

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
July 19, 2018	A "Loaner Vehicle Reimbursement Procedure" section has been added.
November 21, 2017	The parts table has been removed to avoid incorrect parts ordering.

*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.

Published November 16, 2016

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

Subject: Safety Recall G0C – **Remedy Notice**
Certain 2003-2006 Land Cruiser
Certain 2004-2006 4Runner
Certain 2005-2006 Sequoia and Tundra
Curtain-Shield Airbag (CSA) Airbag Control Module

On February 2, 2016, 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 the following vehicles:

- Certain 2003-2006 Land Cruiser
- Certain 2004-2006 4Runner
- Certain 2005-2006 Sequoia and Tundra

Condition

The subject vehicles are equipped with side Curtain-Shield-Airbags (CSAs) which deploy from the roof rails in the event of certain types of crashes. Due to improper programming in the airbag control module, there is a possibility that, under certain specific and limited conditions shortly after vehicle startup, the CSAs and seat belt pre-tensioners could activate when not necessary. Unexpected activation of the CSAs could increase the risk of injury to the occupant.

Remedy

Any authorized Toyota dealer will replace the airbag control module at **NO CHARGE** to the customer.

Covered Vehicles

There are approximately 197,900 vehicles covered by this Safety Recall.

Model Name	Model Year	UIO	Production Period
4Runner	2004-2006	74,600	Early August, 2003 – Mid-June, 2006
Land Cruiser	2003-2006	22,800	Late July, 2002 – Early June, 2006
Sequoia	2005-2006	71,300	Early August, 2004 – Late July, 2006
Tundra	2005-2006	29,200	Mid-August, 2004 – Mid-July, 2006

Owner Letter Mailing Date

Toyota will begin to notify owners in November 2016. A sample of the owner notification letter has been included for your reference.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources 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.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Pre-Owned Vehicles in Dealer Inventory

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be designated, sold, or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

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 repair are required to currently hold at least one of the following certification levels:

- **Toyota Expert Electrical**
- **Master**
- **Master Diagnostic Technician**

Always check which technicians can perform the recall remedy by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this 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.

Remedy Procedures

Please refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

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.

Loaner Vehicle Reimbursement Procedure

If parts are not available a loaner vehicle or alternative transportation through Toyota Rent-A-Car (TRAC) can be provided.

Model	Opcode	Description
Tundra/Sequoia	G0C001	Vehicle Rental 1-30 Days
	G0C002	Vehicle Rental 31-60 Days
	G0C003	Vehicle Rental 61-90 Days
4Runner	G0C004	Vehicle Rental 1-30 Days
	G0C005	Vehicle Rental 31-60 Days
	G0C006	Vehicle Rental 61-90 Days
Land Cruiser	CGG97A	Vehicle Rental 1-30 Days
	CGG97B	Vehicle Rental 31-60 Days
	CGG97C	Vehicle Rental 61-90 Days

NOTE:

- **Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**
- **Rentals for 4Runner and Land Cruiser greater than \$35.00 per day require DSPM authorization.**
- **Rentals for Sequoia and Tundra greater than \$60.00 per day require DSPM authorization.**

