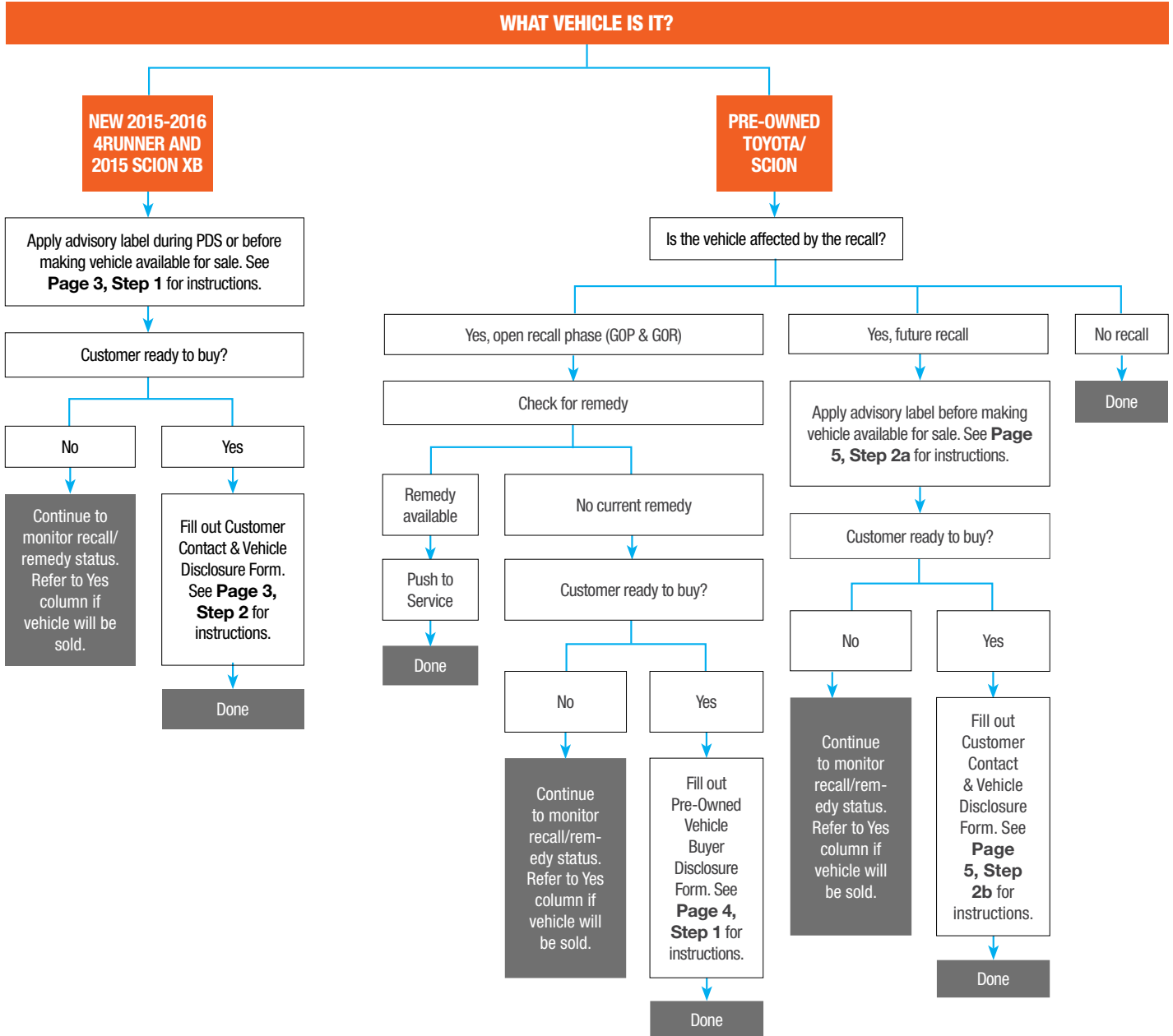




### PROCESS FLOWCHART

This flowchart only applies to the May 2016 expansion of the Takata front passenger airbag recall. It does not apply to or address any other recall action. It is provided to assist dealer staff in performing proper steps.



