



Safety Recall J0A, J0B, and J0C – Remedy Notice

Certain 2003-2008 Model Year Matrix Vehicles

Certain 2003-2005 Model Year Corolla Vehicles

Certain 2003-2005 Model Year Tundra Vehicles

Certain 2002-2005 Model Year Sequoia Vehicles

Non-Desiccated Takata Front Passenger Airbag Inflator – “Like for Like” Replacement (Zone A, B, and C)

Frequently Asked Questions

Original Publication Date: January 30, 2018

◀ IMPORTANT UPDATE ▶

DATE	TOPIC
12/12/2018	<ul style="list-style-type: none">• Recall expanded to include 2003 to 2005 Corolla vehicles.• Recall expanded to include 2003-2005 Tundra vehicles.• Recall expanded to include 2002-2005 Sequoia vehicles.• Opcodes and Part Number information has been updated.

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

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 the inflator to explode during airbag deployment. In the event of an inflator explosion, 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 propellant that do not also include a desiccant?

A2: Multiple independent investigations and NHTSA’s independent expert concluded that the 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 solid propellant wafers which are ignited in the event airbag deployment is triggered. When ignited, the wafers expand 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 explode 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.

Q2d: What is absolute humidity?

A2d: The measure of the water vapor content in the air is known as absolute humidity, and it is displayed in grams of water vapor per cubic meter of air. Higher temperature, southern coastal climates consistently experience the greatest concentrations of water vapor in the air, as warmer ambient air can hold more water.

Note: relative humidity is simply a percentage value and is related to current or measured temperature; therefore, areas with high relative humidity do not necessarily have high absolute humidity.

Q2e: How is humidity related to the condition?

A2e: The specific relationship of humidity to the operation of the inflator and the cause of improper airbag inflator performance and explosion is still under investigation.

Q3: I already had my recall repair completed under a previous recall of the passenger airbag inflator. Why is my vehicle being recalled again?

A3: All vehicles repaired under a previous recall with a remedy part containing Phase Stabilized Ammonium Nitrate (PSAN) without desiccant are scheduled for recall under the Takata Coordinated Remedy Program administered by the National Highway Traffic Safety Administration (NHTSA) beginning December 31, 2019. Vehicles repaired using a PSAN inflator without desiccant are sometimes referred to as “Like for Like” vehicles.

Q3a: If these “Like for Like” vehicles are not scheduled for recall until later on, why is Toyota recalling these vehicles now?

A3a: Due to sufficient supply of remedy parts and dealer capacity for certain vehicles, Toyota was able to pull ahead the launch of the remedy phase for these vehicles involved in advance of Takata’s decision.

Q3b: When is Toyota planning to recall other vehicles that may be involved in this “Like for Like” phase?

A3b: At this time, Toyota is planning to follow NHTSA’s Coordinated Remedy Program timing beginning December 31, 2019 for all other vehicles that may be involved in the “Like for Like” phase, but will consider pulling ahead other models if it is appropriate to do so.

Q4: Which airbags in Toyota vehicles are affected by this field action?

A4: This field action only includes certain Toyota vehicles repaired under a previous recall with Takata-produced front Passenger airbag inflators that do not include a desiccant. No front Driver airbags in Toyota vehicles are included in Safety Recalls J0A, J0B, and J0C.

Q5: Are there concerns with other airbags in the vehicle?

A5: No. This recall only applies to certain front Passenger airbag inflators manufactured and installed in certain Toyota vehicles. Other airbags in the vehicle will not be affected by this announcement or subsequent Safety Recalls involving Toyota and Scion vehicles.

Q6: Which vehicles are affected by this Safety Recall?

A6: There are approximately 150,800 Toyota vehicles covered by these Safety Recalls.

Model	Model Year	Appx. UIO	Production Range
Matrix	2003 – 2008	98,400	Early January, 2002 - Mid-December, 2007
Corolla	2003-2005	43,000	Late December, 2001 - Late December, 2004
Tundra	2003-2005	5,600	Early August, 2002 - Late December 2004
Sequoia	2002-2005	3,800	Early April, 2002 - Late December 2004

Q6a: How are the zones identified, and which zone am I located in?

A6a: 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 an inflator explosion.

ZONE A (J0A): Includes states with high temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at 6-9 years.

Zone	Model Name	Model Year	Approximate UIO	Remedy Launch Date
A	Matrix	2003-2008	57,900	January 30, 2018
	Corolla	2003-2005	33,700	December 12, 2018
	Tundra	2003-2005	5,200	
	Sequoia	2002-2005	3,500	

ZONE B (J0B): Includes states with moderate temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at 10-15 years.

Zone	Model Name	Model Year	Approximate UIO	Remedy Launch Date
B	Matrix	2003-2008	26,000	January 30, 2018
	Corolla	2003-2005	6,300	December 12, 2018
	Tundra	2003-2005	300	
	Sequoia	2002-2005	200	

ZONE C (J0C): Includes states with lower temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at 15-20 years.

Zone	Model Name	Model Year	Approximate UIO	Remedy Launch Date
C	Matrix	2003-2008	14,300	January 30, 2018
	Corolla	2003-2005	3,000	December 12, 2018
	Tundra	2003-2005	200	
	Sequoia	2002-2005	10	

Q6b: Are there any other Toyota/Lexus/Scion vehicles covered by this Safety Recall in the U.S.?

