

# TOYOTA

## ◀ IMPORTANT UPDATE ▶

### PRODUCT SUPPORT DIVISION

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

DATE	TOPIC
12/1/2016	<ul style="list-style-type: none"><li>• Loaner vehicle reimbursement section has been updated to include additional coverage.</li><li>• Return shipping information for removed inflators/airbags has been added.</li><li>• 2016 model year 4Runner VIN Lookup website for future phase eligibility has been highlighted.</li></ul>

*The most recent updates 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

Published October 13, 2016

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

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

Subject: Safety Recall G0P (Interim G1P) – **Remedy Notice**  
Multiple Models and Model Years  
Takata Front Passenger Airbag Inflator (**Zone A**)

---

## Toyota has sufficient parts to begin a phased implementation of the remedy.

### Background

On May 4, 2016, the National Highway Traffic Safety Administration (NHTSA) announced an expansion of the Takata Airbag Inflator Recalls. This announcement explained that Takata will, over time, recall additional specific front airbag inflators manufactured with phase-stabilized ammonium nitrate (PSAN) propellant that does not contain a material called a “desiccant.” This expansion impacts Toyota and multiple other automotive manufacturers using specific Takata frontal airbag inflators.

On May 16, 2016, Takata filed the first of multiple Defect Information Reports (DIRs) with NHTSA to address the first phase of this expansion.

On May 23, 2016, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the first phase of the Takata recall and informing the agency of our intent to conduct a voluntary Safety Recall on the vehicles described below:

- 2006 – 2011 Yaris Hatchback
- 2007 – 2011 Yaris Sedan
- 2008 – 2011 Scion xB
- 2009 – 2011 Corolla
- 2009 – 2011 Matrix
- 2010 – 2011 4Runner
- 2011 Sienna

### Condition

The subject vehicles are equipped with front passenger airbag inflators produced by Takata. According to Takata, the propellant in these inflators may degrade after prolonged exposure to high absolute humidity and fluctuating high temperatures. Degraded propellant can cause inflator rupture during airbag deployment. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, striking the vehicle occupants, and result in serious injury or death.

### Remedy

Toyota has sufficient parts to begin a phased implementation of the remedy. The remedy, when available, will consist of the replacement of the airbag inflator or the airbag assembly, depending on the vehicle model. Refer to the following table for anticipated remedy launch timing.

To determine if the remedy is available for a specific **MODEL and MODEL YEAR VEHICLE**, refer to the “Notification Type” column in the table below. If this column indicates “Remedy”, the remedy can be performed.

Zone	Model Name	Model Year	Notification Type	Anticipated Remedy Date	Approximate UIO
A	Yaris Hatchback	2006 – 2011	Remedy	Mid-October 2016	87,500
A	Yaris Sedan	2007 – 2011	Interim	December 2016	154,800
A	Scion xB	2008 – 2011	Interim	TBD	74,600
A	Matrix	2009 – 2011	Interim	TBD	39,200
A	Corolla	2009 – 2011	Interim	TBD	523,200
A	4Runner	2010 – 2011	Interim	TBD	45,100
A	Sienna	2011	Interim	TBD	74,100

Note: Vehicles opened for the remedy can have the repair performed at any authorized Toyota dealership **regardless of geographical location**.

**Covered Vehicles**

This Safety Recall currently covers the first phase of Zone A. There are approximately 998,500 Toyota and Scion vehicles in this Safety Recall, including approximately 94,300 vehicles in Puerto Rico. Refer to the table in the previous section for additional UIO information.

**Zone Descriptions**

Time, temperature, and humidity have been found by NHTSA and multiple independent investigations to contribute to significant propellant degradation that can lead to an unreasonable risk of inflator rupture. Based on this information, NHTSA has identified the specific states and U.S. territories for each of the three Zones.

**ZONE A: G0P (Interim G1P):** Zone A vehicles are identified as having been originally sold, currently registered, or previously registered in a Zone A state or US territory: AL, CA, FL, GA, HI, LA, MS, SC, TX, American Samoa, Guam, Puerto Rico, Saipan, and the US Virgin Islands. These states and U.S. territories have been identified as having high temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at between 6-9 years.

**ZONE B: G0R (Interim G1R):** Zone B vehicles are identified as having been originally sold, currently registered, or previously registered in a Zone B states: AZ, AR, DE, IL, IN, KS, KY, MD, MO, NE, NV, NJ, NM, NC, OH, OK, PA, TN, VA, WV, and the District of Columbia. These states have been identified as having moderate temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at between 10-15 years.

**ZONE C: (Future Projected Safety Recall):** Zone C vehicles are identified as having not been originally sold in zone A or B, not currently registered in Zone A or B, and never previously registered in Zone A or B. Zone C states are: AK, CO, CT, ID, IA, ME, MA, MI, MN, MT, NH, NY, ND, OR, RI, SD, UT, VT, WA, WI, and WY. These states have been identified as having lower temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at between 15-20 years.

