

# ◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
07/17/2018	<ul style="list-style-type: none"> <li>• Dealer Transportation Section added with new opcode and sublet for Customer Vehicle Pickup and Delivery.</li> <li>• A new section titled "Unremedied VINs for Dealers" has been added for SOAR.</li> <li>• Additional Part Numbers added in the Non-Desiccated Part Recovery section.</li> <li>• Technician Training Requirements have been updated.</li> </ul>
4/18/2018	<ul style="list-style-type: none"> <li>• A new section titled Non-Desiccated Part Recovery, has been added.</li> <li>• Warranty Reimbursement Procedure details have been updated.</li> </ul>
2/22/2018	<ul style="list-style-type: none"> <li>• Additional Information for Matrix Part Numbers has been added.</li> </ul>
1/9/2018	<ul style="list-style-type: none"> <li>• This Safety Recall has been expanded to include 2010 Corolla, Matrix, 4Runner, Scion xB, as well as 2010-2011 Yaris Hatchback, and 2010-2012 Yaris Sedan vehicles.</li> </ul>
11/2/2017	<ul style="list-style-type: none"> <li>• Remedy is now available for 2009 Corolla vehicles.</li> <li>• New part number available for the remedy of Scion xB vehicles.</li> </ul>
8/31/2017	<ul style="list-style-type: none"> <li>• Remedy is now available for 2009 Scion xB.</li> <li>• Remedy is now available for 2009 Matrix.</li> <li>• Loaner Vehicle Reimbursement section updated to require invoices.</li> </ul>
6/1/2017	<ul style="list-style-type: none"> <li>• Remedy is now available for 2008 Scion xB.</li> </ul>
4/14/2017	<ul style="list-style-type: none"> <li>• Loaner Vehicle Reimbursement Procedure has been updated.</li> <li>• Customer Towing sublet added under Warranty Reimbursement Procedure.</li> </ul>
3/10/2017	<ul style="list-style-type: none"> <li>• Estimated remedy timing for all vehicles has been added.</li> </ul>
1/12/2017	<ul style="list-style-type: none"> <li>• Additional information for Phase Two launch has been added.</li> </ul>
12/13/2016	<ul style="list-style-type: none"> <li>• Remedy is now available for Yaris Sedan.</li> <li>• Vehicle UIOs have been updated.</li> </ul>
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.

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Original Publication Date: October 13, 2016

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

Subject: Safety Recall G0R (Interim G1R) – **Remedy 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

On January 9, 2017, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the second phase of the Takata recall and informing the agency of our intent to conduct a voluntary Safety Recall on the vehicles described below:

- 2009 Yaris Hatchback
- 2009 Yaris Sedan
- 2009 Corolla
- 2009 Matrix
- 2009 Scion xB

On January 09, 2018, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the third phase of the Takata recall and informing the agency of our intent to conduct a voluntary Safety Recall on these vehicles. Select vehicles in the fourth phase are also being opened for remedy. The involved vehicles are described in the attached Phase and Zone summary.

- 2010 Corolla
- 2010 Matrix
- 2010-2011 Yaris Hatchback
- 2010-2012 Yaris Sedan
- 2010 4Runner
- 2010 Scion xB

### **Condition**

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.

**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 table below for remedy launch date.

<b>G0R Status Chart</b>				
<b>B</b>	Yaris Hatchback	2007 – 2008	<b>Remedy Available Now</b> (Launched Mid-October 2016)	30,000
		2009	<b>Remedy Available Now</b> (Launched Mid-January 2017)	9,300
		2010-2011	<b>Remedy Available Now</b> (Launched Early January 2018)	11,200
	Yaris Sedan	2007 – 2008	<b>Remedy Available Now</b> (Launched Mid-December 2016)	49,900
		2009	<b>Remedy Available Now</b> (Launched Mid-January 2017)	9,200
		2010-2012	<b>Remedy Available Now</b> (Launched Early January 2018)	8,700
	Scion xB	2008	<b>Remedy Available Now</b> (Launched Early June 2017)	18,100
		2009	<b>Remedy Available Now</b> (Launched Late August 2017)	11,400
		2010	<b>Remedy Available Now</b> (Launched Early January 2018)	6,200
	4Runner	2010	<b>Remedy Available Now</b> (Launched Early January 2018)	13,600
	Matrix	2009	<b>Remedy Available Now</b> (Launched Late August 2017)	18,300
		2010	<b>Remedy Available Now</b> (Launched Early January 2018)	6,800
	Corolla	2009	<b>Remedy Available Now</b> (Launched Early November 2017)	110,800
		2010	<b>Remedy Available Now</b> (Launched Early January 2018)	133,800

**Note:**

- All anticipated remedy launch dates are subject to change.
- 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, second, and third phases of Zone B. Select vehicles in the fourth phase are also being opened for recall.

- Phase One includes approximately 98,000 Toyota and Scion vehicles in this Safety Recall.
- Phase Two includes approximately 157,700 Toyota and Scion vehicles in this Safety Recall.
- Phase Three includes approximately 176,600 Toyota and Scion vehicles in this Safety Recall.
- The select vehicles in Phase Four includes approximately 3,700 Yaris Hatchback and Sedan vehicles in this Safety Recall.

