

Original Publication Date: December 20, 2018

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

SAFETY RECALL J0W (Remedy Notice J1W)

Certain 2004 – 2006 Model Year Scion xA Airbag(s) and Seat Belt Pretensioner(s) Inadvertently Deploy or May Become Deactivated NHTSA Recall No. 18V-776

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
Scion xA 2004 – 2006	Late January 2003 – Early January 2007	17,000	0

On November 1, 2018, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2004 – 2006 model year Scion xA vehicles.

Condition

The airbag system in the subject vehicles could experience electrical shorting that could damage the circuits in the system. This could cause the airbag warning lights to illuminate and the airbag(s) and seat belt pretensioner(s) to become deactivated, or it could cause those systems to inadvertently deploy. These conditions can increase the risk of injury or crash.

Remedy

Toyota will send an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the SRS ECU replaced with a new one **FREE OF CHARGE**.

Covered Vehicles

There are approximately 17,000 vehicles covered by this Safety Recall. No vehicles involved in this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will begin to notify owners in late December 2018. A sample of the owner notification letter has been included for your reference.

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.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Dealer Inventory Procedures

New Vehicles in Dealership Inventory - Reminder

Toyota has not identified any new vehicles in dealership inventory that are covered by this Safety Recall. However, below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

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 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. In the subject line of the email state "Disclosure Form J0W/J1W" and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

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.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

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

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

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.

Parts Ordering Process – Non SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on TIS or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC 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.

Part Number	Description	Quantity
04008-29352	SENSOR ASSY, AIR BAG	1

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials”. To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Technician (Electrical)
- Expert Technician (Electrical)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the repair 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.

Remedy Procedures

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.

Warranty Reimbursement Procedures

Loaner Vehicle Reimbursement Procedure

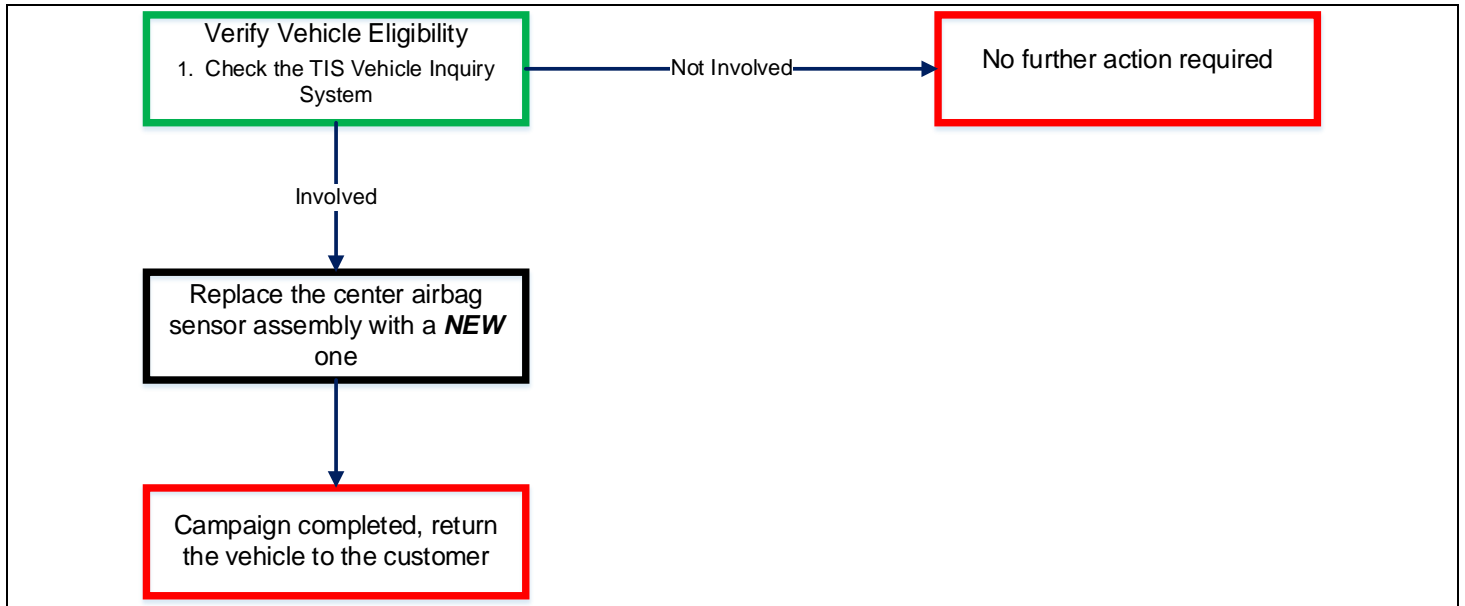
For customers who request loaner vehicle or alternative transportation in the interim phase, a loaner vehicle or alternative transportation can be claimed up to \$35 per day.

