

# ◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
8/31/2020	<ul style="list-style-type: none"> <li>Parts Ordering Process section updated with new Corolla service part numbers.</li> </ul>
6/22/2020	<ul style="list-style-type: none"> <li>Loaner vehicle reimbursement procedure section has been updated with additional op codes for Matrix vehicles rental during the interim period.</li> <li>Rental reimbursement instructions for back order updated.</li> <li>Towing sublet added to Warranty Reimbursement section.</li> </ul>
5/28/2020	<ul style="list-style-type: none"> <li>Remedy section updated to explain availability of remedy for ALL Matrix vehicles.</li> <li>Remedy description for Corolla vehicles updated.</li> <li>Owner Letter Mailing Date section updated with details on Matrix remedy letter mailing.</li> <li>Parts Ordering Process section updated with Matrix remedy parts information and new Corolla PNs.</li> <li>Interim rental op codes section updated with timing of when additional rental op codes will be provided.</li> <li>Warranty Reimbursement Procedure section updated with Matrix remedy op code.</li> </ul>
4/22/2020	<ul style="list-style-type: none"> <li>Added new sections for part numbers that CANNOT be used</li> </ul>
12/18/2019	<ul style="list-style-type: none"> <li>Recall expanded to include additional 2003 – 2008 Corolla vehicles</li> <li>Recall expanded to include additional 2005-2008 Matrix vehicles</li> </ul>
9/19/2019	<ul style="list-style-type: none"> <li>The condition statement has been updated.</li> <li>Loaner Vehicle Reimbursement Procedure has been updated.</li> </ul>
9/13/2019	<ul style="list-style-type: none"> <li>The NHTSA Recall No. has been added</li> <li>The warranty claim filing op-codes for the remedy, rental vehicle reimbursement, and pickup and delivery has been added to the dealer letter.</li> </ul>

*The most recent update 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.

Original Publication Date: August 28, 2019

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

**SAFETY RECALL K0Q (Interim Notice K1Q)- Remedy Notice**

Certain 2003 – 2008 Model Year Corolla Vehicles  
Certain 2005 – 2008 Model Year Matrix Vehicles  
Passenger Airbag May Not Inflate Properly  
NHTSA Recall No. 19V-627

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2003 – 2008 Corolla	Early January 2002 – Late December 2007	23,200	0
2005 – 2008 Matrix	Late April 2004 – Mid-December 2007	121,700	0

On December 13, 2019, Toyota amended the Defect Information Report (DIR) sent to the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to include certain additional 2003 – 2008 Corolla vehicles and certain 2005 – 2008 Matrix vehicles in the Safety Recall.

On August 28, 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 2003 – 2008 Corolla vehicles and certain 2005 – 2008 Matrix vehicles.

**Condition**

The subject vehicles were repaired under a prior recall by replacing the front passenger airbag assembly or airbag inflator. If this airbag deploys, there is a possibility that the passenger airbag could be damaged. Such damage could cause the airbag to not properly inflate, and this could increase the risk of occupant injury in the event of a crash.

**Remedy**

Toyota has sufficient parts to implement the final phase of the remedy. The remedy will consist of replacement of the front passenger airbag assembly or replacement of the front passenger airbag sub-assembly **FREE OF CHARGE**. Refer to the table below to determine the remedy status of vehicles involved in K0Q (K1Q Interim).

Model Name	Model Year	K0Q Remedy Status
Matrix	2005 – 2008	Remedy Available
Corolla	2003 – 2004	Remedy Available
	2005 – 2008	Remedy Available

**Covered Vehicles**

There are approximately 144,900 vehicles covered by this Safety Recall. Approximately 4,400 vehicles involved in this Safety Recall were distributed to Puerto Rico.

