

Original Publication Date: May 21, 2019

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

SAFETY RECALLS GOP/GOR/H0A & E04/DSF/J0A/J0B/J0C (Remedy Notice)

****Parts Status UPDATE****

Certain 2010 – 2016 Model Year 4Runner
Certain 2003 – 2008 Model Year Corolla

Parts supply is healthy for ALL models affected by the Takata recalls except for 4Runner vehicles and Corolla airbag assemblies. Please educate your staff on the overall parts supply situation, and please continue to make appointments and remedy vehicles involved in the Takata recalls.

Some dealers may be experiencing delays in receiving part number **04007-58135** used in the remedy of 4Runner vehicles involved in the Takata recalls. Also, dealers may be experiencing delays in receiving certain service part numbers **73970-02190-B0/B1/BE0** and **73970-02180-B0/B1/E0** used in the remedy of Corolla vehicles, **ONLY** when the airbag assembly is required to be replaced to complete E04, DSF, J0A, J0B, and J0C.

Toyota is working diligently to increase supply of these parts and distribute them to each PDC or Private Distributor according to demand from customers. We will keep you updated regularly as the supply of parts changes.

As of 6/17/2019 we estimate that the lead time for these part numbers ordered the week of June 17 to be 1-2 weeks for **04007-58135**, **73970-02190-B0/B1/BE0**, and **73970-02180-B0/B1/E0**. The back order will be recovered in approximately 1 month for **04007-58135**, **73970-02190-B0/B1/BE0**, and **73970-02180-B0/B1/E0**. Please use this information for scheduling appointments and communicating expected part availability timing to customers seeking the remedy of 4Runner vehicles involved in Safety Recalls GOP, GOR, and H0A. Please continue to schedule customers affected by E04, DSF, J0A, J0B, and J0C with the understanding that Toyota expects less than 1% of customers to require these part numbers to complete the remedy.

In the meantime, Toyota makes the following recommendations for customer handling:

1. Please apologize to our customers on behalf of Toyota and assure them that we are working diligently to increase supply of parts to minimize inconvenience to them.
2. Regarding the 4Runner parts, please order parts for customers who request the remedy and keep track of those customers, so they can be called back when the parts arrive. For dealers outside of GST/SET, the CPOR system has been in use since early March for this part and allows you to track customer orders by VIN and Order Reference Number. Regarding the Corolla service parts, continue to order the inflator campaign part number. There is no back order for the campaign part numbers required by a majority of vehicles.

3. *This issue only affects 4Runner, and certain Corollas covered by E04, DSF, J0A, J0B, and J0C requiring airbag assembly replacement at this time. Parts supplies are healthy for other models. Please educate your staff on the overall parts supply situation, and please continue to make appointments and remedy vehicles for the other models involved in the Takata recalls.*
4. If a customer is uncomfortable driving his/her vehicle until it can be remedied, loaner vehicle reimbursement is available. Please refer to the dealer letter on TIS for more details.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.