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: H0A (Interim H1A):** 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 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 (Phases 1, 2, 3, and select 4) - Pre-Owned Vehicles in Dealer Inventory**

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

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 – G0R" 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	2016*	All

PRE-OWNED	Model Name	Model Year	Applicable Zones
	Scion xB	2011 – 2015	Varies by Zone – Refer to Takata Phase and Zone Summary
	Corolla	2011 – 2013	
	Matrix	2011 – 2013	
	4Runner	2011 – 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 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.

**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/G1R:** 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.

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

**Starting April 17, 2017, the rental claim filing process has been changed. All rental claims for vehicles currently involved in G1R and G0R will need to be filed under a new campaign designation using new opcodes. Follow the guidelines below for claim filing.**

1. Claims for G1R and G0R rental must be filed under campaign designation **GCR**.
2. Dealers must continue to use the correct opcode in sequence based on the number of days the customer has been using the rental.
  - Example: Rental claim is covering days 91-120, dealer should use opcode BGG26D. **These opcodes must be used in the correct sequence or the claim will be rejected.**
3. Refer to the table below to determine the correct opcode for the claim.

<b>Op. Code File under GCR designation</b>	<b>Description</b>
BGG26A	Vehicle Rental: 1-30 Days
BGG26B	Vehicle Rental: 31-60 Days
BGG26C	Vehicle Rental: 61-90 Days
BGG26D	Vehicle Rental: 91-120 Days
BGG26E	Vehicle Rental: 121-150 Days
BGG26F	Vehicle Rental: 151-180 Days
BGG26G	Vehicle Rental: 181-210 Days
BGG26H	Vehicle Rental: 211-240 Days
BGG26J	Vehicle Rental: 241-270 Days
BGG26K	Vehicle Rental: 271-300 Days
BGG26L	Vehicle Rental: 301-330 Days
BGG26M	Vehicle Rental: 331-360 Days
BGG26N	Vehicle Rental: 361-390 Days
BGG26P	Vehicle Rental: 391-420 Days
BGG26Q	Vehicle Rental: 421-450 Days
BGG26R	Vehicle Rental: 451-480 Days
BGG26S	Vehicle Rental 481-500 Days

**NOTE: Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

**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 recall repair are required to have successfully completed E-Learning course SC18A (if you had previously completed E-Learning Course SC13B, you do not have to take SC18A), in addition to "Safety Recall and Service Campaign Essentials", and currently hold at least one of the following certifications levels:

- Toyota Certified (Electrical)
- Toyota Expert (Any Specialty)
- 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.utodealer.com](http://www.utodealer.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.*

**Non-Desiccated Part Recovery**

**Dealers should discontinue the installation of the non-desiccated parts listed below for recall, customer pay repairs AND over-the-counter sales (if applicable).**

Model	Model Year	Part Number	Part Description	
Yaris HB	2006-2011	73960-52030	AIR BAG ASSY, INSTR PNL PASS L/DOOR	
Yaris Sedan	2007-2012	73960-52080		
Corolla	2009-2010	73960-12130 73960-12160		
	2011-2013	73960-02140 73960-02120		
Sienna	2011-2013	73960-08050 73960-08060		
4Runner	2010-2013	73960-35080 73960-35081		
Matrix	2009-2013	73970-02090		AIR BAG ASSY, INSTR PNL PASS
Scion xB	2008-2013	73970-12140		

**Toyota requires all dealers to return any parts listed above that still remain in dealer inventory by utilizing the Hazmat Part Return Program available. Dealers will be issued a refund for all part returns. This part return program is outlined in *PANT Bulletin 2014-042*.**

**Important Note:**

In order to return the inflator, packages must **NOT** be opened/tampered with.



**Parts**

Model Year/Model	Part Number	Part Description	Quantity
2007 – 2011 Yaris Hatchback	04005-23752	Instrument Panel Airbag Module	1
	04005-28352	Wire Harness	1
	Local Source	Tie-wrap	2

Model/Model Year	Part Number	Part Description	Quantity
2007 – 2012 Yaris Sedan	04006-39252	Instrument Panel Airbag Module	1
	04005-28352	Wire Harness	1
	Local Source	Tie-wrap	2

Model/Model Year	Part Number	Part Description	Quantity
2008 – 2010 Scion xB	04006-49312	Instrument Panel Airbag Module	1
	04006-66108	A-Pillar Garnish Clip Kit	1
	<b>-OR-</b>		
	04007-06812	Instrument Panel Airbag Inflator	1
	04006-66108	A-Pillar Garnish Clip Kit	1