*NOTE: Toyota added approximately 10,200 vehicles to this campaign. These vehicles will be included in the campaign effective 12/16/2019 and will utilize the same repair described above.*

**Campaign Phase Interpretation**

Campaigns may be launched in phases due to many factors, such as: the nature of the repair, parts availability, etc. It is critical that each VIN is confirmed using TIS to determine if the vehicle is in the remedy or interim phase. Only perform the repair that is available for the specific VIN. *If a remedy repair is performed on an interim phase vehicle, the claim will be subject to debit.*

**REMEDY PHASE – ELIGIBLE FOR REPAIR**

**Campaign Description:** Safety Recall K0Q - Remedy Notice - Certain 2003 - 2008 Corolla Vehicles Airbag May Not Properly Inflate

**Campaign Status:** Remedy Available

**Completion Status:** Not Completed

**Memo:** Remedy Available - Instead of using the scanning application use <https://takata-scan-app.imagespm.info/>

[\[Show Documents\]](#)

**B**

**STATUS IDENTIFICATION**

**A:** Campaign Status: Remedy Available

**B:** Memo: Remedy Available – Instead of using the scanning application use <https://takata-scan-app.imagespm.info/>

- *This vehicle is eligible to have the remedy performed if the completion status is “Not Completed.”*
- *The new scanning application website <https://takata-scan-app.imagespm.info/> must be used when performing the remedy.*
- *Login instructions for this new scanning application website are included in the Technical Instructions.*

This issue affects the remedy parts used in certain Takata Airbag recalls. The remedy status for all campaign codes that require the remedy parts affected by this condition is shown below for your reference. Please refer to the individual Takata Airbag recall dealer letters for more details.

Model Name	Model Year	DSF/E04	JOA/JOB/JOE	K0Q Remedy Status
Matrix	2005 - 2008	Remedy Available	Remedy Available	Remedy Available
Corolla	2003 - 2004	Remedy Available	Remedy Available	Remedy Available
	2005 - 2008	Remedy Available	Remedy Available	Remedy Available

First Takata Recall Repair (Toyota Designation D0F/E04/DSF)	Second Takata Recall Repair (Toyota Designation J0A/J0B/J0C)	This Recall (Toyota Designation K0Q)
Certain vehicles were repaired with an inflator containing Phased Stabilized Ammonium Nitrate without desiccant. This is known as a "Like for Like" replacement	Vehicles repaired with a Like for Like replacement were recalled again and repaired with a non-Takata inflator under this phase.	Certain models repaired under earlier recalls with a non-Takata inflator are under recall and will be repaired with an improved airbag assembly or airbag sub-assembly.

### **Owner Letter Mailing Date**

Toyota notified Corolla vehicle owners in mid-October 2019. Matrix vehicle owners were sent an interim notification in late October 2019. Matrix vehicle owners will be notified of the remedy beginning in early June 2020.

*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.

For the vehicles added in December 2019, Toyota sent an owner notification by mid-February 2020.

## 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 for Vehicles in Remedy

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](mailto:quality_compliance@toyota.com). In the subject line of the email state, "Disclosure Form K0Q/K1Q" 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 Service Lane, 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.

Model	Model Year	Location	Campaign Part Number	Service Module Part Number	Part Description	Qty
			NOTE: Only order the service module if you cannot read/scan the original inflator serial number.			
Corolla	2003-2008	All States and USTT	04008-10212*		AIR BAG ASSY KIT, INSTR PNL PASS	1
			<i>OR</i>			
			04009-61212*	73970-02080-##**	AIR BAG KIT	1
Matrix	2005-2008	48 States in Continental U.S.	04005-22901***		AIR BAG ASSY KIT, INSTR PNL PASS	1
		USTT, Hawaii & AK	04005-22801***			

**NOTE:**

\*Continue to order 04008-10212 until there is no longer stock at your facing PDC. Once there is no longer stock of the airbag assembly part number 04008-10212 use the airbag kit part number 04009-61212 to perform the remedy for Corolla vehicles.

\*\*If there is no longer stock of 04008-10212 and the airbag assy serial number is missing or not legible, use the service module part number to complete the campaign. In these cases do not use the scan app. Instead fill out a job aid and submit to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com).

\*\*\*Wire harness will be re-used for Matrix vehicles repaired in K0Q.

**IMPORTANT PARTS ORDERING INFORMATION**

All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) 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 additional details.

**Part Recovery**

*Dealers should discontinue the installation of the parts listed below for the recalls, customer pay repairs AND over-the-counter sales (if applicable) unless they have a mark on the label.*

*Mark Present = OK Part*

*Do NOT Return*



Model	Model Year	Location	Part Number	Part Description
Corolla	2003-2008	All States and USTT	04008-10212	AIR BAG ASSY KIT, INSTR PNL PASS
Matrix	2005-2008	48 States in Continental U.S.	04005-22901	AIRBAG ASSEMBLY W/ INFLATOR
		USTT, Hawaii & AK	04005-22801	

*Toyota requires all dealers to return any parts listed above that do NOT have a mark on the label that 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.