A6b: No. There are no other Toyota/Lexus/Scion vehicles covered by this Safety recall in the U.S. However, other vehicles may be covered under Safety Recalls DSF or E04.

Q7: What is Toyota going to do?

A7: Toyota dealers will replace the front passenger airbag inflator or airbag assembly with a new one at **no charge** to the vehicle owner. Toyota will begin notifying owners of vehicles approximately one week after launch.

Q2c: Will the new airbag assembly contain Phase Stabilized Ammonium Nitrate?

A2c: No. Toyota will be replacing the airbag inflator or airbag assembly with a new one that is not manufactured by Takata.

Q8: Are there any warnings that this condition exists?

A8: No. There are no warnings 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. Takata will determine that these airbag inflators pose an unreasonable risk to safety in December 2019.

Q9: What should you do?

A9: Toyota strongly recommends that you have this Safety Recall remedy performed immediately. Please contact any authorized Toyota dealer to schedule an appointment to have your front passenger airbag inflator or airbag assembly replaced free of charge. When taking your vehicle to the dealership for your service appointment, it is recommended that only the driver occupy the vehicle. If you are uncomfortable driving the vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick up.

Q10: Are all vehicles involved in the previous Takata Front Passenger Inflator Recall Actions covered by this Safety Recall?

A10: No. This Safety Recall applies to owners who originally had their vehicles repaired under Safety Recalls E04 or DSF and received a new inflator or airbag assembly that did not contain desiccant.

Q11: How does Toyota obtain my mailing information?

A11: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q12: Do I need my owner letter to have the remedy performed?

A12: You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

Q13: What if I have additional questions or concerns?

A13: If you have additional questions or concerns go to 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.



Mobile Repair Program

Available for Vehicles Involved in Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C

Customer Frequently Asked Questions

Original Publication Date: July 17, 2019

In our continuing efforts to maximize completion rates for Takata Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C, Toyota is allowing dealers to participate in a Mobile Repair program for these Safety Recalls.

We are providing the following information to help with customer inquiries regarding details specific to this program.

Background

TMNA is now enabling dealers to perform Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C on all vehicles affected by these specific campaigns in the field (e.g., at customers' homes, used car lots, vehicle auctions, etc.). Only the specific Safety Recalls identified are eligible for mobile repair. All other recalls and warranty repairs, including Takata recall designations not specifically listed in this notice, are ineligible for mobile repair under this program.

Q1: *What is the dealership Takata mobile repair program?*

A1: Toyota will allow dealerships to repair vehicles outside of their dealership, for customer convenience, in places such as used car lots, vehicle auctions, and customers' homes. This program is the result of feedback from customers who cannot, will not, or are unable to bring their vehicles to a dealer for repair.

Q1a: *How will the mobile repair process be initiated?*

A1a: Dealers are responsible for determining if they wish to perform mobile repairs under the program. This decision will be made based on factors such as customer distance from dealership and multiple attempts to schedule a customer repair.

Q2: *Will I be responsible for the cost of these repairs?*

A2: Your authorized local Toyota dealer will perform these repairs at **NO CHARGE** to you.

Q3: *My vehicle is involved in a Takata recall, but my dealer will not perform the repair outside of the dealership?*

A3: Not all dealers are participating in the mobile repair program, and not all Takata recalls are eligible for mobile repair due to repair complexity. It is up to the discretion of the dealers participating in the mobile repair program if they can perform a mobile repair on your vehicle. (

Q3a: *Are all models in the certain Takata Safety Recalls available for mobile repair (DSF, E04, F0L, J0A, J0B, and J0C) eligible for repair in this program?*

A3a: All vehicles covered by certain Takata Safety Recalls (DSF, E04, F0L, J0A, J0B, and J0C) are eligible for mobile repair in this program.

Q3b: *Where can I find more information about the Takata recalls and the affected vehicles involved?*

A3b: Customers can also find additional information on the Takata recalls by visiting www.toyota.com/recall/takata.

Q4: Will my vehicle need to be taken to the dealer for repair under this program?

A4: In limited circumstances, your vehicle might need to be brought to the dealership if certain vehicle conditions are found that cannot be handled remotely.

Q4a: Will I be responsible for the costs of the recall remedy if my dealership determines that they cannot perform the repair?

A4a: No, your local authorized Toyota dealer will perform the remedy at **NO CHARGE** to you at the dealership.

Q5: My SRS malfunction indicator light is illuminated, and/or other diagnostic trouble codes are set; will this repair correct this condition?

A5: This repair may not correct your malfunction indicator light illuminated condition, and/or other diagnostic trouble codes set. This could indicate a different problem with your airbag system. Your dealer will advise you about these non-recall related conditions before performing the repair. In some cases, depending on the condition, your dealer may not be able to perform the recall through mobile repair. You should take your vehicle to a dealership to determine the cause of the condition and have it repaired, if necessary, to assure proper operation of your airbag system. The recall remedy will be FREE to you, but repair of other conditions will be your responsibility.

Q6: If my dealer cannot perform mobile repair, how can I get this important Safety Recall completed?

A6: Your local authorized Toyota dealer will perform the remedy at **NO CHARGE** to you at the dealership. Your dealer can offer other convenience options such as towing, pickup and delivery, and/or rental.

Q7: How can I request mobile repair?

A7: If your local authorized Toyota dealer is part of the program, they will inform you if they can perform the repair outside their dealership facility.

Q8: What if I have additional questions or concerns?

A8: If you have additional questions or concerns, 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.