## NEW VEHICLE INVENTORY

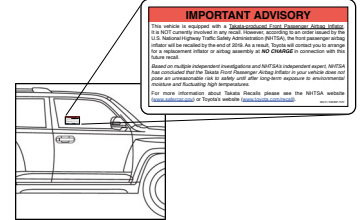
### STEP ONE

### WHAT TO DO WITH NEW VEHICLES IN INVENTORY SUBJECT TO A FUTURE TAKATA FRONT PASSENGER AIRBAG INFLATOR RECALL PHASE AS ANNOUNCED IN MAY 2016

For all NEW 2015-2016 model year 4Runner and 2015 model year Scion xB vehicles in transit and/or in dealer inventory that will be subject to a future Takata recall phase, Toyota expects dealers to apply an advisory label to the passenger front window during PDS or prior to making it available for sale. Based on the number of new vehicles in your inventory and in-transit to your dealership, Toyota has already provided an initial quantity of advisory labels to support this process.

Toyota is working to apply these advisory labels at the ports and processing centers prior to delivery to dealers; however, you may continue to receive vehicles without this advisory label for several weeks.

If the provided quantities are not enough to support dealer inventory, additional quantities are available at the Material Distribution Center (MDC) in packs of 20 (1 pack = 20 advisory labels) at no cost. As with many MDC items, shipping charges do apply and expedited shipping is available at an additional cost. To order online visit <https://portal.toyotamdc.com> or call (800) 622-2033, referencing MDC #: 00411-TAKINF-TOY.



**LABEL APPLICATION INSTRUCTIONS:**  
Please apply the label to the inside of the passenger's front window as illustrated.

### STEP TWO

### WHAT TO COMMUNICATE AND COMPLETE WITH BUYERS OF NEW VEHICLES LINKED TO A FUTURE RECALL PHASE

Some new vehicles in dealership inventory are affected by the May 2016 expansion, but will not be recalled until the end of 2019. Please refer to Page 1 for vehicles and timing.

As part of our Customer First commitment, Toyota expects dealers to use the Future Phase - Customer Contact & Vehicle Disclosure Form (Refer to your GSM or find it in the G0P/G0R Package on TIS) to obtain preferred contact information from the vehicle buyer and advise them of the fact that the vehicle will be subject to a recall related to the Takata front passenger airbag inflator by the end of 2019. Specifically, the form:

1. Helps ensure that Toyota has preferred contact information so Toyota or the dealer can contact the customer when the future recall occurs and the remedy becomes available, as appropriate.
2. Advises the customer that:
  - a. The vehicle listed below is equipped with a Takata-produced front passenger airbag inflator.
  - b. The passenger airbag inflator in this new vehicle is NOT subject to a current recall but will be in the future.
  - c. Based on multiple independent investigations and NHTSA's independent expert, NHTSA has concluded that the vehicle's Takata front passenger airbag inflator does not pose an unreasonable risk to safety until after long-term exposure to environmental moisture and fluctuating high temperatures.
  - d. NHTSA and Takata are prioritizing the Takata airbag inflator recalls based on when affected inflators are likely to pose an unreasonable risk to safety, considering several factors, including time, temperature and environmental moisture in the operating location.
  - e. More information can be obtained on Toyota's website ([www.toyota.com/recall](http://www.toyota.com/recall)).

After explaining the above points, Toyota expects dealers to:

1. Obtain vehicle buyer information by having the customer complete the form.
2. Create and provide a copy of the completed form to the vehicle buyer. Retain original for step 4.
3. Provide vehicle buyer with a current copy of the Toyota Q&A for the Takata Recall (Q&A found on [www.toyota.com/recall](http://www.toyota.com/recall)).
4. Keep the completed form on file at the dealer and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com).

**TOYOTA**  
**FUTURE PHASE - CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM**  
*Takata front passenger airbag inflator - Future safety recall opportunity.*

Thank you for considering Toyota - we're pleased that you're about to become part of the Toyota family and are confident you will enjoy your driving experience! As part of our Customer First commitment, we want to make you aware of a future phase and ensure that we have your preferred contact information so that we can contact you at the appropriate time.

So what's the issue? The vehicle listed below is equipped with a Takata-produced front passenger airbag inflator. It is NOT currently involved in any recall. However, according to the data shared by the U.S. National Highway Traffic Safety Administration (NHTSA), the vehicle's front passenger airbag inflator will be recalled by the end of 2019. As a result, Toyota will contact you to arrange for a replacement inflator or airbag assembly at NO CHARGE in connection with this future recall - and that's why we want to make sure we have your preferred contact information.

Based on multiple independent investigations and NHTSA's independent expert, NHTSA has concluded that the vehicle's Takata front passenger airbag inflator does not pose an unreasonable risk to safety until after long-term exposure to environmental moisture and fluctuating high temperatures.