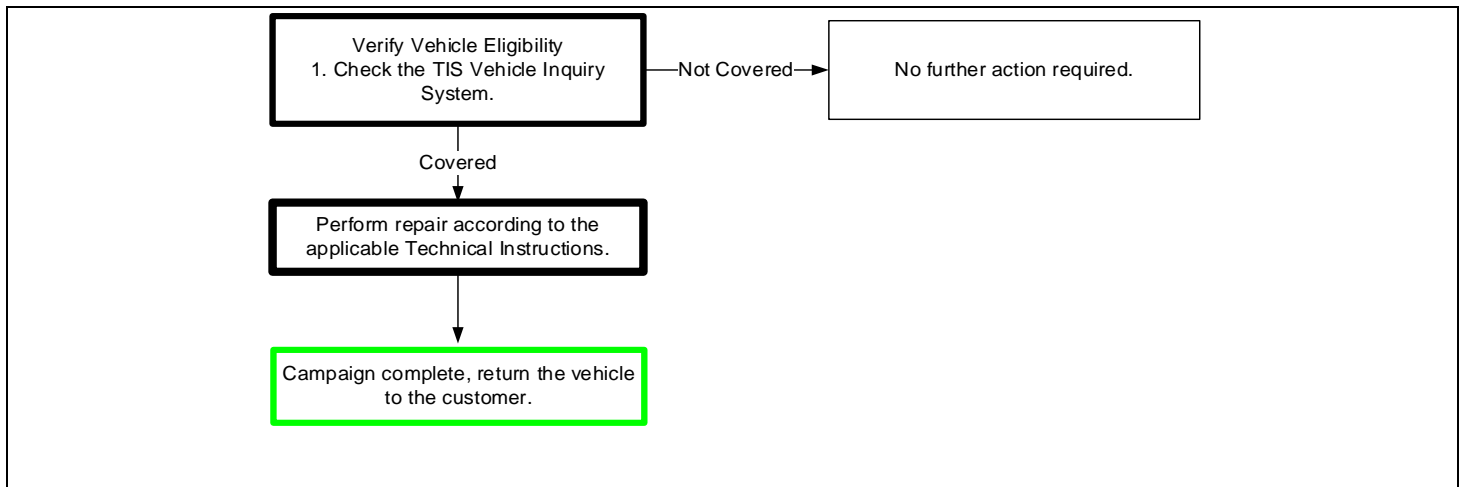
Model/Model Year	Part Number	Part Description	Quantity
2010 4Runner	04007-14335	Instrument Panel Airbag Module	1
	62220-35030-B0 (Light Gray Interior) Or 62220-35030-E0 (Sand Beige Interior)	A-Pillar Garnish	1
	<b>-OR-</b>		
	04007-58135	Instrument Panel Airbag Module	1
	62220-35030-B0 (Light Gray Interior) Or 62220-35030-E0 (Sand Beige Interior)	A-Pillar Garnish	1

Model/Model Year	Part Number	Part Description	Quantity
2009-2010 Matrix	04007-06512	Instrument Panel Airbag Inflator Kit	1
	04006-66108	A-Pillar Garnish Clip Kit (Vehicles with Side Curtain Shield Airbag Only)	1
	**04007-15112	Bracket Kit	1
	<b>-OR-</b>		
	04007-27112	Instrument Panel Airbag Inflator Kit (Includes necessary bracket)	1
	04006-66108	A-Pillar Garnish Clip Kit (Vehicles with Side Curtain Shield Airbag Only)	1

**\*\*Note:** 04007-15112 is no longer available to order from your facing PDC. This part number is still valid for the repair however. If you have remaining inventory at your dealer, please continue to use in conjunction with inflator 04007-06512 when repairing Matrix vehicles until your inventory has been depleted. Once gone, start using 04007-27112 for the repair.

Model Year/Model	Part Number	Part Description	Quantity
2009 - 2010 Corolla	04007-06512	Instrument Panel Airbag Inflator Kit	1
	04006-66108	A-Pillar Garnish Clip Kit (Vehicles with Side Curtain Shield Airbag Only)	1

**Warranty Reimbursement Procedure**



Model	Op. code	Description	Flat Rate Hours
2007 – 2011 Yaris Hatchback 2007 – 2012 Yaris Sedan	BAG23A	Replace Instrument Panel Airbag Module	0.8 hrs/veh
2008 – 2010 Scion xB	BGG23D	Replace Instrument Panel Airbag Module	1.0 hrs/veh
2009 - 2010 Matrix	BGG23K	Replace Instrument Panel Airbag Inflator Kit	1.7 hrs/veh
2009 - 2010 Corolla	BGG23K	Replace Instrument Panel Airbag Inflator Kit	1.7 hrs/veh
2010 4Runner	BGG23V	Replace Instrument Panel Airbag Module	3.0 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 BAG23A, BGG23D, BGG23K and BGG23V at a maximum rate of \$0.70 per vehicle as sublet type “ZZ.”
- Towing may be offered to the customer and can be claimed under Op. Code BAG23A, BGG23D and BGG23K as sublet type “TW”. The customer may request vehicle pick up if they reside in areas where dealerships are not located within reasonable traveling distance or if the customer is not comfortable driving their vehicle.
- If towing expenses are greater than \$250, the dealer’s DSPM should provide authorization.

**Dealer Transportation - Customer Vehicle Pickup and Delivery**

- **Dealer Transportation Opcode is only to be used if the customer’s vehicle was delivered to and from the dealer. Transportation sublet is not to exceed \$120. These claims may be subject to debit if it is determined that the vehicle was not picked up or delivered.**
- Dealers will determine the transportation cost, which they are allowed to claim as sublet “DE”, under the Dealer Transportation op code by multiplying their dealer labor rate by 0.7 hours (ex. \$100 x 0.7 = \$70 Dealer Transportation).

