

# TOYOTA

## ◀ IMPORTANT UPDATE ▶

### PRODUCT SUPPORT DIVISION

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

DATE	TOPIC
September 9, 2016	<ul style="list-style-type: none"><li>• Model Years of affected vehicles were updated.</li><li>• CEC (Customer Experience Center) times have been updated to reflect recent time zone change.</li></ul>
July 15, 2016	<ul style="list-style-type: none"><li>• Information regarding pre-owned and new dealer inventory handling and customer disclosure have been included.</li><li>• Loaner vehicle reimbursement opcodes have been added.</li></ul>
June 9, 2016	Information regarding new vehicles currently for sale with non-desiccated passenger frontal PSAN airbag inflators has been added.

*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 May 23, 2016

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

Subject: Safety Recall G0R (Interim G1R) – **Interim Notice**  
Multiple Models and Model Years  
Takata Front Passenger Airbag Inflator (**Zone B**)

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## **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:

- 2007 – 2008 Yaris Hatchback
- 2007 – 2008 Yaris Sedan
- 2008 Scion xB

## **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 is currently preparing the remedy for this condition and will provide additional information as it becomes available. The remedy, when available, will consist of the replacement of the airbag inflator or the airbag assembly, depending on the vehicle model.

## **Covered Vehicles**

This Safety Recall covers the first phase of Zone B. There are approximately 102,500 Toyota and Scion vehicles in this Safety Recall.

<b>Model Name</b>	<b>Model Year</b>	<b>Approximate UIO</b>
Yaris Hatchback	2007 – 2008	30,800
Yaris Sedan	2007 – 2008	53,100
Scion xB	2008	18,600

**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 send an interim notification to owners starting in **early July**.

*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
	Scion xB	2015	

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	

**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 G0R:** 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	Description	DSPM Authorization
QCGRRA	Vehicle Rental: 1-30 Days	Required
QCGRRB	Vehicle Rental: 31-60 Days	
QCGRRC	Vehicle Rental: 61-90 Days	
QCGRRD	Vehicle Rental: 91-120 Days	
QCGRRE	Vehicle Rental: 121-150 Days	
QCGRRF	Vehicle Rental: 151-180 Days	

**Media Contacts**

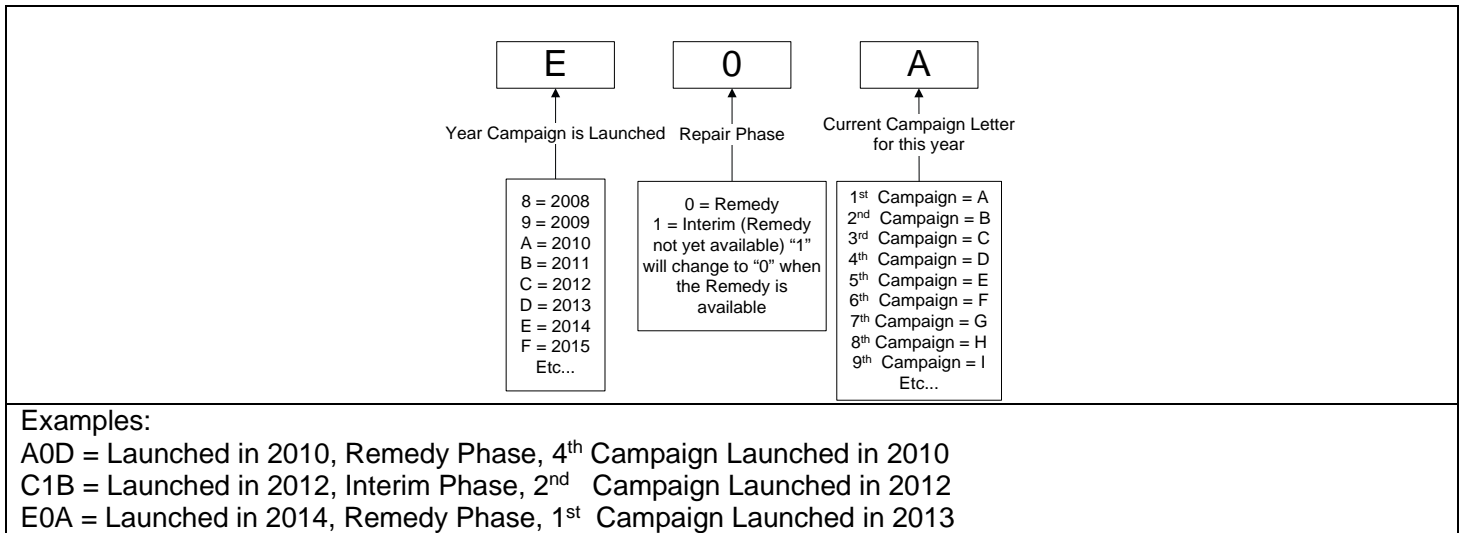
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 or Victor Vanov (859) 801-2592 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact only to media associates.

**Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am to 4:00 pm Pacific 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) – *Interim Notice*  
 Multiple Models and Model Years  
 Takata Front Passenger Airbag Inflator (Zones A & B)

Frequently Asked Questions  
 Published May 23, 2016

**◀ IMPORTANT UPDATE ▶**

DATE	TOPIC
September 9, 2016	<ul style="list-style-type: none"> <li>Model Years of affected vehicles were updated.</li> <li>CEC (Customer Experience Center) times have been updated to reflect recent time zone change.</li> </ul>
July 15, 2016	Text updates to clarify some details have been highlighted.
June 9, 2016	Information regarding new vehicles currently for sale, and vehicles currently being manufactured, with non-desiccated passenger frontal PSAN airbag inflators has been added.