NHTSA and Takata are prioritizing the Takata airbag inflator recalls, considering time to condition, temperature, and environmental moisture, which depends on a vehicle's operating location. You can obtain more information about this on NHTSA's website ([www.nhtsa.gov](http://www.nhtsa.gov)) or Toyota's website ([www.toyota.com/recall](http://www.toyota.com/recall)).

Toyota recommends that you register with the Toyota Owners Community at [www.toyota.com/owners](http://www.toyota.com/owners), and regularly check recall opportunity using [www.toyota.com/owners](http://www.toyota.com/owners) or [www.toyota.com/owners](http://www.toyota.com/owners).

Toyota recommends that you register with the Toyota Owners Community at [www.toyota.com/owners](http://www.toyota.com/owners), and regularly check recall opportunity using [www.toyota.com/owners](http://www.toyota.com/owners) or [www.toyota.com/owners](http://www.toyota.com/owners).

VIN

**This is My Preferred Contact 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/owners](http://www.toyota.com/owners) or contact us at 1-800-275-9271.

Customer Signature

Once again - thank you for choosing Toyota!

**Dealer Information**

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

Future Phase - Customer Contact & Vehicle Disclosure Form

## PRE-OWNED VEHICLE INVENTORY

Pre-owned vehicles in dealer inventory affected by the May 2016 Takata recall expansion may fall into two categories:

- 1. Pre-owned vehicles in the current Safety Recalls G0P or G0R Phase 1**  
NOTE: 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 sold or delivered as a TCUV until the Safety Recall has been completed on that vehicle. If the remedy parts are available, dealers can apply the recall remedy, so no form is needed and the vehicle may be certified as TCUV if applicable. If the pre-owned vehicle will be sold and recall remedy parts are not available, dealers MUST use the 'Pre-Owned - Safety Recall Customer Contact & Vehicle Disclosure Form', as instructed in section 1 below.  
NOTE: The vehicle may not be certified and sold as a TCUV.
- 2. Pre-owned vehicles not currently under Safety Recalls G0P or G0R Phase 1 but which will be recalled under a future phase.**  
NOTE: These cars can be certified and sold as TCUV if applicable. Dealers MUST install an advisory label and the 'Future Phase - Customer Contact & Vehicle Disclosure Form' MUST be used as instructed in sections 2a and 2b below.

### (1) CURRENT RECALL PHASE

### WHAT TO DO WITH PRE-OWNED VEHICLES IN INVENTORY SUBJECT TO A CURRENT TAKATA RECALL (G0P OR G0R PHASE 1) WHERE PARTS ARE NOT YET AVAILABLE

Typically, Toyota expects that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a **current** Safety Recall unless the defect has been remedied. What is different in this case is that, until remedy parts are available, delivery of a pre-owned vehicle is acceptable with the Pre-Owned - Safety Recall Customer Contact & Vehicle Disclosure Form informing the customer that the vehicle is involved in a current Safety Recall and that the remedy is currently being prepared by Toyota.

As part of our Customer First commitment, Toyota expects dealers to use the Pre-Owned - Safety Recall Customer Contact & Vehicle Disclosure Form (Refer to your GSM or find it in the G0P/G0R Package on TIS) to obtain vehicle buyer preferred contact information and advise the customer of the fact that the vehicle is subject to a current recall related to the Takata front passenger airbag inflator. Specifically, the form:

1. Helps ensure that Toyota has preferred contact information so Toyota or the dealer can contact the customer when the remedy becomes available, as appropriate.
2. Advises the customer that:
  - a. The vehicle listed below is equipped with a Takata-produced front passenger airbag inflator.
  - b. The passenger airbag inflator in this pre-owned vehicle is subject to a current recall but will be remedied as soon as remedy parts become available.
  - c. More information can be obtained on Toyota's website ([www.toyota.com/recall](http://www.toyota.com/recall)).

After explaining the above points, Toyota expects dealers to:

1. Obtain vehicle buyer information by having the customer complete the form.
2. Create and provide a copy of the completed form to the vehicle buyer. Retain original for step 4.
3. Provide vehicle buyer with a current copy of the Toyota Q&A for the Takata Recall (Q&A found on [www.toyota.com/recall](http://www.toyota.com/recall)).
4. Keep the completed form on file at the dealer and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com).
5. Encourage buyers to register on [www.toyota.com/owners](http://www.toyota.com/owners) to ensure timely communication on important recall matters.