Model	Repair Op Code	Dealer Transportation Op Code	Sublet	\$ Amount to be Included on Claim for Dealer Transportation Cost
2007 – 2011 Yaris Hatchback 2007 – 2012 Yaris Sedan	BAG23A	G0RTRA	DE	0.7hr x Dealer Labor Rate (ex: \$100 x 0.7 = \$70)
2008 – 2010 Scion xB	BGG23D			
2009 - 2010 Matrix	BGG23K			
2009 - 2010 Corolla				
2010 4Runner	BGG23V			

**Claim Filing Accuracy and Correction Requests**

It is the dealer’s responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect opcode or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

**Unremedied VIN List:**

Toyota is committed to increasing Safety Recall completion rates. Engaging dealerships in customer outreach efforts is of vital importance to achieving this goal. To this end, dealers who utilize the Service Opportunity Access for Retention (SOAR) system can access a list of incomplete VINs in their area for campaign G0R. This information is to be used to contact customers about open recalls ONLY. DO NOT use this information for any other purpose.

For the Takata recall, communications to customers are coordinated with the National Highway Traffic Safety Administration (NHTSA). To promote clear and consistent messages, Toyota has developed templates for dealers to use in communications with customers. Dealers may add their logos and contact information in the spaces provided on the templates. These templates have been provided to the OCPe NBP vendors and will also be available for download in SOAR.

Please refer to the special **Takata Unrepaired VINs for Dealers FAQ** included in the dealer package for further details.

**Media Contacts**

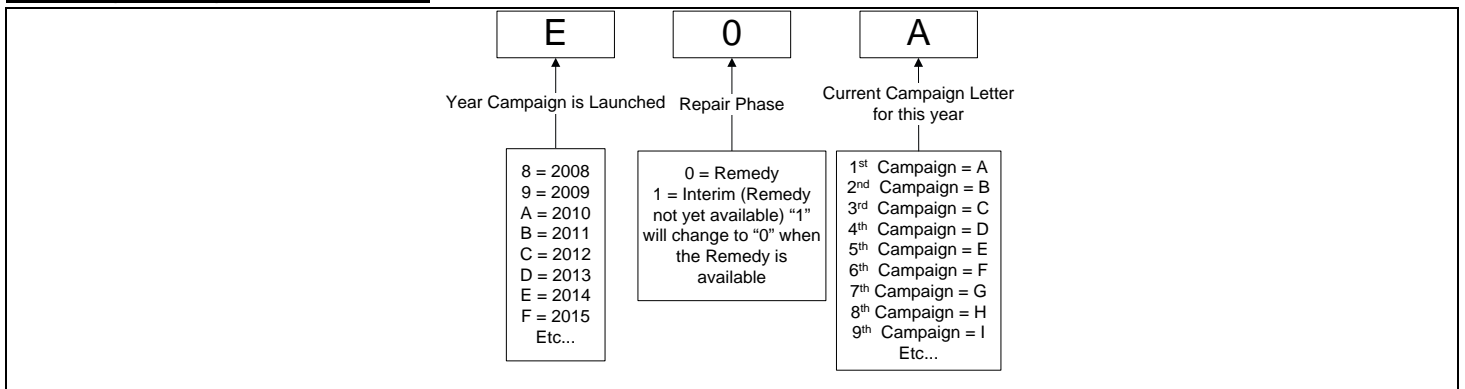
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media 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**



**Examples:**

- A0D = Launched in 2010, Remedy Phase, 4<sup>th</sup> Campaign Launched in 2010
- C1B = Launched in 2012, Interim Phase, 2<sup>nd</sup> Campaign Launched in 2012
- E0A = Launched in 2014, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2014

***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, H0A (Interim G1P, G1R, H1A) – **Remedy Notice**  
Multiple Models and Model Years  
Takata Front Passenger Airbag Inflator (Zones A, B, C)