***Refer to the attached Takata Phase and Zone Summary for additional details on involved vehicles and zones as well as other projected future Safety Recall applicability for additional Toyota vehicles.***

**Owner Letter Mailing Date**

Toyota will begin to notify owners of vehicles open for remedy approximately one week after the remedy is made available. A sample of the owner notification letter has been included for your reference. **Refer to the table in the Remedy section of this letter for approximate remedy owner notification timing.**

*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.*

**Current Phase - Pre-Owned Vehicles in Dealer Inventory**

Toyota typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

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" and include the VIN.

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.

**Future Phase - New and Pre-Owned Vehicles in Dealership Inventory**

There are no new vehicles in dealership inventory that are currently included in this Safety Recall. However, there may be some new and pre-owned vehicles in inventory that will be included in a future phase.

NEW	Model Name	Model Year	Applicable Zones
	4Runner	2015 – 2016*	All

PRE-OWNED	Model Name	Model Year	Applicable Zones
	Yaris Hatchback	2006 – 2011	Varies by Zone – Refer to Takata Phase and Zone Summary
	Yaris Sedan	2007 – 2012	
	Scion xB	2008 – 2015	
	Corolla	2009 – 2013	
	Matrix	2009 – 2013	
	4Runner	2010 – 2016*	
	Sienna	2011 – 2014	

\*Some late production 2016 model year 4Runner vehicles have been manufactured with an airbag that is not affected by this Safety Recall condition and will not be included in a future phase. To determine if a 2016 model year 4Runner will be included in a future phase of this Safety Recall, input the VIN in the following website: <https://takata-lookup.imagespm.info/>. **Note: The default password is XXXXX. 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.**

**Importantly, these non-desiccated passenger frontal PSAN airbag inflators in these Future Phase vehicles are not subject to a current recall.** Based on multiple independent investigations and NHTSA's independent expert, NHTSA has concluded that the non-desiccated frontal Takata airbag inflators do not pose an unreasonable risk to safety until they reach a certain level of propellant degradation after long-term exposure to environmental moisture and fluctuating high temperatures. NHTSA and Takata are prioritizing these recalls based on when affected inflators are likely to pose an unreasonable risk to safety, considering time, temperature, and environmental moisture, which depends on a vehicle's operating location. According to NHTSA's current order, these components will be recalled by the end of 2019. ***Toyota expects dealers to disclose this information to their customers prior to sale.***

Toyota expects dealers to use the attached Future Phase – Customer Contact and Vehicle Disclosure Form to explain this information to the customer and to obtain vehicle buyer contact information. Dealers are to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer prior to delivery. Toyota or the dealer may use this information to contact the customer when the remedy becomes available. Sales, Finance and Insurance, and Vehicle Delivery personnel should also refer to the Takata Airbag Recall Hot Sheet published July 2016 for additional details.

Keep the completed form on file at the dealer and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form" and include the VIN.

**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.

**Loaner Vehicle Reimbursement Procedure**

**For vehicles currently involved in Safety Recall G0P/G1P:** Toyota recommends that no passengers sit in the front passenger seat. If this recommendation is not feasible for the customer's personal or business needs, a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day for a maximum of 4 days. Per day expense exceeding \$35 or loaners exceeding 4 days, requires DSPM authorization. For additional information, reference the Toyota Transportation Assistance Program (TTAP) guidelines.

**NOTE:** At this time, Toyota is reserving alternative transportation options to specifically support those customers with vehicles **currently under recall**.

Opcode (for G0P remedy)	Opcode (for G1P interim)	Description	DSPM Authorization
QCTKRA	QCRNTA	Vehicle Rental: 1-30 Days	Required
QCTKRB	QCRNTB	Vehicle Rental: 31-60 Days	
QCTKRC	QCRNTC	Vehicle Rental: 61-90 Days	
QCTKRD	QCRNTD	Vehicle Rental: 91-120 Days	
QCTKRE	QCRNTE	Vehicle Rental: 121-150 Days	
QCTKRF	QCRNTF	Vehicle Rental: 151-180 Days	
QCTKRG	QCRNTG	Vehicle Rental: 181-210 Days	
QCTKRH	QCRNTH	Vehicle Rental: 211-240 Days	
QCTKRJ	QCRNTJ	Vehicle Rental: 241-270 Days	
QCTKRK	QCRNTK	Vehicle Rental: 271-300 Days	

**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 Technician
- Master Diagnostic Technician (MDT)

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.

