

◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
10/17/2019	<ul style="list-style-type: none"> Recall expanded to include additional 2010 -2016 4Runner vehicles Recall expanded to include additional 2006 – 2013 Corolla vehicles Recall expanded to include additional 2009 – 2010 Matrix vehicles Recall expanded to include additional 2006 – 2007 Sequoia vehicles Recall expanded to include additional 2011 – 2013 Sienna vehicles Recall expanded to include additional 2006 Tundra vehicles Recall expanded to include additional 2007 – 2012 Yaris vehicles Recall expanded to include additional 2008 – 2012 Scion xB vehicles Recall expanded to include additional 2004 – 2005 RAV4 vehicles (<i>driver</i>) Opcodes and part number information has been updated
09/25/2019	<ul style="list-style-type: none"> The remedy op codes for Corolla, Tundra, and Sequoia have been changed. The op code labor times for Corolla, Tundra, and Sequoia have been corrected.
08/28/2019	<ul style="list-style-type: none"> <u>The remedy has been suspended for 05-08 Matrix vehicles until further notice.</u> A section on campaign phase interpretation has been added The “Parts Ordering Process” section has been updated with instruction on the part number that should be used to remedy 2005 Corolla vehicles. Instructions on inspecting airbag assemblies for 2005 – 2008 Matrix vehicles and 2003 – 2005 Corolla vehicles and the return process of these airbag assemblies have been added.
5/09/2019	<ul style="list-style-type: none"> Loaner Vehicle Reimbursement Procedure has been updated. A new section titled “Desiccated Service Modules”, has been added.
12/12/2018	<ul style="list-style-type: none"> Recall expanded to include 2003-2005 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. A new section titled “Unremedied VINs for Dealers” has been added for SOAR.
07/17/2018	<ul style="list-style-type: none"> Dealer Transportation Section added with new opcode and sublet for Customer Vehicle Pickup and Delivery. Part Numbers added in the Non-Desiccated Part Recovery section. Technician Training Requirements have been updated.
2/20/2018	<ul style="list-style-type: none"> Warranty Reimbursement Procedure section has been updated. Covered Vehicles section has been updated with PR population. Technical Training Requirements section has been updated to remove SC13B certification.

*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: January 30, 2018

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

Subject: Safety Recall J0A – **Remedy Notice**
Certain 2010 – 2016 4Runner Vehicles (Front Passenger)
Certain 2003-2013 Model Year Corolla Vehicles (Front Passenger)
Certain 2003-2010 Model Year Matrix Vehicles (Front Passenger)
Certain 2002-2007 Model Year Sequoia Vehicles (Front Passenger)
Certain 2011 – 2013 Sienna Vehicles (Front Passenger)
Certain 2007 – 2012 Yaris Vehicles (Front Passenger Side)
Certain 2003 - 2006 Model Year Tundra Vehicles (Front Passenger)
Certain 2007 – 2012 Yaris Vehicles (Front Passenger)
Certain 2008 – 2012 Scion xB Vehicles (Front Passenger)
Certain 2004 – 2005 RAV4 Vehicles (Front **Driver**)
Non-Desiccated Front Passenger or Front Driver Airbag Inflator – “Like for Like” Replacement
(Zone A)

On January 30, 2018, Toyota filed an Information Report (IR) with the National Highway Traffic Safety Administration (NHTSA) identifying certain vehicles involved in the fifth phase of the Takata recall (due to begin in 2019) and informing the agency of our intent to pull ahead the remedy on the vehicles described below because parts are now available:

- 2003-2008 Matrix

NOTE: Until further notice, the remedy is not available for 2005 - 2008 model year Matrix vehicles.

