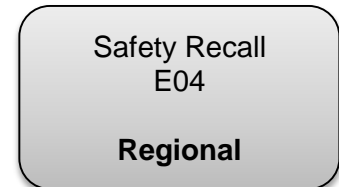
**The following information is being provided to help dealership associates understand the differences between the multiple Takata actions Toyota has announced.**

**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. All vehicles that did not receive a replacement inflator under D0F were included in DSF.



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 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 and E04 to include additional vehicles.

- DSF 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 and E04 to include additional vehicles.

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

**Updated 6/15/2015**

In March, 2016, Toyota expanded Safety Recalls DSF and E04 to include 2008 model year Corolla and Corolla Matrix vehicles.

**Updated 3/1/2016**

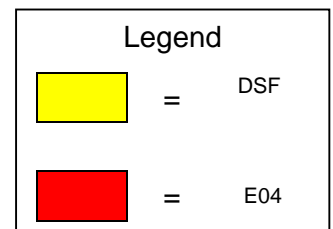
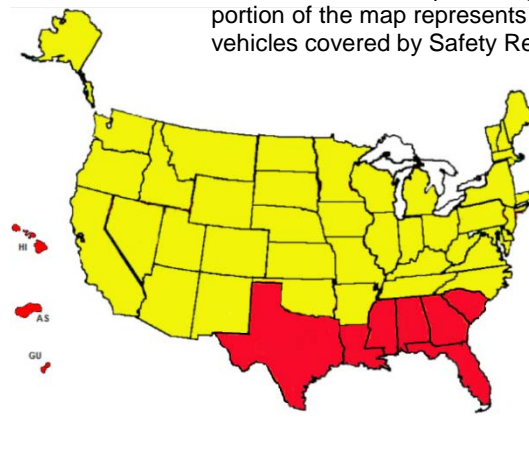
**Safety Recall DSF:**

- 2003-2008 Corolla
- 2003-2008 Corolla Matrix
- 2003-2006 Tundra
- 2002-2007 Sequoia

**Safety Recall E04:**

- 2003-2008 Corolla
- 2003-2008 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.



*Note: This map is provided for reference purposes only. The inclusion of vehicles in Safety Recall E04 and DSF 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/E04 - Supplemental ASM Reference**  
**Certain 2003-2008 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. (For certain models, the front passenger airbag assembly may be replaced.) 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 elevated 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 the front passenger airbag was previously disabled due to unavailability of parts, please advise your customer that the dealer will promptly complete the remedy 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 are now covered by Safety Recall E04?**

A3: Approximately 257,500 vehicles originally involved in DSF 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 includes Puerto Rico, Guam, Saipan, American Samoa, and the U.S. Virgin Islands.

**Q4: What is absolute humidity?**

A4: 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



**Safety Recall E04 - For Areas of High Absolute Humidity - 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**

**Customer Frequently Asked Questions**

**◀ IMPORTANT UPDATE ▶**

DATE	TOPIC
11/15/2019	<i>Q&amp;A 9 has been updated to explain that the remedy is now available for all models.</i>
8/28/2019	Q&A 10, 11, and 12 have been added to explain the availability of the remedy for certain 2005 – 2008 Matrix vehicles.

**The most recent update will be highlighted with a red box.**

We at Toyota care greatly about your safety. We are providing the following information to keep you informed of the details specific to this recall. Please check back frequently as this document will be updated.

This Safety Recall applies to owners of vehicles 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 includes Puerto Rico, Guam, Saipan, American Samoa, and the U.S. Virgin Islands.

**On March 1, 2016, Toyota expanded Safety Recall E04 to include 2008 model year Corolla and Matrix vehicles.**

**Q1: What is the condition?**

A1: 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 rupture. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, striking the vehicle occupants and potentially resulting in serious injury or death.

**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: What is Toyota going to do?**

A2: Toyota dealers will replace the front passenger airbag inflator at **no charge** to the vehicle owner. (For certain models, the front passenger airbag assembly may be replaced.)

**Q3: Are there any warnings that this condition exists?**

A3: No. There are no warnings that this condition exists. However, the condition does not cause the airbag to activate when it should not. Also, the front passenger airbag is designed to inflate only in certain moderate to severe crashes.

**Q4: What should you do?**

A4: Toyota strongly recommends that you have this Safety Recall remedy performed immediately. Please contact any authorized Toyota dealer to schedule an appointment to have your front passenger airbag inflator replaced free of charge. When taking your vehicle to the dealership for your service appointment, it is recommended that only the driver occupy the vehicle. If you are uncomfortable driving the vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick up. Until the remedy is performed, the front passenger seat should NOT be occupied.

If you do not follow the instructions in the owner letter, you should not drive your vehicle.

**Q5: Are there concerns with other airbags in the vehicle?**

A5: No, this condition only applies to the front passenger airbag inflator. Other airbags in the vehicle are not affected by this condition.