**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](mailto:MLGTakataRestraints_International@menloworldwide.com).

### **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.

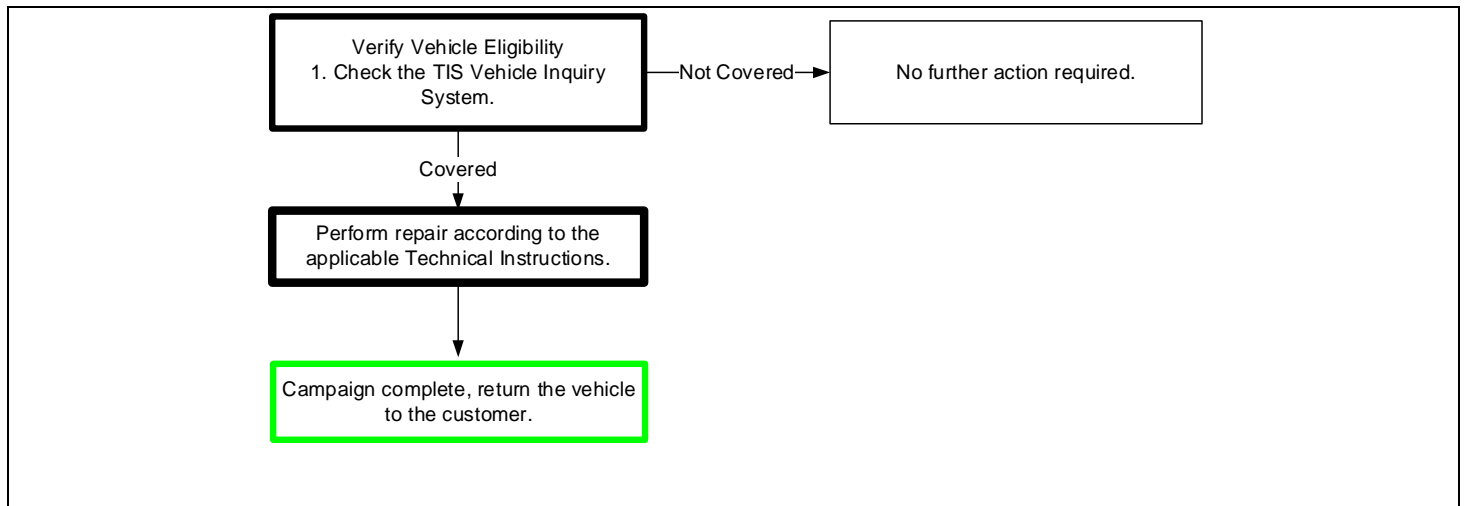
### **Parts Ordering Process - Non SET and GST Parts Ordering Process**

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.

### **Parts**

Model/Model Year	Part Number	Part Description	Quantity
2006-2011 Yaris Hatchback	04005-23752	Instrument Panel Airbag Module	1
2006-2011 Yaris Hatchback	04005-28352	Wire Harness	1
2006-2011 Yaris Hatchback	Local Source	Tie-wrap	2

**Warranty Reimbursement Procedure**

Model	Op. code	Description	Flat Rate Hours
2006-2011 Yaris Hatchback	BGG23J	Replace Instrument Panel Airbag Module	0.8 hrs/veh

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Dealers may claim the cost for 2 plastic ties and the cost for materials needed for inflator return shipping under Op. code BGG23J at a maximum rate of \$0.70 per vehicle as sublet type "ZZ."