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

**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: Toyota is currently working to obtain the necessary remedy parts. As Toyota makes remedy preparations, an interim notification will be sent 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.

**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, 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: Toyota is currently in the process of phasing out Takata frontal non-desiccated PSAN airbag inflators and expects to complete this process by October 2016. The only vehicles currently in production receiving Takata frontal non-desiccated PSAN airbag inflators are the 2016 model year Toyota 4Runner and early production 2017 model year Lexus GX460 vehicles.

**Q16a: *Are these new vehicles currently included in a Safety Recall or will they be included in a future Safety Recall?***

A16a: 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.



**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 Scion xB
- 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

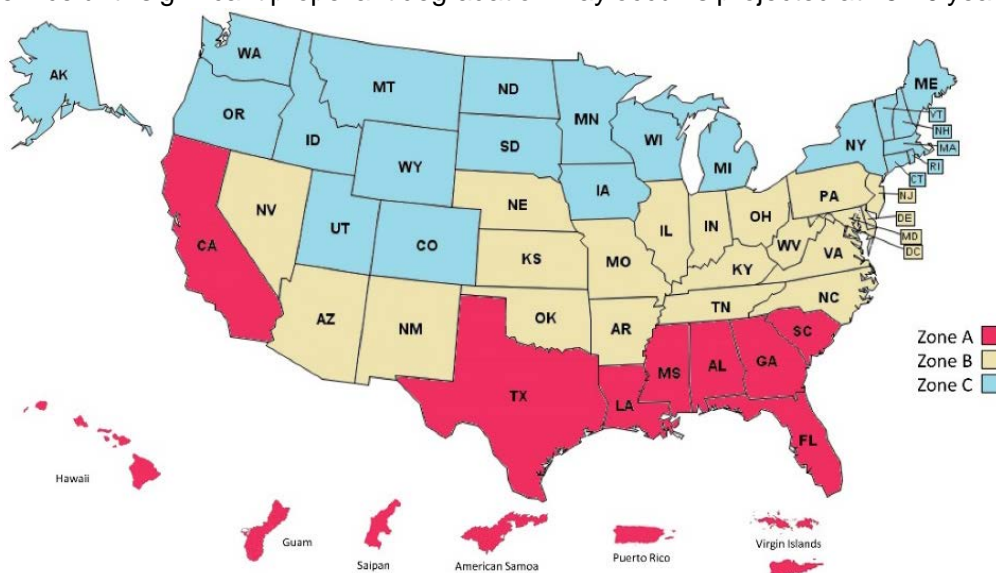


These Safety Recalls have been structured with multiple phases across three geographic zones. Time, Temperature, and Humidity have been found by NHTSA and multiple independent investigations to contribute to significant Takata airbag inflator propellant degradation that can lead to an unreasonable risk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

Involvement in current Safety Recall  Projected for Future Phase

ZONE A - G0P (Interim G1P)											
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>	Phase 1						Phase 2	Phase 3	Phase 4		

ZONE B - G0R (Interim G1R)											
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>	Phase 1			Phase 2	Phase 3	Phase 4					

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>	Phase 2			Phase 3	Phase 4						

### Timing of Projected Safety Recall Phase Announcement

**Phase 1:** May 2016

**Phase 3:** January 2018

**Phase 2:** January 2017

**Phase 4:** January 2019



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2991

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

This notice applies to your vehicle: VIN ABCDEFGH987654321  
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:

- 2007 – 2008 Yaris Hatchback
- 2007 – 2008 Yaris Sedan
- 2008 Scion xB

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 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

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.



To visit [Toyota.com/recall](http://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 #.



Published July 15, 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 Safety Recall G0P or G0R. 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 

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

### Dealer Information

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

# TOYOTA

## 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

### 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 Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____
_____	

Published July 15, 2016

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

Toyota will soon be applying these labels at all port and processing centers prior to delivery to you; however, you may continue to receive vehicles without this label for several weeks.

NEW	Model Name	Model Year	Applicable Zones
	4Runner	2015 – 2016	
Scion xB	2015		

### Pre-owned Vehicles in Dealership Inventory

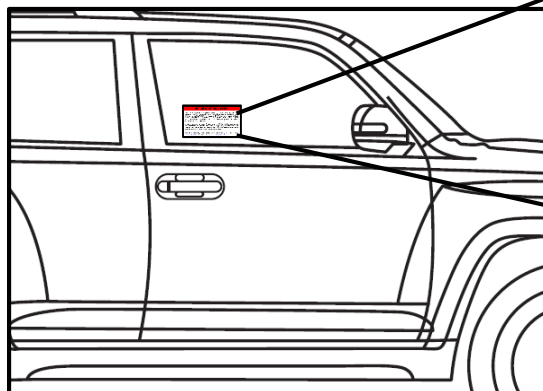
PRE-OWNED	Model Name	Model Year	Applicable Zones	
	Yaris Hatchback	2006 – 2011		Varies by Zone – Some vehicles are already under Safety Recall* and others may be in a future phase based on location. Refer to Takata Phase and Zone summary (map) for details.
	Yaris Sedan	2007 – 2012		
	Scion xB	2008 –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

\* 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