**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	Location	Part Number	Part Description
Corolla	2003-2004	48 States in Continental U.S.	04003-28102	INFLATOR ASSY KIT, INSTR PNL AIRBAG
		USTT, Hawaii & AK	04003-11102	
	2005-2008	48 States in Continental U.S.	04004-75202	
		USTT, Hawaii & AK	04004-75102	
Matrix	2005-2008	48 States in Continental U.S.	04004-75201	
		USTT, Hawaii & AK	04004-75101	

Model	Model Year	Part Number	Part Description
Corolla	2003-2004	73970-02040-B0	AIR BAG ASSY, INSTR PNL PASS
		73970-02040-B1	
		73970-02040-E0	
	2005-2008	73970-02051-B0	
		73970-02051-B1	
		73970-02051-E0	
Matrix	2005-2008	73970-01050-B0	

*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.

**Desiccated Service Modules**

*The Service Module Assemblies shown in the table CANNOT BE USED under K0Q.*

While the airbag assemblies listed below may be used on other Takata Campaigns such as E04 and DSF, they are not valid for the repair of vehicles under K0Q.

Model	Model Year	Part Number	Part Description
Corolla	2003-2004	73970-02041-B0	AIR BAG ASSY, INSTR PNL PASS
		73970-02041-B1	
		73970-02041-E0	
	2005-2008	73970-02052-B0	
		73970-02052-B1	
		73970-02052-E0	

**Service Module Affected by K0Q Condition**

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

Model	Model Year	Part Number	Part Description
Matrix	2005-2008	73970-01110-B0	AIR BAG ASSY, INSTR PNL PASS

**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.

**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:

- Toyota Certified (Electrical)
- Toyota Expert (Any Specialty)
- Master
- Master Diagnostic Technicians

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.


**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.uotdealer.com) This E-Learning module will explain the proper procedure for documenting and returning the Airbag Inflator Assembly to TK Holdings Incorporated.

**Campaign Special Service Tools**

Your dealership was sent a package containing special service tools for Safety Recall D0F which will also be used for this campaign.

This tool is needed when performing the front passenger airbag inflator module campaign. This tool *IS NOT* available through normal parts or tools channels. There is a very limited supply of tools, but if additional tools are needed, contact your regional representative.

Name	Sample Image	Qty
Barcode Scanner Models: Datalogic QD2300 (Only Barcode) QD2430 (Barcode and QR Code)		1

**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.

**Parts Recovery Procedures - 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@menlowworldwide.com](mailto:MLGTakataRestraints_International@menlowworldwide.com).

## Warranty Reimbursement Procedures

### Loaner Vehicle or Alternative Transportation Reimbursement Procedure

#### *Interim Op Codes – Matrix ONLY*

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. A loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day.

Op Code	Description
K1Q001	Vehicle Rental 1-30 Days
K1Q002	Vehicle Rental 31-60 Days
K1Q003	Vehicle Rental 61-90 Days
K1Q004	Vehicle Rental 91-120 Days
K1Q005	Vehicle Rental 121-150 Days
K1Q006	Vehicle Rental 151-180 Days
K1Q007	Vehicle Rental 181-210 Days
K1Q008	Vehicle Rental 211-240 Days
K1Q009	Vehicle Rental 241-270 Days
K1Q010	Vehicle Rental 271-276 Days

**Remedy Op Codes**

For customer convenience while the repair is performed, one of the following alternative transportation options can be claimed for \$35 per day:

- Loaner vehicle through Toyota Rent-A-CAR (TRAC)
- Rental vehicle
- Other alternative transportation such as Uber, Lyft or a taxi

Op. Code	Description
RNTK0Q	Vehicle Rental 1 Day

*If alternative transportation exceeds 1 day, due to part availability issues such as a backorder, then alternative transportation can be claimed as sublet type "RT" under the remedy Op. Code K0Q001 or K0Q002.*

**NOTE:**

- Rental invoice **MUST** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).