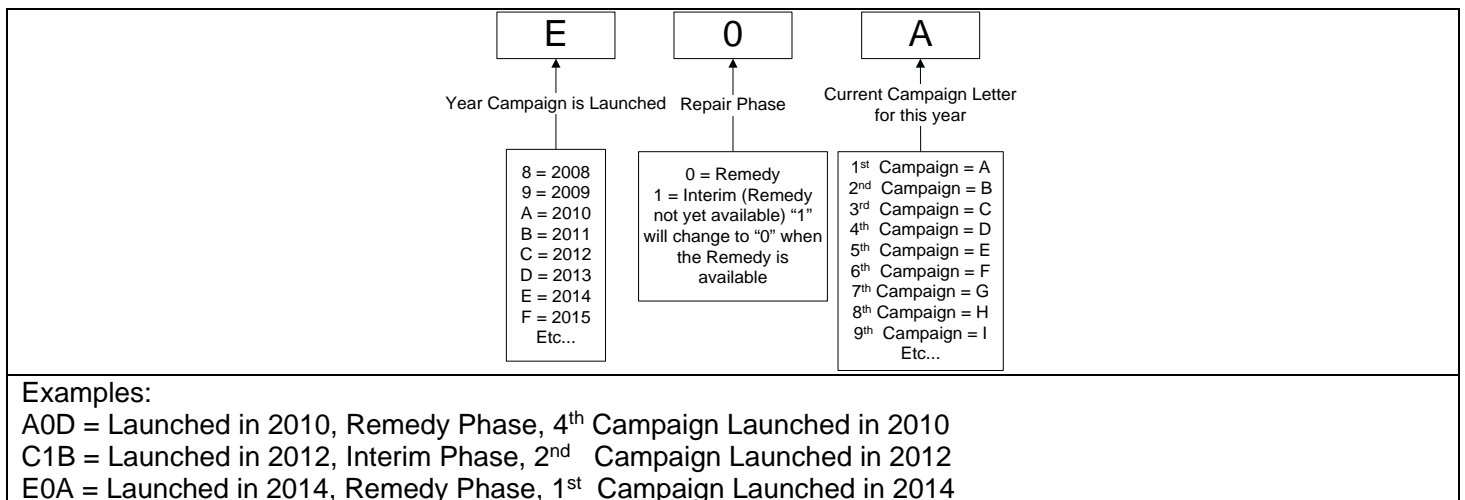
**Media Contacts**

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 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 document 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 Recalls G0P & G0R (Interim G1P & G1R) – *Remedy Notice***  
**Multiple Models and Model Years**  
**Takata Front Passenger Airbag Inflator (Zones A & B)**

**Frequently Asked Questions**  
**Published October 13, 2016**

**Background**

On May 4, 2016, the National Highway Traffic Safety Administration (NHTSA) announced an expansion of the Takata Airbag Inflator Recalls. This announcement explained that Takata will, over time, recall additional specific front airbag inflators manufactured with phase-stabilized ammonium nitrate (PSAN) propellant that does not contain a material called a “desiccant.” This expansion impacts Toyota and multiple other automotive manufacturers using specific Takata frontal airbag inflators.

On May 16, 2016, Takata filed the first of multiple Defect Information Reports (DIRs) with NHTSA to address the first phase of this expansion.

On May 23, 2016, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the first phase of the Takata recall and informing the agency of our intent to conduct a voluntary Safety Recall on these vehicles. The involved vehicles are described in the attached Phase and Zone summary.

**Q1: *What is the condition?***

A1: The subject vehicles are equipped with front passenger airbag inflators produced by Takata. According to Takata, the propellant in these inflators may degrade after prolonged exposure to high absolute humidity and fluctuating high temperatures. Degraded propellant can cause inflator rupture during airbag deployment. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, striking the vehicle occupants, and result in serious injury or death.

**Q2: *Why is Takata recalling all frontal airbag inflators manufactured with phase-stabilized ammonium nitrate (PSAN) propellant that do not also include a desiccant?***

A2: Multiple independent investigations and NHTSA’s independent expert concluded that the ammonium nitrate propellant in non-desiccated, frontal Takata airbag inflators degrades over time. The degradation is the result of various factors existing in the location where the vehicle containing the inflators is principally operated, including long-term exposure to environmental moisture and fluctuating high temperatures.

**Q2a: *What is the inflator?***

A2a: The inflator is a device contained within the airbag assembly. It contains propellant which is ignited to initiate airbag deployment. When ignited, the propellant expands into an inert gas, inflating the airbag.

**Q2b: *What happens when the non-desiccated propellant degrades?***

A2b: If the propellant degrades substantially, the inflators can become over-pressurized and rupture during airbag deployment.

**Q2c: *What is a desiccant?***

A2c: A desiccant is a material that acts as a drying agent. Desiccants collect moisture present in their immediate environment, helping to limit moisture absorption by other nearby materials, such as propellant in an airbag inflator.

**Q3: *Which airbags in Toyota and Scion vehicles are affected by this Safety Recall?***

A3: This Safety Recall only includes certain Takata-produced front Passenger airbag inflators. No front Driver airbags in Toyota and Scion vehicles are included.

**Q4: *Are there concerns with other airbags in the vehicle?***

A4: No. The announcement made by NHTSA only applies to certain front Passenger airbag inflators manufactured and installed in certain Toyota and Scion vehicles. Other airbags in the vehicle will not be affected by this announcement or subsequent Safety Recalls involving Toyota and Scion vehicles.

**Q5: Which vehicles are affected by this Safety Recall?**

A5: Refer to the attached Takata Phase and Zone summary for details on affected vehicles. Also, customers can refer to [Toyota.com/recall](http://Toyota.com/recall) and select the Takata Information link to see applicable models and zones.

**Q6: Are there any warnings that this condition exists?**

A6: No. There are no warnings or other indicators that this condition exists. However, the condition **does not cause the front Passenger airbag to activate when it should not**. Also, the front Passenger airbag is designed to inflate only in certain moderate to severe crashes. Further, NHTSA has concluded that the non-desiccated frontal Takata airbag inflators do not pose an unreasonable risk to safety until they reach a certain level of propellant degradation, which is the result of time, temperature and environmental moisture, which depends on the vehicle's location.