On December 12, 2018, Toyota filed an Information Report (IR) with the National Highway Traffic Safety Administration (NHTSA) identifying certain vehicles involved in the fifth phase of the Takata recall (due to begin in 2020) and informing the agency of our intent to pull ahead the remedy on the vehicles described below because parts are now available:

- 2003-2005 Corolla
- 2003-2005 Tundra
- 2002-2005 Sequoia

On October 17, 2019, Toyota filed an Information Report (IR) with the National Highway Traffic Safety Administration (NHTSA) identifying certain vehicles involved in the fifth phase of the Takata recall (due to begin in 2020) and informing the agency of our intent to pull ahead the remedy on the vehicles described below because parts are now available:

- 2010 -2016 4Runner vehicles
- 2003 – 2013 Corolla vehicles
- 2009 – 2010 Matrix vehicles
- 2002 – 2007 Sequoia vehicles
- 2011 – 2013 Sienna vehicles
- 2003 - 2006 Tundra vehicles
- 2007 – 2012 Yaris vehicles
- 2008 – 2012 Scion xB vehicles
- 2004 – 2005 RAV4 vehicles (**driver**)

Condition

The subject vehicles are equipped with front passenger or front driver 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.

Background

Toyota previously recalled these vehicles under Safety Recalls D0F, DSF, E04, G0P, G0R, H0A, or F0L due to this condition. During the remedy for these Safety Recalls, some vehicles were repaired with a Phase Stabilized Ammonium Nitrate (PSAN) inflator manufactured by Takata **without** a drying agent called desiccant. Vehicles that were repaired using PSAN inflators **without** desiccant are now involved in Safety Recall J0A.

While Takata has not yet declared the airbag inflators in these vehicles defective based on the schedule specified in a Consent Order between NHTSA and Takata, Toyota is conducting this field action ahead of schedule due to the availability of parts and sufficient dealer capacity to repair these vehicles.

NOTE:

- Some vehicles repaired under Safety Recalls DSF and E04 **ARE NOT** included in Safety Recall J0A, because they were repaired with a different style inflator.
- A majority of vehicles repaired in G0P, G0R, H0A, and F0L **ARE NOT** included in Safety Recall J0A, because they were repaired with a different style inflator.

Remedy

Depending on the vehicle model, dealers will replace the front driver inflator, front passenger airbag inflator or airbag assembly at **NO CHARGE** to the vehicle owner.

Covered Vehicles

There are approximately 455,300 vehicles covered by this Safety Recall. There were approximately 39,200 vehicles distributed to Puerto Rico involved in this Safety Recall.

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	
	4Runner	2010 - 2016	140	October 17, 2019
	Corolla	2003 - 2013	212,200	
	Matrix	2009 - 2010	10	
	RAV4	2004 - 2005	100	
	Sequoia	2002 - 2007	48,700	
	Sienna	2011 - 2013	50	
	Tundra	2003 - 2006	93,600	
	Yaris	2007 - 2012	50	
	Yaris HB	2007 - 2011	40	
	Scion xB	2008 - 2012	0	

Zone Descriptions

Time, temperature, and humidity have been found by NHTSA and multiple independent investigations to contribute to significant propellant degradation that can lead to an unreasonable risk of an inflator explosion. Based on this information, NHTSA has identified the specific states and U.S. territories for each of the three Zones.

ZONE A - J0A: Zone A vehicles are identified as having been originally sold, currently registered, or previously registered in a Zone A state or US territory: AL, CA, FL, GA, HI, LA, MS, SC, TX, American Samoa, Guam, Puerto Rico, Saipan, and the US Virgin Islands. These states and U.S. territories have been identified as having high temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at between 6-9 years.

ZONE B - J0B: Zone B vehicles are identified as having been originally sold, currently registered, or previously registered in a Zone B states: AZ, AR, DE, IL, IN, KS, KY, MD, MO, NE, NV, NJ, NM, NC, OH, OK, PA, TN, VA, WV, and the District of Columbia. These states have been identified as having moderate temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at between 10-15 years.