The form is titled 'TOYOTA' and 'PRE-OWNED - SAFETY RECALL CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM'. It includes fields for Customer Name, Customer Email, Home Phone #, Mobile Phone #, and Date. There is a section for Dealer Information with fields for Dealer Name/Address, Dealer Phone Number, Dealer Staff Name, and Dealer Staff Signature. The form also contains a signature line for the customer and a date field. A small disclaimer at the bottom states '© 2016 Toyota Motor Sales, U.S.A., Inc.'

Pre-Owned - Safety Recall  
Customer Contact & Vehicle  
Disclosure Form

## PRE-OWNED VEHICLE INVENTORY (CONT.)

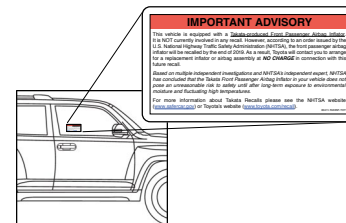
Sections 2a and 2b apply to pre-owned vehicles not currently under Safety Recalls G0P or G0R Phase 1 but will be recalled under a future phase, as referenced on Page 4.

### (2a) FUTURE RECALL PHASE

### WHAT TO DO WITH PRE-OWNED VEHICLES IN INVENTORY SUBJECT TO A FUTURE TAKATA RECALL PHASE (G0P, G0R, AND POTENTIALLY OTHERS)

For **pre-owned vehicles** in dealer inventory that will be subject to a future Takata recall phase, Toyota expects dealers to apply an advisory label to the passenger front window prior to making it available for sale. Based on the number of pre-owned vehicles in your inventory to your dealership, Toyota has already provided an initial quantity of advisory labels to support this process.

Additional quantities are available at the Material Distribution Center (MDC) in packs of 20 (1 pack = 20 advisory labels) at no cost. As with many MDC items, shipping charges do apply and expedited shipping is available at an additional cost. To order online visit <https://portal.toyotamdc.com> or call (800) 622-2033, referencing MDC #: 00411-TAKINF-TOY.



**IMPORTANT ADVISORY**  
This vehicle is equipped with a Takata-produced front passenger airbag inflator. The U.S. National Highway Traffic Safety Administration (NHTSA) has concluded that the inflator may pose an unreasonable risk to safety until after long-term exposure to environmental moisture and fluctuating high temperatures. Based on multiple independent investigations and NHTSA's independent expert, NHTSA has concluded that the vehicle's Takata front passenger airbag inflator does not pose an unreasonable risk to safety until after long-term exposure to environmental moisture and fluctuating high temperatures. For more information, visit [www.toyota.com/recall](http://www.toyota.com/recall) or Toyota's website ([www.toyota.com](http://www.toyota.com)).

**LABEL APPLICATION INSTRUCTIONS:**  
Please apply the label to the inside of the passenger's front window as illustrated.

### (2b) FUTURE RECALL PHASE

### WHAT TO COMMUNICATE AND COMPLETE WITH BUYERS OF PRE-OWNED VEHICLES LINKED TO A FUTURE RECALL PHASE

Some **pre-owned vehicles** in dealership inventory are affected by the May 2016 announcement made by NHTSA and Takata, but will be involved in a future phase and recalled by the end of 2019. (Please refer to Page 1 for vehicles and timing)

As part of our Customer First commitment, Toyota expects dealers to use the Future Phase - Customer Contact & Vehicle Disclosure Form to obtain preferred contact information from the vehicle buyer and advise them of the fact that the vehicle **will be subject to a recall** related to the Takata front passenger airbag inflator by the end of 2019. Specifically, the form:

- Helps ensure that Toyota has preferred contact information so Toyota or the dealer can contact the customer when the future recall occurs and the remedy becomes available, as appropriate.
- Advises the customer that:
  - The vehicle listed below is equipped with a Takata-produced front passenger airbag inflator.
  - The passenger airbag inflator in this pre-owned vehicle is NOT subject to a current recall but will be in the future.
  - Based on multiple independent investigations and NHTSA's independent expert, NHTSA has concluded that the vehicle's Takata front passenger airbag inflator does not pose an unreasonable risk to safety until after long-term exposure to environmental moisture and fluctuating high temperatures.
  - NHTSA and Takata are prioritizing the Takata airbag inflator recalls based on when affected inflators are likely to pose an unreasonable risk to safety, considering several factors, including time, temperature and environmental moisture in the operating location.
  - More information can be obtained on Toyota's website ([www.toyota.com/recall](http://www.toyota.com/recall)).