**Q7: What is Toyota going to do?**

A7: An interim notification was sent in July 2016 to all owners of involved vehicles to inform them that their vehicle is involved and that we will notify them again when the remedy becomes available. Toyota now has sufficient parts to begin a phased implementation of the remedy. Refer to the table below for approximate remedy owner notification timing:

Zone	Model Name	Model Year	Notification Type	Anticipated Remedy Date	Approximate UIO
A	Yaris Hatchback	2006 – 2011	Remedy	Mid-October 2016	87,500
A	Yaris Sedan	2007 – 2011	Interim	December 2016	154,800
A	Scion xB	2008 – 2011	Interim	TBD	74,600
A	Matrix	2009 – 2011	Interim	TBD	39,200
A	Corolla	2009 – 2011	Interim	TBD	523,200
A	4Runner	2010 – 2011	Interim	TBD	45,100
A	Sienna	2011	Interim	TBD	74,100
B	Yaris Hatchback	2007 – 2008	Remedy	Mid-October 2016	30,800
B	Yaris Sedan	2007 – 2008	Interim	December 2016	53,100
B	Scion xB	2008	Interim	TBD	18,600

Note: Vehicles opened for the remedy can have the repair performed at any authorized Toyota dealership **regardless of geographical location**.

**Q8: My vehicle is involved in this Safety Recall but the remedy is not yet available. Will Toyota provide a loaner vehicle until the remedy is available?**

A8: Remember, this condition does not cause the front Passenger airbag to activate when it should not. To minimize risk, Toyota recommends that no passengers sit in the front passenger seat. If this recommendation is not feasible for the customer's personal or business needs, alternative transportation may be made available.

**Q9: Until the remedy is available, are there any steps I can take to minimize the occurrence of this condition.**

A9: No. There are no steps you can take to minimize the occurrence of this condition. **However, the condition does not cause the front Passenger airbag to activate when it should not.** Also, based on multiple independent investigations and NHTSA's independent expert, NHTSA has concluded that the non-desiccated frontal Takata airbag inflators do not pose an unreasonable risk to safety until they reach a certain level of propellant degradation after long-term exposure to environmental moisture and fluctuating high temperatures. NHTSA and Takata are prioritizing the expanded inflator recalls based on when involved inflators are more likely to pose an unreasonable risk to safety, considering time, temperature, and environmental moisture, which depends on a vehicle's location.

**Q10: Are there any indicators that my vehicle is equipped with an affected Takata inflator?**

A10: No. There are no indicators. See the Takata Recall Phase and Zone Summary for details on involved vehicles.

**Q11: *My vehicle is not involved in this Safety Recall. Will it be involved in a future phase?***

A11: NHTSA and Takata are prioritizing future recalls based on when the affected inflators are likely to pose an unreasonable risk to safety, considering time, temperature, and environmental moisture. Therefore, the plan has been structured with five phases and three geographical zones based on time in service and climatic conditions.

**Q12: *My vehicle is not involved in this Safety Recall, but it may be involved in a future phase. When will the remedy be available for my vehicle?***

A12: NHTSA and Takata are finalizing plans to initiate multiple recalls for all affected vehicles that will be released in five phases beginning in May 2016 and continuing through 2019. Registered owners of involved vehicles will be notified by Toyota as each additional Takata recall is filed and phase announced between May 2016 and 2019.

**Q13: *What should I do to determine if my vehicle will be involved in a future phase?***

A13: Toyota recommends that you 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).

**Q14: *If my vehicle may potentially be included in a future Safety Recall, will Toyota disconnect the involved Passenger airbag or the other airbags in my vehicle until the remedy is available?***

A14: No. Toyota will not disconnect airbags as part of this recall action. Based on multiple independent investigations and NHTSA's independent expert, NHTSA has concluded that the non-desiccated frontal Takata airbag inflators do not pose an unreasonable risk to safety until they reach a certain level of propellant degradation after long-term exposure to environmental moisture and fluctuating high temperatures. NHTSA and Takata are prioritizing these recalls based on when affected inflators are likely to pose an unreasonable risk to safety, considering time, temperature, and environmental moisture, which depends on a vehicle's operating location.

**Q15: *If my vehicle will be included in a future Safety Recall, will Toyota provide a loaner vehicle until the remedy is available?***

A15: At this time, Toyota is reserving alternative transportation options to specifically support those customers with vehicles currently under recall. For vehicles equipped with Takata inflators that may be recalled in the future, NHTSA and Takata have concluded that the non-desiccated frontal Takata airbag inflators do not pose an unreasonable risk to safety until they reach a certain level of propellant degradation. NHTSA and Takata are prioritizing future recalls based on when inflators are likely to pose an unreasonable risk to safety, considering time, temperature, and environmental moisture, which depends on a vehicle's location.

**Q16: *Are any vehicles currently being manufactured by Toyota, Lexus, or Scion being equipped with Takata frontal airbag inflators manufactured with PSAN propellant that does not include a desiccant?***

A16: No. Toyota, Lexus, and Scion are no longer manufacturing any vehicles with PSAN propellant that does not include a desiccant.