Claims for rental during the interim phase must be filed under campaign designation J1W.

Op Code Filed Under J1W Designation	Description
LGG90A	Vehicle Rental 1-30 Days
LGG90B	Vehicle Rental 31-60 Days

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

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
J0W001	Replace the SRS ECU	1.7

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

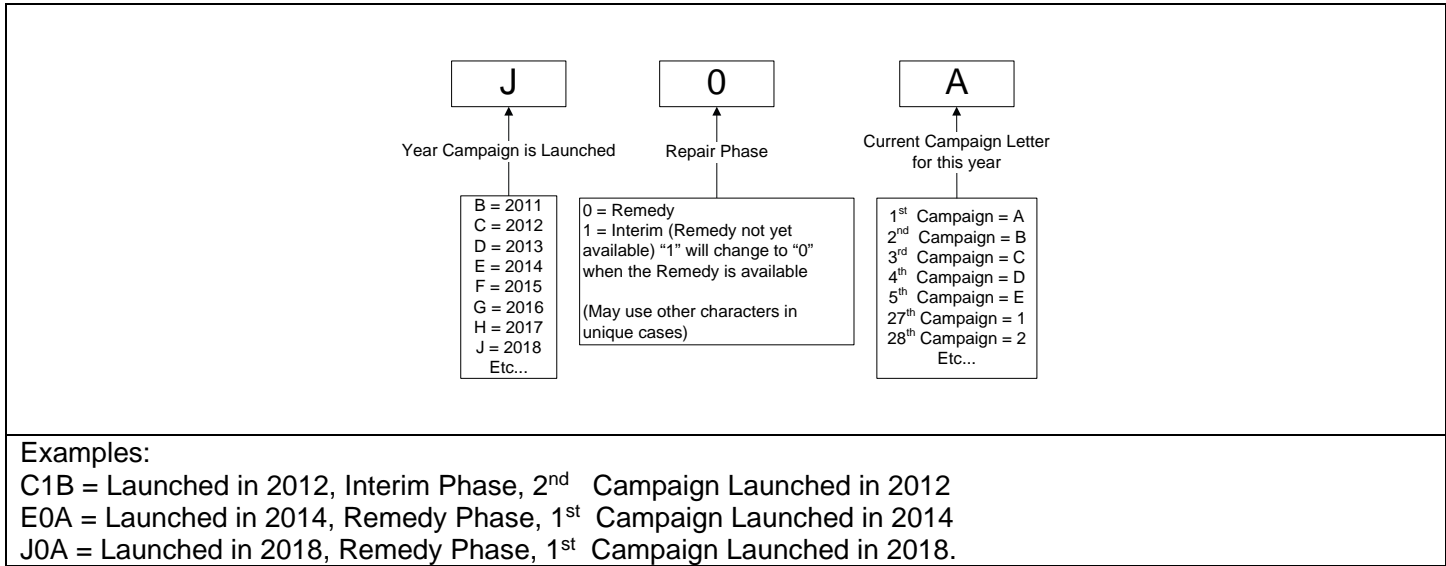
Claim Filing Accuracy and Correction Requests

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 Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Campaign Designation / Phase Decoder



Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

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

SAFETY RECALL J0W (Remedy Notice J1W)

**Certain 2004 – 2006 Model Year Scion xA
Airbag(s) and Seat Belt Pretensioner(s) May Inadvertently Deploy or Become Deactivated**

NHTSA Recall No. 18V-776

Frequently Asked Questions

Original Publication Date: December 20, 2018

Q1: *What is the condition?*

A1: The airbag system in the subject vehicles could experience electrical shorting that could damage the circuits in the system. This could cause the airbag warning lights to illuminate and the airbag(s) and seat belt pretensioner(s) to become deactivated, or it could cause those systems to inadvertently deploy. These conditions can increase the risk of injury or crash.

Q1a: *What is inadvertent deployment of the airbag(s) and pretensioner(s)?*

A1a: This condition can lead to the unexpected activation of the airbag(s) and pretensioner(s). An airbag that deploys unexpectedly can, under some circumstances, increase the risk of injury and the possibility of a crash

Q2: *What is Toyota going to do?*

A2: Toyota will send an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the Supplemental Restraint System (SRS) Electronic Control Unit (ECU) replaced with a new one **FREE OF CHARGE**.

Q3: *Are there any warnings that this condition exists?*

A3: If this condition has occurred the airbag warning light may illuminate.