Parts Ordering Process - Non SET and GST Parts Ordering Process

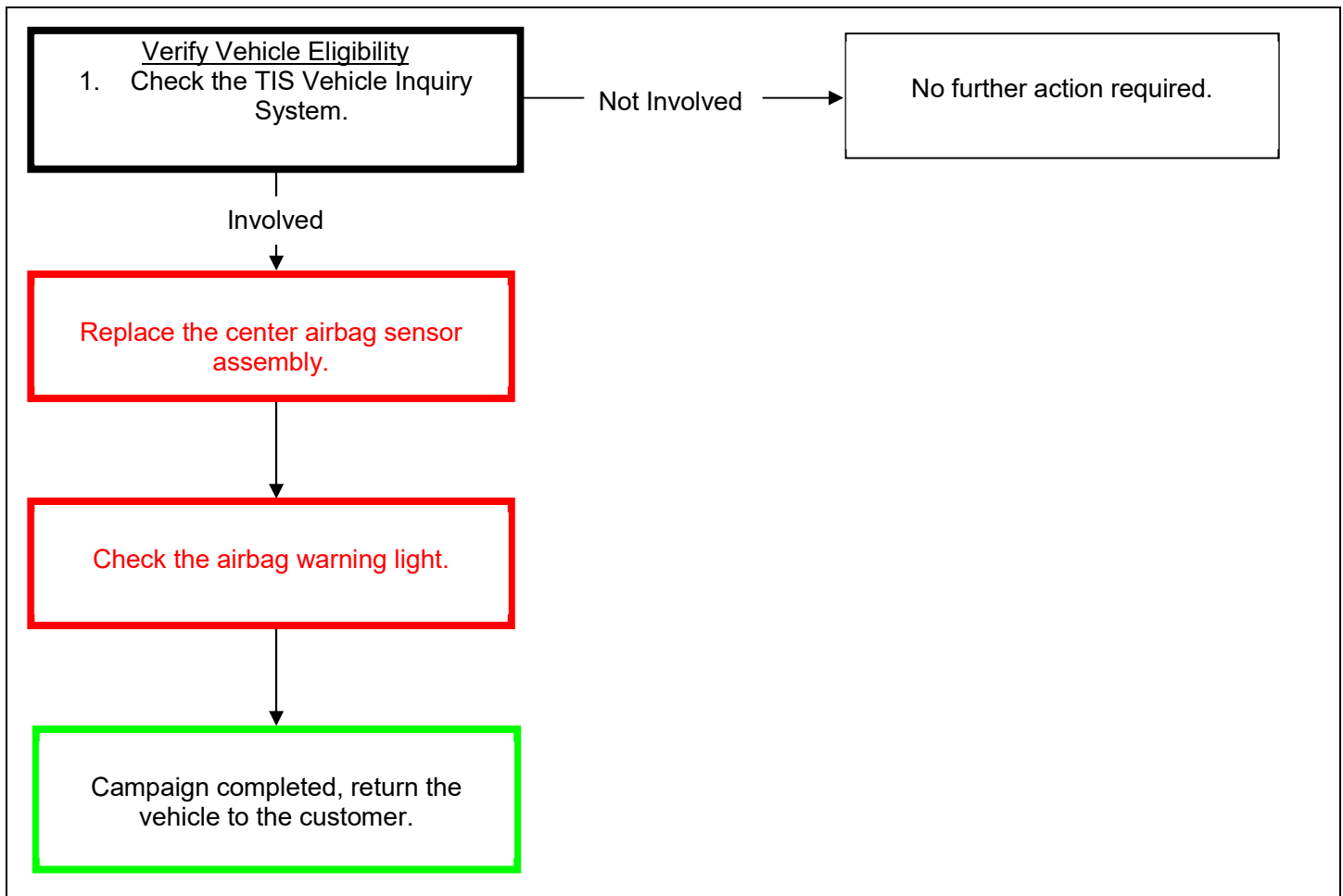
Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most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

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.

To determine which part number to order, input the VIN into the following website:

<https://g0c-glb-parts-lookup.imagespm.info/>. Default password is xxxx. Each dealer has only one account. Please ensure that the reset password is communicated to all technicians and dealer associates that will be utilizing this website.

Warranty Reimbursement Procedure



Model	Opcode	Description	Flat Rate Hours
Land Cruiser	CGG01C	Replace the center airbag sensor assembly	2.2 hr/vehicle
4Runner	CGG01E	Replace the center airbag sensor assembly	0.7 hr/vehicle
Tundra & Sequoia	CGG01F	Replace the center airbag sensor assembly	0.9 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