**Q17: *Is Toyota, Lexus, or Scion selling any new vehicles that are equipped with Takata frontal airbag inflators manufactured with PSAN propellant that does not include a desiccant?***

A17: Yes. The models that may be in dealer inventory today are listed below.

- 2015 Lexus IS 250C/350C
- 2015 – 2016 Toyota 4Runner
- 2015 – 2017 Lexus GX460\*

*\*only applies to early production 2017 model year Lexus GX460 vehicles.*

***Importantly, these non-desiccated passenger frontal PSAN airbag inflators in these new vehicles are not subject to a current recall.*** Based on multiple independent investigations and NHTSA's independent expert, NHTSA has concluded that the non-desiccated frontal Takata airbag inflators do not pose an unreasonable risk to safety until they reach a certain level of propellant degradation after long-term exposure to environmental moisture and fluctuating high temperatures. NHTSA and Takata are prioritizing these recalls based on when affected inflators are likely to pose an unreasonable risk to safety, considering time, temperature, and environmental moisture, which depends on a vehicle's operating location. According to NHTSA's current order, these components will be recalled by the end of 2019.

**Q18: *How does NHTSA's announcement relate to other actions Toyota has taken regarding Takata airbag inflators?***

A18: Previous Safety Recalls that are currently ongoing remain in effect, and remedy actions remain underway. Customers are strongly encouraged to have these inflators replaced as soon as they are notified that replacement parts are available. The current NHTSA and Takata announcement will ultimately involve the recall of all Takata frontal inflators that utilize non-desiccated, phase-stabilized ammonium nitrate (PSAN) propellant. Toyota will announce subsequent Safety Recalls in accordance with NHTSA's announcements.

**Q19: *What if I have additional questions or concerns?***

A19: If you have additional questions or concerns go to [www.toyota.com/recall](http://www.toyota.com/recall), or 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.

# NHTSA-Takata Airbag Inflator Expansion

## Summary of Phases / Zones

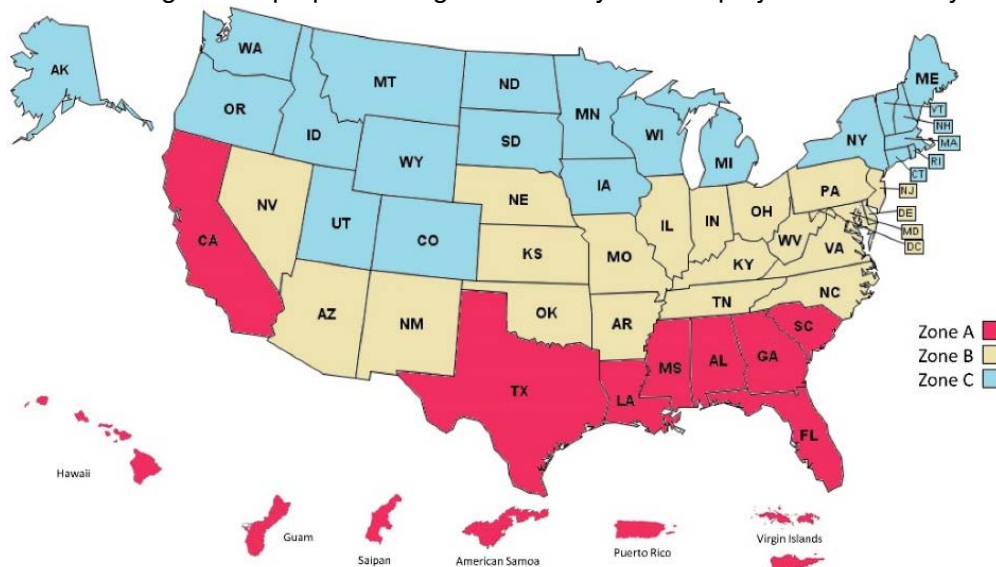


These Safety Recalls have been structured with multiple phases across three geographic zones. Time, Temperature, and Humidity have been found by NHTSA and multiple independent investigations to contribute to significant Takata airbag inflator propellant degradation that can lead to an unreasonable risk of inflator rupture.

**ZONE A:** Includes states with high temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at 6-9 years.

**ZONE B:** Includes states with moderate temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at 10-15 years.

**ZONE C:** Includes states with lower temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at 15-20 years.

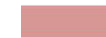


Follow the steps below to understand if your vehicle may be involved in a current or future Safety Recall:

1. Identify the geographic zone where you live or principally operate the vehicle; A, B or C.
2. Locate your applicable Zone Table and the vehicle model and model year.
3. Refer to the Phase Definition at the bottom of each table for the Phase and Safety Recall Timing.