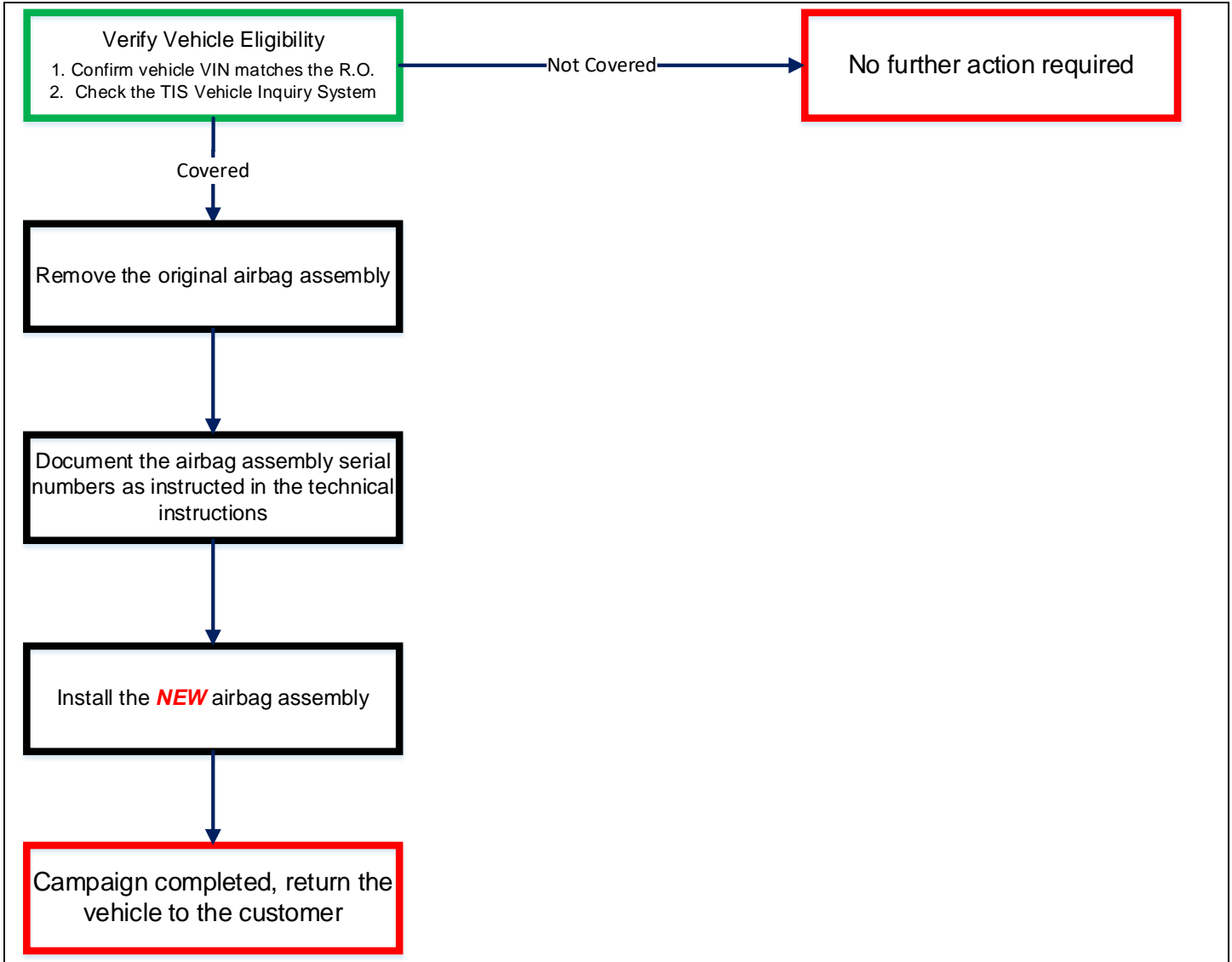
**Dealer Transportation - Customer Vehicle Pickup and Delivery**

- 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).