Frequently Asked Questions  
Published October 13, 2016

# ◀ IMPORTANT UPDATE ▶

DATE	TOPIC
January 09, 2018	<ul style="list-style-type: none"><li>• Zone A has been expanded to include 2013 Corolla, Matrix, Sienna, 4Runner, and Scion xB vehicles.</li><li>• Zone B has been expanded to include 2010 Corolla, Matrix, 4Runner, and Scion xB as well as 2010-2011 Yaris Hatchback, and 2010-2012 Yaris Sedan vehicles.</li><li>• Zone C has been expanded to include 2009 Corolla, Matrix, and Scion xB as well as 2009-2011 Yaris Hatchback, and 2009-2012 Yaris Sedan vehicles.</li><li>• An additional Question has been added (Q8a).</li></ul>
November 2, 2017	<ul style="list-style-type: none"><li>• Remedy now available for Zone A 2012 Corolla and 4Runner vehicles.</li><li>• Remedy now available for Zone B 2009 Corolla vehicles.</li></ul>
August 31, 2017	<ul style="list-style-type: none"><li>• Remedy now available for Zone A 2011 and 2012 Scion xB vehicles.</li><li>• Remedy now available for Zone A 2011 and 2012 Matrix vehicles.</li><li>• Remedy now available for Zone A 2011 Corolla vehicles.</li><li>• Remedy now available for Zone A 2011 4Runner vehicles.</li><li>• Remedy now available for Zone A 2012 Sienna vehicles.</li><li>• Remedy now available for Zone B 2009 Scion xB vehicles.</li><li>• Remedy now available for Zone B 2009 Matrix vehicles.</li><li>• Remedy now available for Zone C 2008 Scion xB vehicles.</li></ul>
June 27, 2017	<ul style="list-style-type: none"><li>• Remedy now available for Zone A 2010 4Runner.</li><li>• Remedy now available for Zone A 2010 Matrix.</li></ul>
June 15, 2017	<ul style="list-style-type: none"><li>• Remedy now available for Zone A 2011 Sienna.</li></ul>
June 1, 2017	<ul style="list-style-type: none"><li>• Remedy now available for Zone A 2010 Corolla and 2010 Scion xB.</li><li>• Remedy now available for Zone B 2008 Scion xB.</li></ul>
March 30, 2017	<ul style="list-style-type: none"><li>• Remedy now available for Zone A 2009 Corolla, 2009 Matrix, and 2008-2009 Scion xB.</li></ul>
March 10, 2017	<ul style="list-style-type: none"><li>• Estimated remedy timing for all vehicles has been added.</li><li>• Additional information describing how remedies are prioritized has been added.</li><li>• Airbag and Occupant Classification System details have been added.</li></ul>
January 12, 2017	<ul style="list-style-type: none"><li>• Additional information for Phase Two launch has been added.</li></ul>
December 13, 2016	<ul style="list-style-type: none"><li>• Vehicle UIOs have been updated.</li><li>• A17 has been updated.</li></ul>

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.

On January 9, 2017, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the second 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.

On January 09, 2018, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the third phase of the Takata recall and informing the agency of our intent to conduct a voluntary Safety Recall on these vehicles. Select vehicles in the fourth phase are also being opened for remedy. 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. 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: Does this involve other airbags in the vehicles?**

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 vehicles will not be affected by this announcement or subsequent Safety Recalls involving Toyota and Scion vehicles.

**Q5: Which vehicles are involved in this Safety Recall?**

A5: Refer to the attached Takata Phase and Zone summary for details on involved 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.

**Q5a: How are the zones identified, and which zone am I located in?**

A5a: Refer to the attached Takata Phase and Zone Summary for details on 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, and only when a passenger is occupying the front passenger seat. Therefore, Toyota recommends that no one occupy the front passenger seat until the remedy is performed.

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 owner notification was sent in July 2016 to all owners with vehicles involved in Phase One. An interim owner notification was also sent in February 2017 to all owners with vehicles involved in Phase Two Interim. The interim owner notifications inform them that their vehicle is involved and that we will notify them again when the remedy becomes available.

Refer to the table below for remedy launch dates. Owner notifications will begin approximately one week after the anticipated remedy launch.

## GOP Status Chart

Zone	Model Name	Model Year	Anticipated Remedy Date	Approximate UIO
A	Yaris Hatchback	2006 – 2011	<b>Remedy Available Now</b> (Launched Mid-October 2016)	95,000
	Yaris Sedan	2007 – 2011	<b>Remedy Available Now</b> (Launched Mid-December 2016)	168,600
		2012	<b>Remedy Available Now</b> (Launched Mid-January 2017)	28,000
	Matrix	2009	<b>Remedy Available Now</b> (Launched Late March 2017)	28,500
		2010	<b>Remedy Available Now</b> (Launched Late June 2017)	14,600
		2011	<b>Remedy Available Now</b> (Launched Late August 2017)	3,100
		2012	<b>Remedy Available Now</b> (Launched Late August 2017)	1,400
		2013	<b>Remedy Available Now</b> (Launched Early January 2018)	1,200
	Scion xB	2008	<b>Remedy Available Now</b> (Launched Late March 2017)	33,900
		2009	<b>Remedy Available Now</b> (Launched Late March 2017)	20,900
		2010	<b>Remedy Available Now</b> (Launched Early June 2017)	12,200
		2011	<b>Remedy Available Now</b> (Launched Late August 2017)	11,500
		2012	<b>Remedy Available Now</b> (Launched Late August 2017)	18,200
		2013	<b>Remedy Available Now</b> (Launched Early January 2018)	10,000
	Corolla	2009	<b>Remedy Available Now</b> (Launched Late March 2017)	194,200
		2010	<b>Remedy Available Now</b> (Launched Early June 2017)	271,000
		2011	<b>Remedy Available Now</b> (Launched Late August 2017)	140,000
		2012	<b>Remedy Available Now</b> (Launched Early November 2017)	118,100
		2013	<b>Remedy Available Now</b> (Launched Early January 2018)	183,700
	4Runner	2010	<b>Remedy Available Now</b> (Launched Late June 2017)	21,000
		2011	<b>Remedy Available Now</b> (Launched Late August 2017)	28,600
		2012	<b>Remedy Available Now</b> (Launched Early November 2017)	20,300
		2013	<b>Remedy Available Now</b> (Launched Early January 2018)	27,500
	Sienna	2011	<b>Remedy Available Now</b> (Launched Mid-June 2017)	88,900
		2012	<b>Remedy Available Now</b> (Launched Late August 2017)	53,100
		2013	<b>Remedy Available Now</b> (Launched Early January 2018)	61,300