ZONE C – J0C: Zone C vehicles are identified as having not been originally sold in zone A or B, not currently registered in Zone A or B, and never previously registered in Zone A or B. Zone C states are: AK, CO, CT, ID, IA, ME, MA, MI, MN, MT, NH, NY, ND, OR, RI, SD, UT, VT, WA, WI, and WY. These states have been identified as having lower temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at between 15-20 years.

Campaign Phase Interpretation

The remedy has been suspended and is NOT available for certain vehicles covered by campaign designation J0A. Specifically, the remedy is NOT available for 2005 – 2008 model year Matrix vehicles. Dealers should confirm the status of each VIN in TIS prior to beginning any repairs.

REMEDY PHASE – ELIGIBLE FOR REPAIR

Campaign Description: Safety Recall J0A - Remedy Notice - Multiple Models - Non-Desiccated Front Passenger Airbag Inflator – “Like for Like” Replacement (Zone A)

Campaign Status: Remedy Available A

Completion Status: Not Completed

Memo: Remedy Available B

[\[Show Documents\]](#)

STATUS IDENTIFICATION

A: Campaign Status: Remedy Available

B: Memo: Remedy Available

- *This vehicle is eligible to have the remedy performed if the completion status is “Not Completed.”*
- *The original scanning application link can be used.*

Campaign Description: Safety Recall J0A - Remedy Notice - Certain 2003 - 2005 Corolla - Non-Desiccated Front Passenger Airbag Inflator – “Like for Like” Replacement (Zone A)

Campaign Status: Remedy Available A

Completion Status: Not Completed

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

[\[Show Documents\]](#)

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.*

SUSPENDED PHASE – NOT ELIGIBLE FOR REPAIR

Campaign Description: Safety Recall J0A - Interim Notice - Certain 2005 - 2008 Model Year Matrix Vehicles - Non-Desiccated Front Passenger Airbag Inflator – “Like for Like” Replacement (Zone A)
Campaign Status: Remedy Not Available
Completion Status: **Not Completed**
Memo: Remedy Not Available - DO NOT Replace Airbag Assembly

[\[Show Documents\]](#)

B

STATUS IDENTIFICATION

A: Campaign Status: Remedy Not Available

B: Memo: Remedy Not Available – DO NOT Replace Airbag Assembly

- ***This vehicle is in the interim phase; the remedy CANNOT be performed at this time.***

Refer to the table below to determine the remedy status of vehicles involved in J0A.

Model	Model Year	J0A Remedy Status
4Runner	2010 - 2016	Remedy Available
Corolla	2003 – 2005	Remedy Available
Matrix	2003 – 2004	Remedy Available
	2005 - 2008	Remedy NOT Available
	2009 - 2010	Remedy Available
Sequoia	2002 – 2007	Remedy Available
Sienna	2011 - 2013	Remedy Available
Tundra	2003 – 2005	Remedy Available
Yaris	2007 - 2012	Remedy Available
Yaris HB	2007 - 2011	Remedy Available
Scion xB	2008 - 2012	Remedy Available
RAV4 (<i>driver side</i>)	2004 - 2005	Remedy Available

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	J0A/J0B/J0C	K0Q Remedy Status
Matrix	2005 - 2008	Remedy NOT Available	Remedy NOT Available	Remedy NOT Available
Corolla	2003 - 2004	Remedy Available	Remedy Available	Remedy Available
	2005 - 2008	Remedy Available	Remedy Available	Remedy Available

Owner Letter Mailing Date

Toyota will begin to notify owners of vehicles open for remedy approximately one week after the remedy is made available.

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.

If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

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 J0A” 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/>).

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.

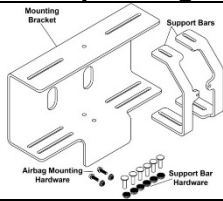

Toyota Rent-A-Car (TRAC) & Service Loaners

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.

Campaign Special Service Tools

In a shipment which was scheduled to arrive on July 31, 2013, your dealership was sent a package containing special service tools for Safety Recall D0F which will also be used for this campaign.

