

Original Publication Date: April 23, 2019

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

## SAFETY RECALL K0F *(Interim Notice K1F)*

### Certain 2015 – 2017 Model Year Yaris Front Seat Side and Curtain Shield Airbags May Not Deploy As Intended

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
Yaris / 2015 – 2017	Late June 2014 –mid- January 2017	43,200	0

On April 23, 2019, 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 2015 – 2017 model year Yaris vehicles.

#### Condition

The subject vehicles are equipped with side airbag sensors installed in each of the front doors and wire harnesses that connect these sensors to the airbag control unit. These wire harnesses could corrode over time, which could cause the airbag warning light to come on. In addition, the front seat side airbags and curtain shield airbags could be deactivated or not deploy properly. Non-deployment or improper deployment of these airbags can increase the risk of injury in the event of a crash.

#### Remedy

Toyota is currently preparing the remedy for this condition. When the remedy becomes available, all known owners of the subject vehicles will be notified by first class mail to return their vehicles to a Toyota dealer. Based on production records, the dealers will replace the assembly in one or both doors, as necessary, with an improved one **FREE OF CHARGE**.

#### Covered Vehicles

There are approximately 43,200 vehicles covered by this Safety Recall. Approximately 7,300 vehicles involved in this Safety Recall were distributed to Puerto Rico.

**Owner Letter Mailing Date**

Toyota will notify owners after the remedy becomes available by mid-June 2019.

*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.

**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

Toyota typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

Toyota expects dealers to use the attached 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 K0F/K1F" 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.

## Warranty Reimbursement Procedures

### Loaner Vehicle Reimbursement Procedure

A loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) will be available to be claimed for \$35 per day under the remedy op code once available.

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

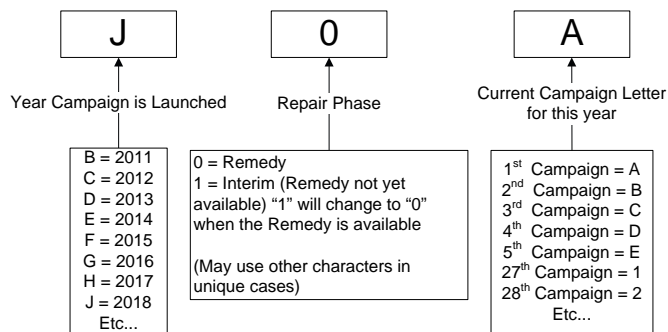
### Claim Filing Accuracy and Correction Requests

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



Examples:

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

J0A = Launched in 2018, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2018.

*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 K0F *(Interim Notice K1F)*

Certain 2015 – 2017 Model Year Yaris  
Front Seat Side and Curtain Shield Airbags May Not Deploy As Intended

### Frequently Asked Questions

Original Publication Date: April 23, 2019

**Q1:** *What is the condition?*

A1: The subject vehicles are equipped with side airbag sensors installed in each of the front doors and wire harnesses that connect these sensors to the airbag control unit. These wire harnesses could corrode over time, which could cause the airbag warning light to come on. In addition, the front seat side airbags and curtain shield airbags could be deactivated or not deploy properly. Non-deployment or improper deployment of these airbags can increase the risk of injury in the event of a crash.

**Q2:** *Are there any warnings that this condition exists?*

A2: If this condition occurs, the airbag warning light will illuminate.



**Q3:** *What should I do if my Airbag Warning Light illuminates?*

A3: The Airbag Warning Light is designed to activate when the engine switch is turned to the "ON" position during the ignition cycle check function. Under normal operation, it deactivates 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 remains illuminated after the few second check period, you may be experiencing this condition. 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 remedy, once developed, will be performed at no charge to you

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

**Q4: What is Toyota going to do?**

A4: Toyota is currently preparing the remedy for this condition. When the remedy becomes available, all known owners of the subject vehicles will be notified by first class mail to return their vehicles to a Toyota dealer. Based on production records, the dealers will replace the assembly in one or both doors, as necessary, with an improved one **FREE OF CHARGE**.

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

A5: There are approximately 43,200 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Yaris	2015 - 2017	Late June 2014 -mid-January 2017

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

A5a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

**Q6: What if I previously paid for repairs related to this Safety Recall?**

A6: Reimbursement consideration instructions will be provided in the owner letter.

**Q7: What if I have additional questions or concerns?**

A7: 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.



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Plano, TX 75024  
(469) 292-4000

## 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](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 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 _____