<b>GOR Status Chart</b>				
<b>Zone</b>	<b>Model Name</b>	<b>Model Year</b>	<b>Anticipated Remedy Date</b>	<b>Approximate UIO</b>
<b>B</b>	Yaris Hatchback	2007 – 2008	<b>Remedy Available Now</b> (Launched Mid-October 2016)	30,000
		2009	<b>Remedy Available Now</b> (Launched Mid-January 2017)	9,300
		2010-2011	<b>Remedy Available Now</b> (Launched Early January 2018)	11,200
	Yaris Sedan	2007 – 2008	<b>Remedy Available Now</b> (Launched Mid-December 2016)	49,900
		2009	<b>Remedy Available Now</b> (Launched Mid-January 2017)	9,200
		2010-2012	<b>Remedy Available Now</b> (Launched Early January 2018)	8,700
	Scion xB	2008	<b>Remedy Available Now</b> (Launched Early June 2017)	18,100
		2009	<b>Remedy Available Now</b> (Launched Late August 2017)	11,400
		2010	<b>Remedy Available Now</b> (Launched Early January 2018)	6,200
	4Runner	2010	<b>Remedy Available Now</b> (Launched Early January 2018)	13,600
	Matrix	2009	<b>Remedy Available Now</b> (Launched Late August 2017)	18,300
		2010	<b>Remedy Available Now</b> (Launched Early January 2018)	6,800
	Corolla	2009	<b>Remedy Available Now</b> (Launched Early November 2017)	110,800
		2010	<b>Remedy Available Now</b> (Launched Early January 2018)	133,800

<b>H0A Status Chart</b>				
<b>Zone</b>	<b>Model Name</b>	<b>Model Year</b>	<b>Anticipated Remedy Date</b>	<b>Approximate UIO</b>
<b>C</b>	Yaris Hatchback	2007 – 2008	<b>Remedy Available Now</b> (Launched Mid-January 2017)	16,400
		2009-2011	<b>Remedy Available Now</b> (Launched Early January 2018)	11,500
	Yaris Sedan	2007 – 2008	<b>Remedy Available Now</b> (Launched Mid-January 2017)	24,700
		2009-2012	<b>Remedy Available Now</b> (Launched Early January 2018)	9,400
	Scion xB	2008	<b>Remedy Available Now</b> (Launched Late August 2017)	8,600
		2009	<b>Remedy Available Now</b> (Launched Early January 2018)	4,600
	Matrix	2009	<b>Remedy Available Now</b> (Launched Early January 2018)	11,600
	Corolla	2009	<b>Remedy Available Now</b> (Launched Early January 2018)	59,700

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

**Q8: The remedy has launched for some vehicles, but not yet for my vehicle. How is the remedy availability being prioritized?**

A8: 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. As such, NHTSA has established a launch deadline for each model based on the vehicle age and geographic location which prioritizes the highest risk vehicles first. Toyota has developed a launch schedule based on the both NHTSA's deadlines and the availability of remedy parts. For all models, Toyota intends to meet NHTSA's deadline or launch earlier than the deadline, depending on the availability of remedy parts for each model.

**Q8a: Phase 4 Vehicles are not projected to be subject to recall until January 2019. Why are Phase 4 Yaris Vehicles available for Remedy but parts are not yet available for my vehicle?**

A8a: Due to an adequate supply of parts for Yaris vehicles and dealer capacity, it was possible for Toyota to launch Yaris vehicles ahead of schedule.

**Q9: What if I move to a different zone after receiving the original customer notification letter for the recall? Will Toyota update my assigned zone?**

A9: No. Once an assigned zone has been established and a customer notification letter is sent, Toyota will not change the assigned zone. Keep in mind that 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.

**Q10: 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?**

A10: 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.

**Q11: Until the remedy is available, are there any steps I can take to minimize the occurrence of this condition?**

A11: **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, and only when a passenger is occupying the front passenger seat. Therefore, Toyota recommends that no one occupy the front passenger seat until the remedy is performed.

Further, 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.

**Q12: Are there any indicators that my vehicle is equipped with an affected Takata inflator?**

A12: No. There are no indicators. See the Takata Recall Phase and Zone Summary for details on involved vehicles.

**Q13: My vehicle is not involved in this Safety Recall. Will it be involved in a future phase?**

A13: 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.

**Q14: 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?**

A14: 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.

**Q15: What should I do to determine if my vehicle will be involved in a future phase?**

A15: 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).

**Q16: 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?**

A16: 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.

**Q17: If my vehicle will be included in a future Safety Recall, will Toyota provide a loaner vehicle until the remedy is available?**

A17: 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.

**Q18: 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?**

A18: No. Toyota, Lexus, and Scion are no longer manufacturing any vehicles with PSAN propellant that does not include a desiccant.

**Q19: 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?**

A19: Yes. The models that may be in dealer inventory today are listed below.