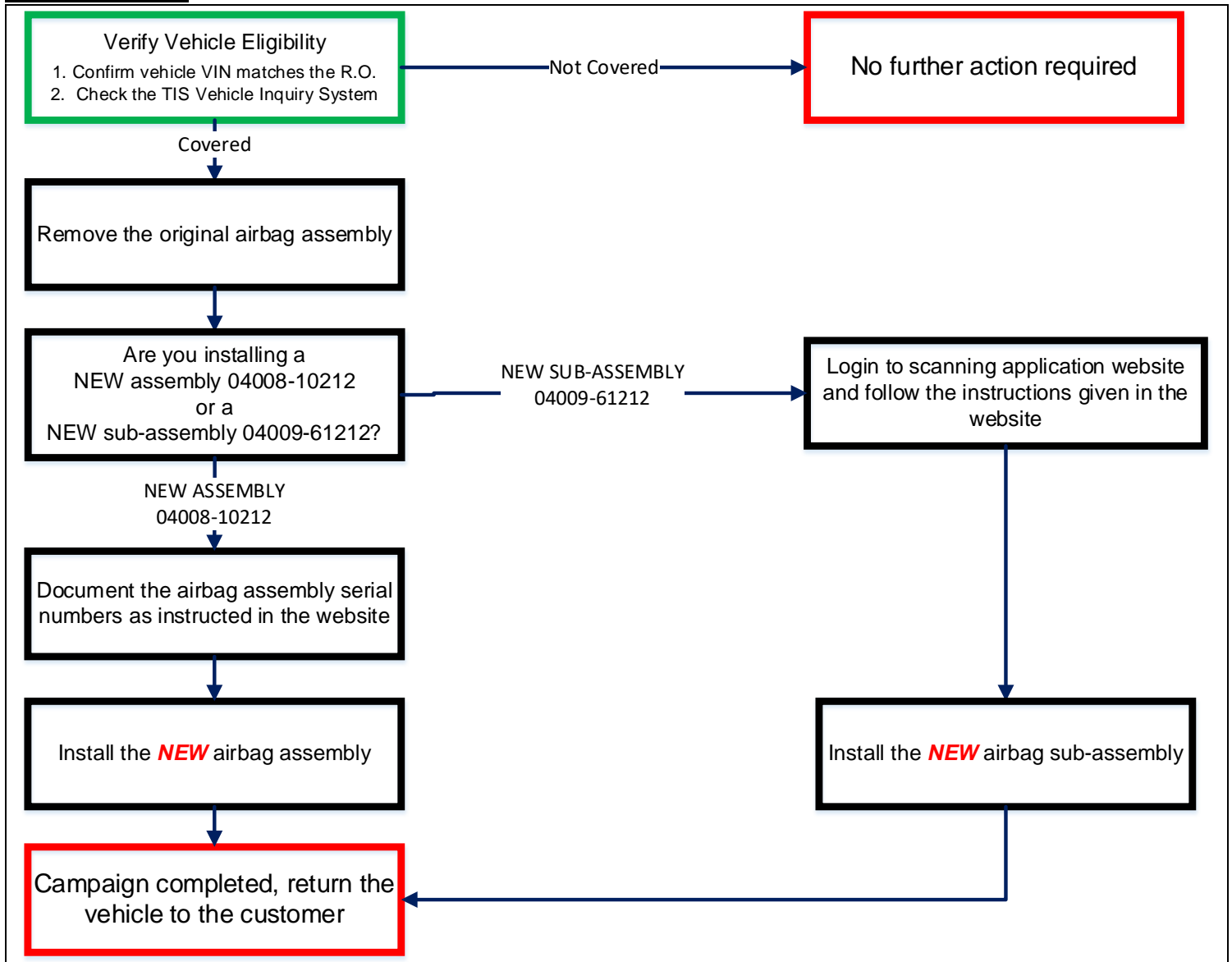
Model	Dealer Transportation Op Code	Sublet	\$ Amount to be Included on Claim for Dealer Transportation Cost
Matrix	K0Q100	DE	0.7hr x Dealer Labor Rate (ex: \$100 x 0.7 = \$70)
Corolla			