**Q6: Will Toyota disconnect the involved airbag or the other airbags in my vehicle?**

A6: Toyota dealers have sufficient quantities of replacement parts to complete remedy repairs. Owners should promptly visit a Toyota dealer to receive their replacement airbag inflator and system check. Airbag assemblies are integral parts of the overall vehicle safety system and the integrity of the system should always be checked by drivers observing the dash mounted warning lights. Toyota dealers are not authorized to disconnect any airbag system as part of this Safety Recall action.

**Q7: Are all vehicles involved in the Takata Front Passenger Inflator Recall Actions covered by this Safety Recall?**

A7: No, this Safety Recall applies to owners of vehicles 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. Other affected vehicles are covered by Toyota recall #DSF.

**Q8: Which and how many vehicles are covered by this Safety Recall?**

A8: There are approximately 1,017,000 Toyota vehicles covered by this Safety Recall.

Model	Model Year	Appx. UIO	Production Range
Corolla	2003 – 2008	622,000	Late December, 2001 - Late December, 2007
Matrix	2003 – 2008	96,000	Early January, 2002 - Mid-December, 2007
Tundra	2003 – 2006	106,000	Late July, 2002 - Late December, 2006
Sequoia	2002 – 2007	193,000	Early April, 2002 - Late November, 2007

**Q8a: Are there any other Toyota/Lexus/Scion vehicles covered by this Safety Recall in the U.S.?**

A8a: Yes. There are approximately 28,000 Lexus SC430 vehicles (certain 2002-2010 MY) covered by Lexus recall #ELG in the U.S.

**Q9: *Is the remedy available for all vehicles?***

A9: Yes. The remedy is available for all models at this time.

Model	Model Year	E04 Remedy Availability
Corolla	2003 – 2008	Remedy Available
Matrix	2003 – 2004	Remedy Available
	2005 - 2008	Remedy Available
Tundra	2003 – 2006	Remedy Available
Sequoia	2002 – 2007	Remedy Available

**Q10: *How does Toyota obtain my mailing information?***

A10: Toyota uses an industry provider who works with each state's 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.

**Q11: *Do I need my owner letter to have the remedy performed?***

A11: 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.

**Q11: *What if I previously paid for repairs to my vehicle for this condition?***

A11: Reimbursement consideration instruction will be provided in the remedy owner letter.

**Q12: *What if I have additional questions or concerns?***

A12: 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 Recalls E04, DSF, F0L – Takata Unrepaired VINs for Dealers

### Frequently Asked Questions

**Q1: Why is Toyota providing unrepaired VINs to dealers?**

A1: Toyota is making every effort to increase the completion rate for the Takata recall. Engaging dealerships in this effort is of vital importance. Toyota recognizes that dealers have local expertise for their market areas and need to know what unrepaired vehicles are in their area in order to provide assistance in our efforts.

**Q2: How will Toyota provide unrepaired VINs to dealers?**

A2: Toyota is developing an integration within the Service Opportunity Access for Retention (SOAR) system to provide unrepaired VINs and customer contact information to dealers.

**Q2a: What if my dealership doesn't use SOAR today?**

A2a: At this time, we can only provide this data through the SOAR system. However, SOAR is free to access for all dealers. If your dealership would like to obtain access, find and click the SOAR link on the Service menu in Dealer Daily and follow the instructions to sign up. Note that SET dealers are not involved in the SOAR program.

**Q2b: What if I don't have access to SOAR?**

A2b: If your dealership is not a current SOAR user, please contact the Dealer Daily administrator within your dealership to gain access. Only users who have a business need to access the data within SOAR should be provided access.

**Q3: Are there any special conditions or terms of use involved with this data?**

A3: Yes, each time a dealer accesses the data in SOAR, they will be required to agree to a series of terms and conditions. The use of this data is strictly prohibited for any purpose other than contacting customers about the incomplete recall on their vehicle. It cannot be used for marketing of any kind.

**Q4: Can I download the data and provide to members of my dealership to reach out to customers?**

A4: Yes, we encourage you to use the data to reach customers in your area for the purpose of informing them about an open recall. We ask that you keep in mind that Terms and Conditions state that you may not load this data into any other database and you may not retain the data for longer than is necessary to reach out to customers for that purpose.

**Q5: Will I be able to use my OCPe National Business Partner (Epsilon, AutoPoint, Gulf States Marketing) to reach out to customers in my area?**

A5: Yes. A similar integration with National Business Partners which exists today in SOAR will be available for the Takata unrepaired VINs.

**Q5a: Can I provide the data to other Third-Party Vendors?**

A5a: Yes, but any Third-Party Vendor which receives this data must be contractually bound in writing to the same Terms and Conditions which dealers agree to when accessing the data.

**Q6: Will Toyota purge the list of unrepaired VINs in my area as they are repaired?**

A6: Yes, each night SOAR will be purged of any VINs for which repair warranty claims were received on the previous day.

**Q7: What data will be available in SOAR?**

A7: VIN, customer name, address, phone number, and email address. Note that phone number and email address may not be available for all VINs.

**Q8: What can I send to customers to notify them about their open recall?**

A8: Toyota has created specific templates. Dealers MUST use these templates for all communications. These communications have been designed so that dealers can incorporate their own logo, contact information, and links to online scheduling systems.