- 2016 Toyota 4Runner
- 2016 – 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.

**Q20: How does NHTSA's announcement relate to other actions Toyota has taken regarding Takata airbag inflators?**

A20: 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.

**Q21: What if I have additional questions or concerns?**

A21: 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.



## Safety Recalls E04, DSF, F0L – Takata Unrepaired VINs for Dealers

### Frequently Asked Questions

**Q1: Why is Toyota providing unrepaired VINs to dealers?**

A1: Toyota is making every effort to increase the completion rate for the Takata recall. Engaging dealerships in this effort is of vital importance. Toyota recognizes that dealers have local expertise for their market areas and need to know what unrepaired vehicles are in their area in order to provide assistance in our efforts.

**Q2: How will Toyota provide unrepaired VINs to dealers?**

A2: Toyota is developing an integration within the Service Opportunity Access for Retention (SOAR) system to provide unrepaired VINs and customer contact information to dealers.

**Q2a: What if my dealership doesn't use SOAR today?**

A2a: At this time, we can only provide this data through the SOAR system. However, SOAR is free to access for all dealers. If your dealership would like to obtain access, find and click the SOAR link on the Service menu in Dealer Daily and follow the instructions to sign up. Note that SET dealers are not involved in the SOAR program.

**Q2b: What if I don't have access to SOAR?**

A2b: If your dealership is not a current SOAR user, please contact the Dealer Daily administrator within your dealership to gain access. Only users who have a business need to access the data within SOAR should be provided access.

**Q3: Are there any special conditions or terms of use involved with this data?**

A3: Yes, each time a dealer accesses the data in SOAR, they will be required to agree to a series of terms and conditions. The use of this data is strictly prohibited for any purpose other than contacting customers about the incomplete recall on their vehicle. It cannot be used for marketing of any kind.

**Q4: Can I download the data and provide to members of my dealership to reach out to customers?**

A4: Yes, we encourage you to use the data to reach customers in your area for the purpose of informing them about an open recall. We ask that you keep in mind that Terms and Conditions state that you may not load this data into any other database and you may not retain the data for longer than is necessary to reach out to customers for that purpose.

**Q5: Will I be able to use my OCPe National Business Partner (Epsilon, AutoPoint, Gulf States Marketing) to reach out to customers in my area?**

A5: Yes. A similar integration with National Business Partners which exists today in SOAR will be available for the Takata unrepaired VINs.

**Q5a: Can I provide the data to other Third-Party Vendors?**

A5a: Yes, but any Third-Party Vendor which receives this data must be contractually bound in writing to the same Terms and Conditions which dealers agree to when accessing the data.

**Q6: Will Toyota purge the list of unrepaired VINs in my area as they are repaired?**

A6: Yes, each night SOAR will be purged of any VINs for which repair warranty claims were received on the previous day.

**Q7: What data will be available in SOAR?**

A7: VIN, customer name, address, phone number, and email address. Note that phone number and email address may not be available for all VINs.

**Q8: What can I send to customers to notify them about their open recall?**

A8: Toyota has created specific templates. Dealers MUST use these templates for all communications. These communications have been designed so that dealers can incorporate their own logo, contact information, and links to online scheduling systems.

**Q8a: Where can I obtain the communication templates?**

A8a: Communication templates will be available within SOAR for download.

**Q8b: Can I change the content of the templates?**

A8b: No. These specific templates have been reviewed as part of the National Highway Traffic Safety Administration's (NHTSA) Coordinated Remedy Program. Consistent messaging in communications about the Takata recalls is important. Dealers should not change the content of the template aside from adding their dealer logo and contact information. Links to online appointment scheduling can be added as well as service hours if desired by the dealer.

**Q9: What are the terms and conditions of use?**

A9: Terms and conditions are shown below. Dealers will be required to agree to these terms and conditions each time they access this data on VINs with unrepaired Takata inflators in SOAR. Failure to adhere to any of these terms can result in being denied access to unrepaired VIN information.

I (in my capacity as a representative of my dealership, and in my individual capacity) specifically agree and acknowledge that:

- a. I am authorized to download and use the Recall Customer Data solely in connection with Toyota, Lexus, and Scion recalls and only to call Customers or send Customers direct mail or email reminders to notify them there is an open recall for their Toyota, Lexus or Scion vehicle (the "Permitted Purpose").
- b. Recall Customer Data means customer first and last name, physical address, phone number, email address and VIN associated with an open recall.
- c. I will not use any Recall Customer Data information for marketing of any kind and I will not include any sales, service or other retail marketing messages in recall reminder communications.
- d. I understand that all Recall Customer Data is confidential and proprietary to Toyota Motor Sales, U.S.A., Inc. and its designees ("Toyota"), and I shall not disclose it to any person or entity, unless approved in advance and in writing by Toyota.
- e. I shall protect and will not share my access credentials to this Recall Customer Data with anyone (other than, if necessary, with our dealership's systems administrator solely for the limited purpose of supporting the Permitted Purpose).
- f. I will not access or use this Recall Customer Data for unauthorized, fraudulent or malicious purposes, or in a manner that could damage, disable, overburden or impair any of the systems in which the Recall Customer Data is being provided.
- g. I understand that storage of the Recall Customer Data within any database or other methodology (including on printed materials) for any activity beyond the Permitted Purpose is prohibited. In particular, none of the Recall Customer Data shall be shared, stored, published, sold or used for any marketing purposes (including not used to 'cleanse' or validate information in any marketing or customer database).
- h. I understand that retention of the Recall Customer Data must not exceed a period of time necessary to ensure completion of the applicable open recall.
- i. I am authorized to share the Recall Customer Data with third party vendors acting on behalf of my dealership solely for the Permitted Purpose so long as each such vendor complies with these same limitations and restrictions that apply to me and my dealership (and has committed to do so under a binding written agreement).
- j. I will follow all other specific instructions that Toyota may issue from time to time about the use of the Recall Customer Data.