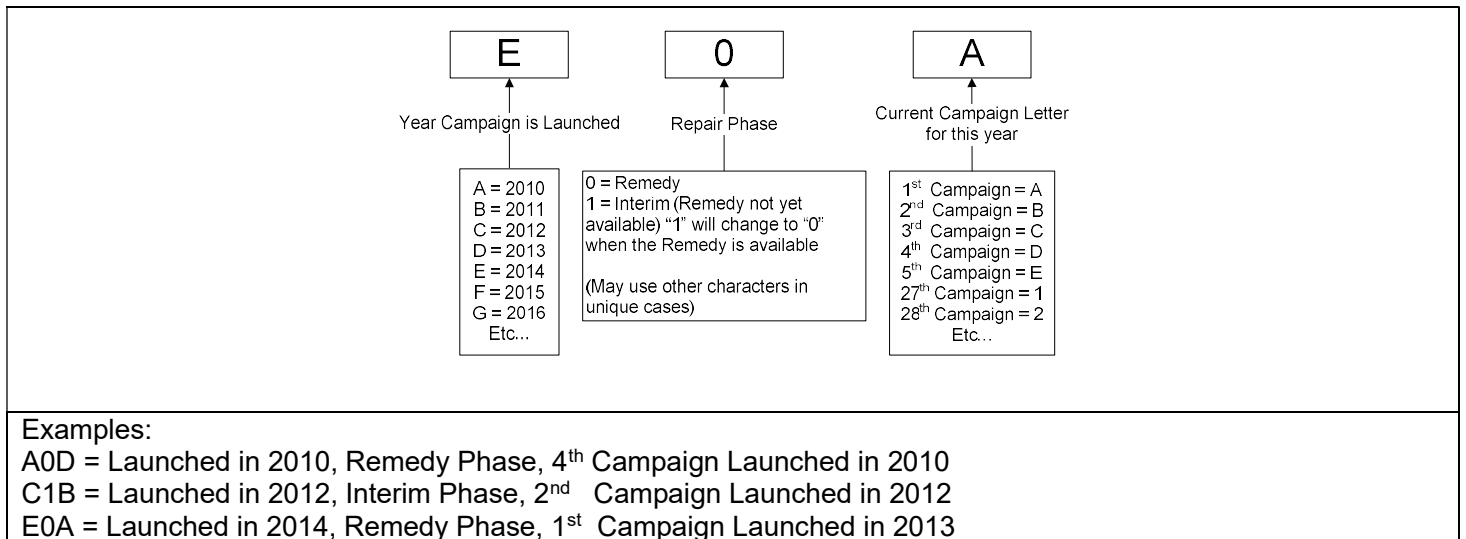
Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. 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.

Campaign Designation Decoder

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 G0C – **Remedy Notice**
Certain 2003-2006 Land Cruiser
Certain 2004-2006 4Runner
Certain 2005-2006 Sequoia and Tundra
Curtain-Shield Airbag (CSA) Airbag Control Module

Frequently Asked Questions
Published November 16, 2016

Q1: What is the condition?

A1: The subject vehicles are equipped with side Curtain-Shield-Airbags (CSAs) which deploy from the roof rails in the event of certain types of crashes. Due to improper programming in the airbag control module, there is a possibility that, under certain specific and limited conditions shortly after vehicle startup, the CSAs and seat belt pre-tensioners could activate when not necessary. Unexpected activation of the CSAs could increase the risk of injury to the occupant.

Q1a: What are the conditions that may cause the CSAs and pre-tensioners to activate when not necessary shortly after vehicle startup?

A1a: At approximately four seconds after vehicle startup, the airbag control module performs a self-calibration of the roll rate sensors' logic. If the vehicle experiences a sufficient body roll motion during this self-calibration, and then experiences another body roll motion soon thereafter, the CSAs and seat belt pre-tensioners could activate.

Q1b: Is this campaign related to any of the previously announced Takata airbag inflator campaigns?

A1b: No, the improper programming of the airbag control module which may cause the CSAs and seat belt pre-tensioners to activate when not necessary in the vehicles involved in this Safety Recall **IS NOT** related to the Takata airbag inflator campaigns. However, some Sequoia and Tundra vehicles involved in this Safety Recall may also be involved in the unrelated, previously announced Takata airbag inflator campaigns.

Q1c: Does this improper programming affect other airbags in the vehicle?

A1c: No, the improper programming of the airbag control module only affects the CSAs and seat belt pre-tensioners. Other airbags in the vehicle are not affected by this condition.

Q2: Are there steps that the vehicle owner can take to reduce the possibility of this condition from occurring until the remedy is performed on the vehicle?

A2: Yes, until the remedy is performed on the vehicle, Toyota strongly recommends allowing the vehicle to idle for 6 seconds before driving to allow for correct self-calibration of the roll rate sensors.