*Note: the vehicle models and model years described on this document represent the best information currently available to Toyota and are subject to change if additional information is identified by Toyota, Takata, or NHTSA.*

Involved in current  
Safety Recall – **Interim**



Projected for Future Phase – **Full  
model year applicability**



Involved in current  
Safety Recall – **Remedy**



Projected for Future Phase –  
**Partial model year applicability**



### ZONE A - G0P (Interim G1P)

Model	Model Year										
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Corolla											
Matrix											
Yaris (Hatchback)											
Yaris (Sedan)											
Sienna											
4Runner											
Scion xB											
<b>Phase</b>	<b>Phase 1</b>						<b>Phase 2</b>	<b>Phase 3</b>	<b>Phase 4</b>		

### ZONE B - G0R (Interim G1R)

Model	Model Year										
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Corolla											
Matrix											
Yaris (Hatchback)											
Yaris (Sedan)											
Sienna											
4Runner											
Scion xB											
<b>Phase</b>	<b>Phase 1</b>			<b>Phase 2</b>	<b>Phase 3</b>	<b>Phase 4</b>					

### ZONE C - (Future Projected Safety Recall)

Model	Model Year										
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Corolla											
Matrix											
Yaris (Hatch Back)											
Yaris (Sedan)											
Sienna											
4Runner											
Scion xB											
<b>Phase</b>	<b>Phase 2</b>			<b>Phase 3</b>	<b>Phase 4</b>						

*Some late production 2016 model year 4Runner vehicles have been manufactured with an airbag that is not affected by this Safety Recall condition and will not be included in a future phase. To determine if your 2016 model year 4Runner will be included, refer to your dealer.*

### Timing of Projected Safety Recall Phase Announcement

**Phase 1:** May 2016

**Phase 3:** January 2018

**Phase 2:** January 2017

**Phase 4:** January 2019

**Multiple Models and Model Years**  
**Takata Front Passenger Airbag Inflator (Zone A)**  
**IMPORTANT SAFETY RECALL (Interim Notice)**

This notice applies to your vehicle: [VIN]  
NHTSA Recall No. 16V-340

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 the vehicles described below:

- 2006 – 2011 Yaris Hatchback
- 2007 – 2011 Yaris Sedan
- 2008 – 2011 Scion xB
- 2009 – 2011 Corolla
- 2009 – 2011 Matrix
- 2010 – 2011 4Runner
- 2011 Sienna

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner of a subject vehicle.

**What is the problem?**

The subject vehicles are equipped with front passenger airbag inflators produced by Takata. The propellant in these inflators may degrade after prolonged exposure to high absolute humidity and fluctuating high temperatures. Degraded propellant can cause inflator rupture during airbag deployment. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, striking the vehicle occupants, and result in serious injury or death.

**What will Toyota do?**

Toyota is currently preparing the remedy for this problem and will send another notification to all affected owners when the remedy becomes available. The remedy, when available, will consist of the replacement of the airbag inflator or the airbag assembly, depending on the vehicle model at **NO CHARGE** to you.

**What should you do?**

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

Please read the Frequently Asked Questions and Phase and Zone summary included with this letter to help answer any additional questions you may have.

**What if you have other questions?**

- For more information about Takata Recalls please see Toyota's website ([www.toyota.com/recall](http://www.toyota.com/recall)) or the National Highway Traffic Safety Administration (NHTSA) website ([www.safercar.gov](http://www.safercar.gov)).
- If you require further assistance, you may contact your local Toyota dealer or the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am to 4:00 pm Pacific Time.



To visit Toyota.com/recall from your smart phone, scan the QR code to the left. Here you will find the most current Takata recall information and be able to check repair applicability specific to your VIN #.

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](http://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 problem may have caused you.

Thank you for driving a Toyota.

Sincerely,

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

SAMPLE

**Multiple Models and Model Years**  
Takata Front Passenger Airbag Inflator (Zone A)  
**IMPORTANT SAFETY RECALL (Remedy Notice)**

This notice applies to your vehicle: [VIN]  
NHTSA Recall No. 16V-340

**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 the vehicles described below:

- 2006 – 2011 Yaris Hatchback
- 2007 – 2011 Yaris Sedan
- 2008 – 2011 Scion xB
- 2009 – 2011 Corolla
- 2009 – 2011 Matrix
- 2010 – 2011 4Runner
- 2011 Sienna

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 problem?**

The subject vehicles are equipped with front passenger airbag inflators produced by Takata. The propellant in these inflators may degrade after prolonged exposure to high absolute humidity and fluctuating high temperatures. Degraded propellant can cause inflator rupture during airbag deployment. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, striking the vehicle occupants, and result in serious injury or death.

**What will Toyota do?**

Any authorized Toyota dealer will replace the airbag inflator or the airbag assembly, depending on the vehicle model, 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.**

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

**The repair will take approximately 1.5 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.**

**What if you have other questions?**

- For more information about Takata Recalls please see Toyota's website ([www.toyota.com/recall](http://www.toyota.com/recall)) or the National Highway Traffic Safety Administration (NHTSA) website ([www.safercar.gov](http://www.safercar.gov)).
- If you require further assistance, you may contact your local Toyota dealer or 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.