These tools are needed when performing the front passenger airbag or front driver inflator module campaign. These tools **ARE 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
Airbag Mounting Bracket & hardware		1
Barcode Scanner Models: Datalogic QD2300 (Only Barcode) QD2430 (Barcode and QR Code)		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 recall repair are required to have successfully completed E-Learning course SC18A (if you had previously completed E-Learning Course SC13B, you do not have to take SC18A), in addition to “Safety Recall and Service Campaign Essentials”, and currently hold at least one of the following certifications levels:

- Toyota Certified (Electrical)
- Toyota Expert (Any Specialty)
- Master Technician
- Master Diagnostic Technician (MDT)

Always check which technicians can perform the recall remedy by logging on to <https://www.uotdealerreports.com>. It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Campaign Specific Part Associate E- Learning Training Requirement

The Airbag Inflator Assembly being replaced during this campaign is a Class 9 Hazmat part. Therefore Parts Associates involved in this recall are required to complete E-Learning Module (**E2140** “Safety Recall DOF – 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.

Shipping Information for Removed Inflators and Airbag Assemblies

This parts return procedure is applicable to removed airbag inflators, airbag modules, and airbag assemblies. With this process, each dealer will be required to perform the following:

- Apply a return address label to the outside of each inflator/module/assembly box (**label provided by Takata in the new part box**).
- Store the old parts on a pallet until 100 are accumulated or whatever amount is collected after 30 days.
- **Keep a running log of how many of each type of inflator/module/assembly are on the pallet.**
- Secure the parts on the pallet with shrink wrap.
- Contact Takata at 1-877-650-9409 to arrange LTL pick-up.
- Place an over-pack label on the palletized load and provide the LTL driver with the pre-filled out documentation that will be sent to the dealer by Takata.

This process will not require the dealer to fill out any paperwork. All documents will be filled out by Takata and returned to the dealer.

Refer to the Job Aid available on TIS for more details on this process and how to get more labels.

In addition, to compensate dealers for purchasing pallets and shrink wrap, a sublet claim of 0.20 cents per vehicle may be applied to each inflator replacement warranty claim.

NOTE: This updated inflator recovery program only applies to the continental 48 states. Alaska, Hawaii and the US Territories must contact the following Takata USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5078 or e-mail: MLGTakataRestraints_International@menloworldwide.com.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Parts Ordering Process - Non SET and GST Parts Ordering Process

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.

Model	Model Year	Location	Part Number	Part Description	Qty
Corolla	2003 - 2008	All States and USTT	04008-10212	AIR BAG ASSY KIT, INSTR PNL PASS	1
Tundra	2003 - 2004		04008-03712	INFLATOR ASSY KIT, INSTR PNL AIR BAG	1
Sequoia	2002 - 2004		04008-10112	AIR BAG ASSY KIT, INSTR PNL PASS	1
Tundra	2005 - 2006				
Sequoia	2005 - 2007				
Corolla	2009 - 2013	All States and USTT	04007-06512	INFLATOR ASSY KIT, INSTR PNL AIR BAG	1
			04006-66108	A-Pillar Garnish Clip Kit (Vehicles with Side Curtain Shield Airbag Only)	1
Sienna	2011 - 2013	All States and USTT	04007-06645	INFLATOR ASSY KIT, INSTR PNL AIR BAG	1
			62217-06010	A-Pillar Garnish Clip Kit	2
Yaris HB	2007 - 2011	All States and USTT	04005-23752	Instrument Panel Airbag Module	1
			04005-28352	Wire Harness	1
			Local Source	Tie-wrap	2
Yaris	2007 - 2012	All States and USTT	04006-39252	Instrument Panel Airbag Module	1
			04005-28352	Wire Harness	1
			Local Source	Tie-wrap	2
Scion xB	2008 - 2012	All States and USTT	04007-06812	Instrument Panel Airbag Inflator	1
			04006-66108	A-Pillar Garnish Clip Kit	1
RAV4	2004 - 2005	All States and USTT	04005-08442	AIR BAG ASSY KIT, INSTR PNL DRIVER (driver side)	1
		USTT, Hawaii & Alaska	04005-08342	AIR BAG ASSY KIT, INSTR PNL DRIVER (driver side)	1
Matrix	2003-2004	48 States in Continental U.S.	04005-22601	AIR BAG ASSY KIT, INSTR PNL PASS	1
		USTT, Hawaii & AK	04005-22501	AIR BAG ASSY KIT, INSTR PNL PASS	
	2005-2008	48 States in Continental U.S.	04005-22901	AIR BAG ASSY KIT, INSTR PNL PASS	1
		USTT, Hawaii & AK	04005-22801	AIR BAG ASSY KIT, INSTR PNL PASS	
AND					
Matrix	2003 - 2008	All States and USTT	04005-28112	AIRBAG CONNECTOR	1