Q4: What should I do if my Airbag Warning Light illuminates?

A4: The Airbag Warning Light is designed to illuminate briefly when the engine switch is turned to the “ON” position during the ignition cycle check function. Under normal operation, the warning light turns off after a few seconds. The warning light turning off after the check period means the system is operating as designed.** If the Airbag Warning Light (1) does not illuminate during this few second check period or (2) illuminates or remains illuminated after the check period, you may be experiencing this condition and the airbag(s) and pretensioner(s) may not deploy in a crash. Please contact your local authorized Toyota dealer promptly for diagnosis and appropriate repair. If the warning lamp illumination is related to the condition covered by this Safety Recall, the inspection and potential repair will be performed at no charge to you.

** Please refer to the Owner’s Manual for additional operation details related to this system.

Q5: Which and how many vehicles are covered by this Safety Recall?

A5: There are approximately 17,000 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Scion xA	2004 – 2006	Late January 2003 – Early January 2007

Q5a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A5a: Only vehicles equipped with this specific generation of the SRS ECU are covered under this recall. Other Toyota, Lexus, and Scion vehicles, including certain Scion xA vehicles, are not equipped with this SRS ECU.

Q6: How long will the repair take?

A6: The repair takes approximately two hours. However, depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: What if I previously paid for repairs related to this Safety Recall?

A7: Reimbursement consideration instructions will be provided in the owner letter.

Q8: How does Toyota obtain my mailing information?

A8: 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.

Q9: What if I have additional questions or concerns?

A9: 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.

TOYOTA

This notice applies to your vehicle:
[VIN]

URGENT SAFETY RECALL
This is an important Safety Recall.
The remedy will be performed
FREE OF CHARGE to you.

IMPORTANT SAFETY RECALL (*Remedy Notice*)

**Certain 2004 – 2006 Model Year Scion xA
Airbag(s) and Seat Belt Pretensioner(s) May Inadvertently Deploy or Become Deactivated**
NHTSA Recall No. 18V-776

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2004 – 2006 model year Scion xA vehicles.

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 condition?

The airbag system in the subject vehicles could experience electrical shorting that could damage the circuits in the system. This could cause the airbag warning lights to illuminate and the airbag(s) and seat belt pretensioner(s) to become deactivated, or it could cause those systems to inadvertently deploy. **These conditions can increase the risk of injury or crash.**

What should you do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible. Your local Toyota dealer will be more than happy to answer any of your questions.

- ✓ To find a dealer near you, visit www.toyota.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.toyota.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may 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.

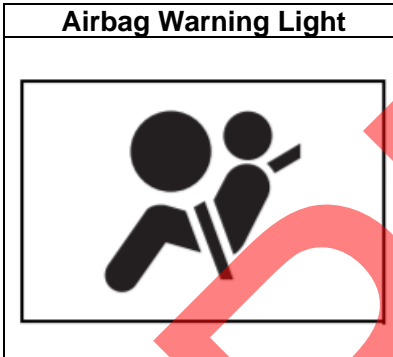
What will Toyota do?

Any authorized Toyota dealer will replace the Supplemental Restraint System (SRS) Electronic Control Unit (ECU) **FREE OF CHARGE** to you.

This is an important Safety Recall

The remedy will take approximately 2 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If this condition has occurred, the airbag warning light may illuminate. If you see this warning light, you may be experiencing the condition described above. You should promptly contact your local authorized Toyota dealer for diagnosis and appropriate repair.



The Airbag Warning Light is designed to come on when the engine switch is turned to the "ON" position during the ignition cycle check function. Under normal operation, it turns off after a few seconds. The warning light turning off after the check period means the system is operating as designed**.

If the Airbag Warning Light (1) does not illuminate during this few second check period or (2) illuminates or remains illuminated after the check period, you may be experiencing this condition and the airbag(s) and pretensioner(s) may not deploy in a crash. Please contact your local authorized Toyota dealer promptly for diagnosis and appropriate repair. If the warning lamp illumination is related to the condition covered by this Safety Recall, the inspection and potential repair will be performed at no charge to you.

**Please refer to the Owner's Manual for additional operation details related to this system.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair order, proof-of-payment, and ownership information to Toyota's online, self-service portal. Log-in to your Toyota Owners account at <https://www.toyota.com/owners/>, click on the "Resources" tab, select "Safety Recall and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

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

FAX: 310-381-7756

Please refer to the attached Reimbursement Checklist for required documentation details.

What if you are not the owner or operator of this vehicle?

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.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/owners. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, 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>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA

SAMPLE

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and 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 or 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 campaign communications. If you'd like to update your preferred contact information in the future, visit 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 _____