After explaining the above points, Toyota expects dealers to:

- Obtain vehicle buyer information by having the buyer complete the form.
- Create and provide a copy of the completed form to the vehicle buyer. Retain original for step 4.
- Provide vehicle buyer with a current copy of the Toyota Q&A for the Takata Recall (Q&A found on [www.toyota.com/recall](http://www.toyota.com/recall)).
- Keep the completed form on file at the dealer and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com).
- Encourage buyers to register on [www.toyota.com/owners](http://www.toyota.com/owners) to ensure timely communication on important recall matters.

**TOYOTA**  
**FUTURE PHASE - CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM**

Takata Front Passenger Airbag Inflation - Future Safety Recall Information

Thank you for considering Toyota - we're pleased that you're about to become part of the Toyota family and are confident you will enjoy your driving experience! As part of our Customer First commitment, we want to make sure you are a safe driver and ensure that we have your preferred contact information so that we can contact you at the appropriate time.

**So what's the issue?** The vehicle listed below is equipped with a Takata-produced front passenger airbag inflator. It is NOT currently involved in any recall. However, according to an order issued by the U.S. National Highway Traffic Safety Administration (NHTSA), the vehicle's front passenger airbag inflator will be recalled by the end of 2019. As a result, Toyota will contact you to arrange for a replacement inflator or airbag assembly at NO CHARGE in connection with this future recall - and that's why we want to make sure we have your preferred contact information.

Based on multiple independent investigations and NHTSA's independent expert, NHTSA has concluded that the vehicle's Takata front passenger airbag inflator does not pose an unreasonable risk to safety until after long-term exposure to environmental moisture and fluctuating high temperatures.

NHTSA and Toyota are prioritizing the Takata airbag inflator recalls, considering time to operation, temperature, and environmental moisture, which depends on a vehicle's operating location. You can obtain more information about the NHTSA's website ([www.nhtsa.gov](http://www.nhtsa.gov)) or Toyota's website ([www.toyota.com](http://www.toyota.com)).

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

VIN: [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]

**This is My Preferred Contact 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/owners](http://www.toyota.com/owners) or contact us at 1-800-678-8271.

Customer Signature: \_\_\_\_\_  
Once again - thank you for choosing Toyota!

**Dealer Information:**

Dealer Name/Address: \_\_\_\_\_ Dealer Phone Number: \_\_\_\_\_  
 Dealer Staff Name: \_\_\_\_\_ Dealer Staff Signature: \_\_\_\_\_

Future Phase - Customer Contact & Vehicle Disclosure Form

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## COMPETITORS ARE ALSO AFFECTED

The Takata front airbag inflator recall impacts Toyota/Scion and multiple other automotive manufacturers. For consumers that may be cross-shopping Toyota, we encourage you to discuss this information with them to compare affected Toyota vehicles with related vehicles from other automotive manufacturers. For additional information on the Takata Safety Recall and affected vehicles by other manufacturers, consumers can visit [safercar.gov](http://safercar.gov).

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## WHAT TO DO IF CUSTOMERS OR MEDIA HAVE QUESTIONS

### MEDIA CONTACTS

It is imperative that all media contacts (local and national) receive a consistent message. If any media contact your dealer, please direct them to the Toyota Motor Sales Media Line at (310) 468-5297.

### CUSTOMER CONTACTS

Customers who receive the owner letters in July 2016 or hear about this condition on the news 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. Always refer to the Toyota Customer Frequently Asked Questions for the Takata Safety Recall found on [www.toyota.com/recall](http://www.toyota.com/recall) to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please go to [www.toyota.com/recall](http://www.toyota.com/recall) or contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am to 4:00 pm Pacific Time.

Toyota would also like dealers to encourage customers to register their vehicle on [www.toyota.com/owners](http://www.toyota.com/owners) to ensure timely communication on important recall matters. This is one way Toyota ensures up-to-date contact information for consumers and vehicles by VIN. Toyota also recommends that you suggest customers regularly check recall applicability using [www.toyota.com/recall](http://www.toyota.com/recall). Customers will need to input their 17-digit Vehicle Identification Number (VIN).

For additional information on the Takata Safety Recall, consumers can also visit [safercar.gov](http://safercar.gov) for Takata resources available from NHTSA.

***For information about vehicles subject to the Takata inflator recalls announced before May 2016, please refer to prior Dealer Communications and/or [www.Toyota.com/recall](http://www.Toyota.com/recall)***