Note: the SRS warning light on normally functioning vehicles will illuminate for approximately 6 seconds and then go off. Observing the light and not beginning to drive until the light goes out is one way to judge the best time to proceed to avoid this condition.

Q3: What is Toyota going to do?

A3: Toyota will send, starting in November, 2016, an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the airbag control module replaced at **NO CHARGE**.

Q4: Are there any warnings that this condition exists?

A4: No. There are no warnings that this condition exists.

Q5: What if I do not feel comfortable driving my vehicle?

A5: This specific condition only has the potential to occur shortly after vehicle startup and **WILL NOT** occur if the vehicle is idled for 6 seconds following vehicle startup before driving. One way to judge when it is best to proceed to avoid this condition is to observe and wait for the SRS warning light to turn off. (NOTE: If the SRS warning light remains on or flashes, bring your vehicle to your local authorized Toyota dealer for diagnosis.)

Q6: Which and how many vehicles are covered by this campaign?

A6: There are approximately 197,900 vehicles covered by this Safety Recall.

Model Name	Model Year	UIO	Production Period
4Runner	2004-2006	74,600	Early August, 2003 – Mid-June, 2006
Land Cruiser	2003-2006	22,800	Late July, 2002 – Early June, 2006
Sequoia	2005-2006	71,300	Early August, 2004 – Late July, 2006
Tundra	2005-2006	29,200	Mid-August, 2004 – Mid-July, 2006

Q6a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A6a: Yes, the following Lexus models are also affected by this Safety Recall.

Model Name	Model Year	UIO	Production Period
GX470	2004-2006	88,400	Late October, 2003 – Early June, 2006
LX470	2003-2006	34,500	Late July, 2002 – Early June, 2006

Q7: How long will the repair take?

A7: The repair takes approximately one hour for 4Runner, Tundra, and Sequoia vehicles and two and half hours for Land Cruiser vehicles; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q8: What if I previously paid for repairs related to this campaign?

A8: Reimbursement consideration instructions will be provided in the owner letter.

Q9: How does Toyota obtain my mailing information?

A9: 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.

Q10: What if I have additional questions or concerns?

A10: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Certain 2003-2006 Land Cruiser
Certain 2004-2006 4Runner
Certain 2005-2006 Sequoia and Tundra
Curtain-Shield Airbag (CSA) Airbag Control Module
SAFETY RECALL NOTICE (Remedy Notice)
NHTSA Recall No. 16V-065

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

Dear Toyota Customer:

This notice is 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 2003-2006 model year Land Cruiser, certain 2004-2006 model year 4Runner, and certain 2005-2006 model year Sequoia and Tundra 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 side Curtain-Shield-Airbags (CSAs) which deploy from the roof rails in the event of certain types of crashes. Due to improper programming in the airbag control module, there is a possibility that, under certain specific and limited conditions shortly after vehicle startup, the CSAs and seat belt pre-tensioners could activate when not necessary. Unexpected activation of the CSAs could increase the risk of injury to the occupant.

What will Toyota do?

Any authorized Toyota dealer will replace the airbag control module at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

The remedy will take approximately one hour for 4Runner, Tundra, and Sequoia vehicles and two and half hours for Land Cruiser vehicles. 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 strongly recommend allowing the vehicle to idle for 6 seconds before driving to allow for correct self-calibration of the system sensors. This specific condition only has the potential to occur shortly after vehicle startup and **WILL NOT occur** if the vehicle is idled for 6 seconds following vehicle startup before driving. One way to judge when it is best to proceed to avoid this condition is to observe and wait for the SRS warning light to turn off.



(NOTE: If the SRS warning light remains ON or flashes, bring your vehicle to your local authorized Toyota dealer for diagnosis.)

What if you have other questions?

- **Your local Toyota dealer will be more than happy to answer any of your questions.**
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central 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>.

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.

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.

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 ownership information to the following address for reimbursement consideration:

Toyota Customer Experience Center - TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE



Toyota Motor Sales, USA, Inc.

6565 Headquarters Drive

Plano, TX 75024

(469) 292-4000

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and 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 or 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 campaign communications. If you'd like to update your preferred contact information in the future, visit 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 _____