**Warranty Reimbursement Procedure**

**Matrix Vehicles:**



**Corolla Vehicles:**



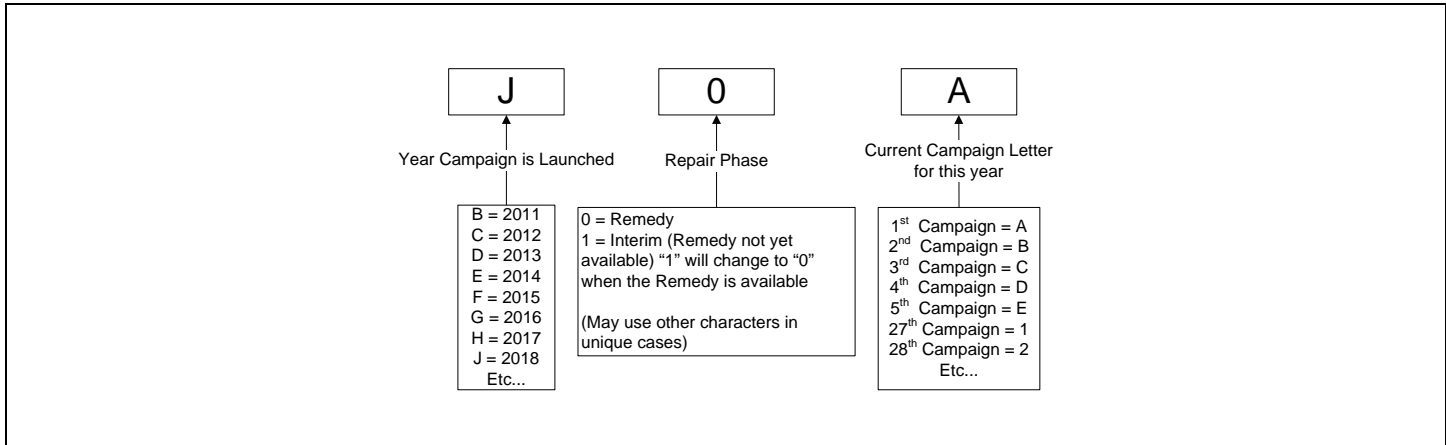
Model	Op. Code	Description	Flat Rate Hour
Corolla	K0Q001	Replace Airbag Assembly or Airbag Sub-Assembly	0.9 hr/vehicle
Matrix	K0Q002	Replace Airbag Assembly	0.9 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Towing may be offered to the customer and can be claimed under Op. Code K0Q001 or K0Q002 for \$250 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.

**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.

**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 K0Q (Interim Notice K1Q)- Remedy Notice

Certain 2003 – 2008 Model Year Corolla Vehicles  
Certain 2005 – 2008 Model Year Matrix Vehicles  
Passenger Airbag May Not Inflate Properly

### Frequently Asked Questions

Original Publication Date: August 28, 2019

NHTSA Recall No. 19V-627

## ◀ IMPORTANT UPDATE ▶

DATE	TOPIC
5/28/2020	<ul style="list-style-type: none"><li>• Q5 &amp; A5 have been updated with details on the remedy announcement for Matrix vehicles and the update to the remedy for Corolla vehicles.</li><li>• Sub questions have been added to Q5 to describe the difference in the remedy for Matrix vehicles.</li></ul>
12/18/2019	<ul style="list-style-type: none"><li>• Recall expanded to include additional 2003 – 2008 Corolla vehicles</li><li>• Recall expanded to include additional 2005-2008 Matrix vehicles</li></ul>
9/19/2019	<ul style="list-style-type: none"><li>• The condition statement has been updated in A1.</li></ul>

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

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

A1: The subject vehicles were repaired under a prior recall by replacing the front passenger airbag assembly or airbag inflator. If this airbag deploys, there is a possibility that the passenger airbag could be damaged. Such damage could cause the airbag to not properly inflate, and this could increase the risk of occupant injury in the event of a crash.

**Q2:** *I already had my recall repair completed under a previous recall involving the passenger airbag. Why is my vehicle being recalled again?*

A2: Certain models repaired under earlier recalls are affected by this condition and will be repaired with an improved airbag assembly or sub-assembly.

**Q2b:** *I own a 2005 – 2008 Matrix or a 2003 – 2008 Corolla but my vehicle is not involved. Why?*

A2b: This Safety Recall only applies to certain vehicles repaired under a prior recall. If your vehicle is involved in this Safety Recall, you will be sent an owner notification informing you of your involvement. You may also check your recall status at [www.Toyota.com/recall](http://www.Toyota.com/recall).

**Q3:** *Which airbags in Toyota vehicles are affected by this Safety Recall?*

A3: This Safety Recall only includes certain Toyota vehicles repaired under previous recalls involving front passenger airbags. No front driver airbags in Toyota vehicles are included in this recall.

**Q4:** *Are there concerns with other airbags in the vehicle?*

A4: No. Only the front passenger airbag is affected by this condition.

**Q5:** *What is Toyota going to do?*

A5: Toyota notified Corolla vehicle owners in mid-October 2019. Matrix vehicle owners were sent an interim notification in late October 2019. For the vehicles added in December 2019, Toyota notified owners by mid-February 2020.

Matrix vehicle owners will be notified of the remedy beginning in early June 2020.