**Q8a: Where can I obtain the communication templates?**

A8a: Communication templates will be available within SOAR for download.

**Q8b: Can I change the content of the templates?**

A8b: No. These specific templates have been reviewed as part of the National Highway Traffic Safety Administration's (NHTSA) Coordinated Remedy Program. Consistent messaging in communications about the Takata recalls is important. Dealers should not change the content of the template aside from adding their dealer logo and contact information. Links to online appointment scheduling can be added as well as service hours if desired by the dealer.

**Q9: What are the terms and conditions of use?**

A9: Terms and conditions are shown below. Dealers will be required to agree to these terms and conditions each time they access this data on VINs with unrepaired Takata inflators in SOAR. Failure to adhere to any of these terms can result in being denied access to unrepaired VIN information.

I (in my capacity as a representative of my dealership, and in my individual capacity) specifically agree and acknowledge that:

- a. I am authorized to download and use the Recall Customer Data solely in connection with Toyota, Lexus, and Scion recalls and only to call Customers or send Customers direct mail or email reminders to notify them there is an open recall for their Toyota, Lexus or Scion vehicle (the "Permitted Purpose").
- b. Recall Customer Data means customer first and last name, physical address, phone number, email address and VIN associated with an open recall.
- c. I will not use any Recall Customer Data information for marketing of any kind and I will not include any sales, service or other retail marketing messages in recall reminder communications.
- d. I understand that all Recall Customer Data is confidential and proprietary to Toyota Motor Sales, U.S.A., Inc. and its designees ("Toyota"), and I shall not disclose it to any person or entity, unless approved in advance and in writing by Toyota.
- e. I shall protect and will not share my access credentials to this Recall Customer Data with anyone (other than, if necessary, with our dealership's systems administrator solely for the limited purpose of supporting the Permitted Purpose).
- f. I will not access or use this Recall Customer Data for unauthorized, fraudulent or malicious purposes, or in a manner that could damage, disable, overburden or impair any of the systems in which the Recall Customer Data is being provided.
- g. I understand that storage of the Recall Customer Data within any database or other methodology (including on printed materials) for any activity beyond the Permitted Purpose is prohibited. In particular, none of the Recall Customer Data shall be shared, stored, published, sold or used for any marketing purposes (including not used to 'cleanse' or validate information in any marketing or customer database).
- h. I understand that retention of the Recall Customer Data must not exceed a period of time necessary to ensure completion of the applicable open recall.
- i. I am authorized to share the Recall Customer Data with third party vendors acting on behalf of my dealership solely for the Permitted Purpose so long as each such vendor complies with these same limitations and restrictions that apply to me and my dealership (and has committed to do so under a binding written agreement).
- j. I will follow all other specific instructions that Toyota may issue from time to time about the use of the Recall Customer Data.

Certain 2003-2008 Model Year Corolla and Corolla Matrix,  
Certain 2003-2006 Model Year Tundra, and  
Certain 2002-2007 Model Year Sequoia Vehicles  
Front Passenger Airbag Inflator Module  
**SAFETY RECALL NOTICE (Remedy Notice)**

This notice applies to your vehicle [VIN]  
NHTSA Recall No. 15V-286 and 16V-128

**URGENT SAFETY RECALL**

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

[VIN]

Dear Toyota Owner:

**Toyota strongly recommends that you have this Safety Recall remedy performed immediately. If you do not follow the instructions in this letter, you should not drive your vehicle.**

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 2003-2008 Model Year Corolla and Corolla Matrix, certain 2003-2006 Tundra, and certain 2002-2007 Model Year Sequoia vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

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 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 rupture. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, striking the vehicle occupants and potentially resulting in serious injury or death.

**What will Toyota do?**

Any authorized Toyota dealer will replace the front passenger inflator assembly at **no charge** to you. (For certain models, the front passenger airbag assembly may be replaced.)

**What should you do?**

***This is an important Safety Recall***

**Toyota strongly recommends that you have this remedy performed immediately. Please contact any authorized Toyota dealer to schedule an appointment. When taking your vehicle to the dealership for your service appointment, it is recommended that only the driver occupy the vehicle. If you are uncomfortable driving the vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick up. Until the remedy is performed, the front passenger seat should NOT be occupied.**

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.

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](http://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](http://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 through 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>.

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

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc  
Toyota Customer Experience, WC 10  
19001 South Western Avenue  
Torrance, CA 90509

Please note that the dealer must complete the Safety Recall remedy before reimbursement consideration requests 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.



Published October 13, 2016

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

**PRE-OWNED – SAFETY RECALL CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM**

Pre-Owned Vehicles **ONLY** (Not Applicable for TCUV units)

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature \_\_\_\_\_

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using [www.toyota.com/recall](http://www.toyota.com/recall) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model \_\_\_\_\_ Model Year \_\_\_\_\_

**Customer Information**

Customer Name _____	Customer Email _____
Customer Address _____	Home Phone # _____
_____	Mobile Phone # _____
_____	Date _____

*Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for Safety Recall and other campaign communications. If you'd like to update your preferred contact information in the future, visit [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate) or contact us at 1-888-270-9371.*

**Dealer Information**

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____