To visit Toyota.com/recall from your smart phone, scan the QR code to the left. Here you will find the most current Takata recall information and be able to check repair applicability specific to your VIN #.

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](http://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.

**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

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 \_\_\_\_\_



## FUTURE PHASE – CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

*Takata Front Passenger Airbag Inflator – Future Safety Recall Applicability*

**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 issue 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 Takata are prioritizing the Takata airbag inflator recalls, considering time in operation, temperature, and environmental moisture, which depends on a vehicle's operating location. You can obtain more information about this on NHTSA's website ([www.safercar.gov](http://www.safercar.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 <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

### 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, contact us at 1-888-270-9371.*

Customer Signature

**Once again – Thank you for choosing Toyota**

### Dealer Information

Dealer Name/Address  Dealer Code

Dealer Phone Number

Dealer Staff Name

Dealer Staff Signature

Published October 13, 2016

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

To: General Managers  
Sales and Service Managers

Subject: ACTION REQUIRED – New and Pre-Owned Vehicle Inventory  
FUTURE Safety Recall Phase - Takata Front Passenger Airbag Inflator Advisory Label

The enclosed advisory label **MUST BE** applied to all new and pre-owned vehicles that will be included in a **FUTURE** Takata Safety Recall phase prior to being displayed for sale or presented as available for sale to a customer. Reference the model and model year table below, as well as the Takata Phase and Zone summary (map) to determine applicability based on your geographic location.

### New Vehicles in Dealership Inventory

Up until this point, Toyota has been applying these labels at all ports and processing centers prior to delivery to dealers. As of October 10, 2016, Toyota will no longer be applying these labels at ports or processing centers. Refer to the note below for additional details.

NEW	Model Name	Model Year	Applicable Zones
	4Runner	2015 – 2016*	All

### Pre-owned Vehicles in Dealership Inventory

PRE-OWNED	Model Name	Model Year	Applicable Zones
	Yaris Hatchback	2006 – 2011	Varies by Zone – Some vehicles are already under Safety Recall* and others may be in a future phase based on location. Refer to Takata Phase and Zone summary (map) for details.
	Yaris Sedan	2007 – 2012	
	Scion xB	2008 – 2015	
	Corolla	2009 – 2013	
	Matrix	2009 – 2013	
	4Runner	2010 – 2016*	
	Sienna	2011 – 2014	

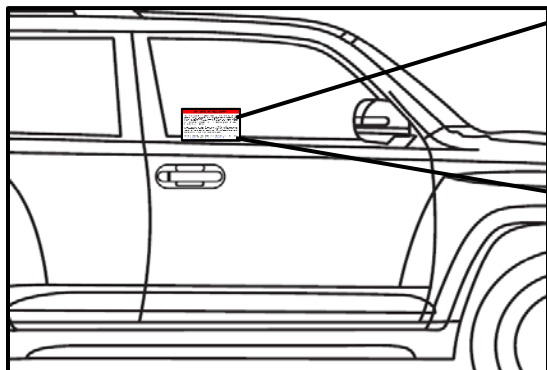
\*Some late production 2016 model year 4Runner vehicles have been manufactured with an airbag that is not affected by this Safety Recall condition and will not be included in a future phase. To determine if a 2016 model year 4Runner will be included in a future phase of this Safety Recall, input the VIN in the following website: <https://takata-lookup.imagespm.info/>. Note: The default password is XXXXX. 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.

**Note:** This advisory label is only to be applied for vehicles not currently under recall, but which will be in FUTURE phases.

In mid-July 2016, each dealership was provided an initial quantity of advisory labels. Additional labels are available at the Material Distribution Center (MDC) in packs of 20 (1 pack = 20 labels) at no cost. As with many MDC items, shipping charges do apply and expedited shipping is available at an additional cost.

### LABEL APPLICATION INSTRUCTIONS:

Please apply the label to the inside of the passenger's front window as illustrated below.



### IMPORTANT ADVISORY

This vehicle 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 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.

Based on multiple independent investigations and NHTSA's independent expert, NHTSA has concluded that the Takata Front Passenger Airbag Inflator in your vehicle does not pose an unreasonable risk to safety until after long-term exposure to environmental moisture and fluctuating high temperatures.

For more information about Takata Recalls please see the NHTSA website ([www.safercar.gov](http://www.safercar.gov)) or Toyota's website ([www.toyota.com/recall](http://www.toyota.com/recall)).

00411-TAKINF-TOY

Additional labels are available at the MDC. To order online visit: <https://portal.toyotamdc.com> or by phone call: (800) 622-2033

MDC #: 00411-TAKINF-TOY