Toyota has sufficient parts to implement the final phase of the remedy. The remedy will consist of replacement of the front passenger airbag assembly or the front passenger airbag sub assembly with an improved one **FREE OF CHARGE**. Refer to the table below to determine the remedy status of vehicles involved in K0Q (K1Q Interim).

Model Name	Model Year	K0Q Remedy Availability
Matrix	2005 - 2008	Remedy Available
Corolla	2003 - 2004	Remedy Available
	2005 - 2008	Remedy Available

**Q5a:** *Is Toyota using newly produced parts for all vehicles?*

A5a: All Corolla vehicles will receive a newly produced part. Depending on parts supply, Matrix vehicles with either receive a newly produced part or a Toyota-authorized remanufactured part.

**Q5b:** *What will determine if a Matrix vehicle receives a newly produced part or a remanufactured part?*

A5b: This will depend on parts availability.

**Q6:** *Are there any warnings that this condition exists?*

A6: No. There are no warnings that this condition exists.

**Q7:** *Which and how many vehicles are covered by this Safety Recall?*

A7: There are approximately 144,900 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Corolla	2003 - 2008	Early January 2002 - Late December 2007
Matrix	2005 - 2008	Late April 2004 - Mid-December 2007

**Q7a:** *Are there any other Toyota/Lexus/Scion vehicles covered by this Safety Recall in the U.S.?*

A7a: No. There are no other Toyota/Lexus/Scion vehicles covered by this Safety recall in the U.S.

**Q8:** *What should you do if the remedy is available for your vehicle?*

A8: Toyota strongly recommends that you have this Safety Recall remedy performed as soon as you receive notice that the remedy is available for your vehicle. Please contact any authorized Toyota dealer to schedule an appointment to have your vehicle repaired **FREE OF CHARGE**. Until this Safety Recall repair is completed, it is recommended that a passenger not occupy the front passenger seat. If you are uncomfortable driving the vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick up.

**Q9:** *How long will the repair take?*

A9: The repair takes approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q10:** *How does Toyota obtain my mailing information?*

A10: 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.

**Q11:** *What if I have additional questions or concerns?*

A11: 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.

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 2003 – 2008 Model Year Corolla Vehicles  
Certain 2005 – 2008 Model Year Matrix Vehicles  
Passenger Airbag May Not Inflate Properly  
NHTSA Recall No. 19V-627

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 2003 – 2008 model year Corolla vehicles and certain 2005 – 2008 model year Matrix 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 subject vehicles were repaired under a prior recall by replacing the front passenger airbag assembly or airbag inflator. If this airbag deploys, there is a possibility that the passenger airbag could be damaged. Such damage could cause the airbag to not properly inflate, and this could increase the risk of occupant injury in the event of a crash.

### What should you do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible. **The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience. 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](http://www.toyota.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://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 front passenger airbag assembly with an improved one **FREE OF CHARGE**.

### *This is an important Safety Recall*

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

Until this Safety Recall repair is completed, it is recommended that a passenger not occupy the front passenger seat.

## 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](http://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

This notice applies to your vehicle:  
[VIN]

## INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is available.

## IMPORTANT SAFETY RECALL (*Interim Notice*)

Certain 2005 – 2008 Model Year Matrix Vehicles  
Passenger Airbag May Not Inflate Properly  
NHTSA Recall No. 19V-627

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 2005 – 2008 model year Matrix 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 subject vehicles were repaired under a prior recall by replacing the front passenger airbag assembly or airbag inflator. If this airbag deploys, there is a possibility that it could be damaged. Such damage could cause the airbag to not properly inflate, and this could increase the risk of occupant injury in the event of a crash.

### What should you do?

**We appreciate your patience while we prepare the remedy. We will notify you again when the remedy is available. 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](http://www.toyota.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://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?

Toyota is currently preparing the remedy for this condition. When the remedy becomes available, Toyota will send another owner notification by first class mail advising you to make an appointment with your local authorized Toyota dealer to have the front passenger airbag assembly replaced with an improved one **FREE OF CHARGE**.

### *This is an important Safety Recall*

We appreciate your patience while we prepare the remedy.

*You will receive a second owner notification when the remedy is available.*

To minimize risk while the remedy is prepared, Toyota recommends that no passengers sit in the front passenger seat.

## 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](http://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



Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
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 _____