# NHTSA-Takata Airbag Inflator Expansion Summary of Phases / Zones

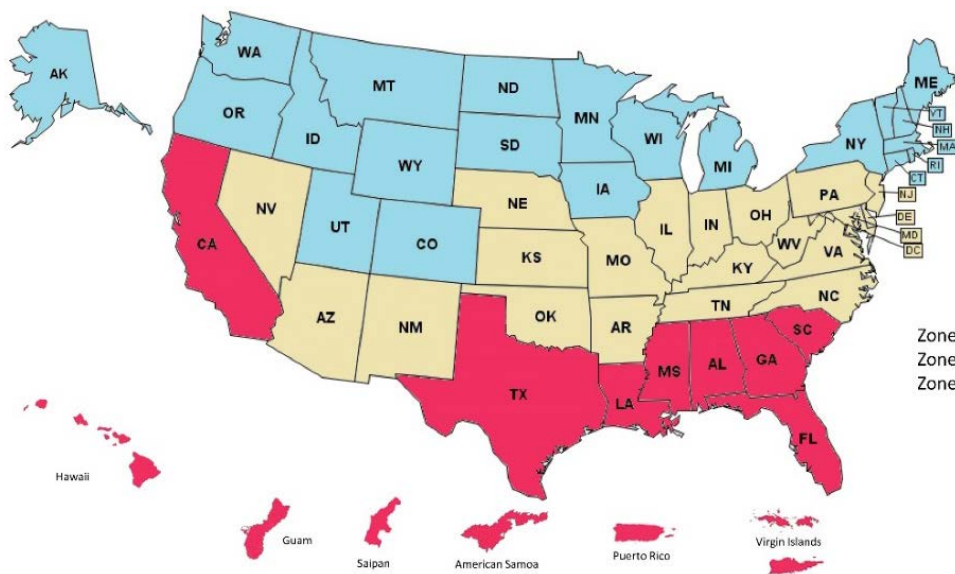


These Safety Recalls have been structured with multiple phases across three geographic zones. Time, Temperature, and Humidity have been found by NHTSA and multiple independent investigations to contribute to significant Takata airbag inflator propellant degradation that can lead to an unreasonable risk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

Projected for Future Phase  
– Full model year applicability

Involvement 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>	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 (Hatchback)											
Yaris (Sedan)											
Sienna											
4Runner											
Scion xB											
<b>Phase</b>	Phase 1			Phase 2		Phase 3		Phase 4			

### ZONE C - H0A (Interim H1A)

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					

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 2: January 2017
- Phase 3: January 2018
- Phase 4: January 2019

**Multiple Models and Model Years  
Takata Front Passenger Airbag Inflator (Zone B)  
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:

- 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 am to 6:00 pm, Saturday 7:00 am to 4:00 pm Pacific Time.



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 #.

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 B)  
**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:

- 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.

**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 January 12, 2017

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	2016*	All

### Pre-owned Vehicles in Dealership Inventory

PRE-OWNED	Model Name	Model Year	Applicable Zones
	Yaris Hatchback	2009 – 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	2009 – 2012	
	Scion xB	2009 – 2015	
	Corolla	2009 – 2013	
	Matrix	2009 – 2013	
	4Runner	2010 – 2016*	
	Sienna	2011 – 2014	

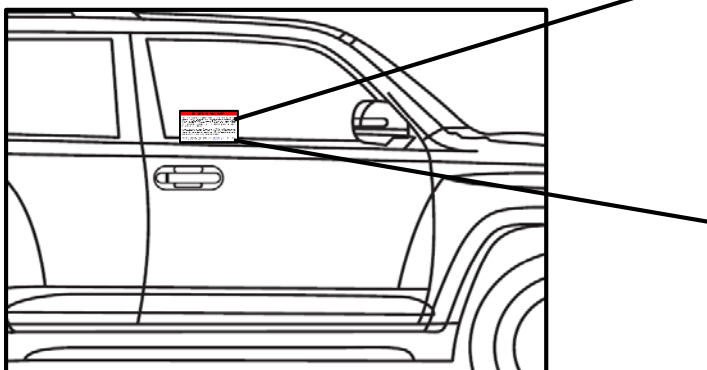
\*Some late production 2016 model year 4Runner vehicles have been manufactured with an airbag that is not affected by this Safety Recall condition and will not be included in a future phase. To determine if a 2016 model year 4Runner will be included in a future phase of this Safety Recall, input the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