NOTE: Until further notice, 2005 - 2008 model year Corolla vehicles should have the airbag assembly replaced using part number 04008-10212. Dealers should NOT use part number 04008-10312 until further notice.

Matrix	2009-2010	All States and USTT	04007-06512	INFLATOR ASSY KIT, INSTR PNL AIR BAG	1
			04006-66108	A-Pillar Garnish Clip Kit (Vehicles with Side Curtain Shield Airbag Only)	
			*04007-15112	Bracket Kit	
OR					
	2009-2010	All States and USTT	04007-27112	INFLATOR ASSY KIT, INSTR PNL AIR BAG (Includes necessary bracket)	1
			04006-66108	A-Pillar Garnish Clip Kit (Vehicles with Side Curtain Shield Airbag Only)	

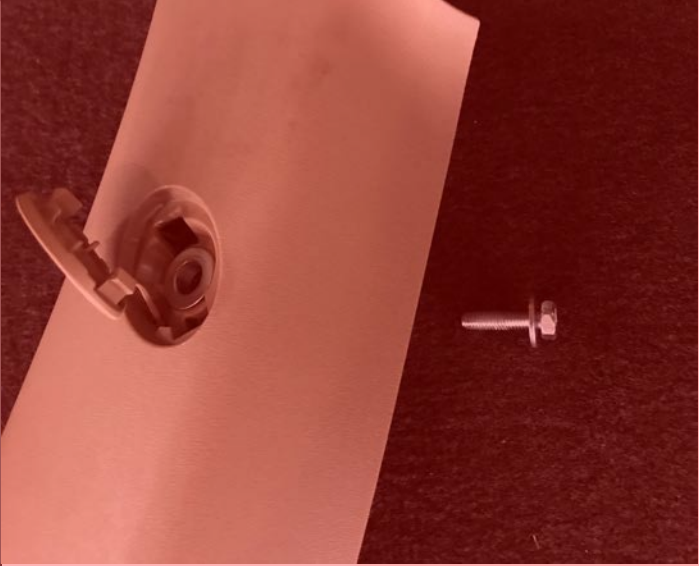


*04007-15112 is no longer available to order from your facing PDC. This part number is still valid for the repair however. If you have remaining inventory at your dealer, please continue to use in conjunction with inflator 04007-06512 when repairing Matrix vehicles until your inventory has been depleted.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

			*04007-58135	AIR BAG ASSY KIT, INSTR PNL PASS	1
4Runner	2010 - 2016	All States and USTT	**04007-1U135-B0 - Light Gray Interior Or **04007-1U135-E0 - Sand Beige Interior	A-Pillar Garnish	1

*04007-14335 is no longer available to order from your facing PDC. This part number is still valid for the repair however. If you have remaining inventory at your dealer, please continue to use in conjunction with the above A-Pillar garnishes (if required) when repairing 4Runner vehicles until your inventory has been depleted. Once gone, start using 04007-58135 for the repair.

**62220-35030-B0 and 62220-35030-E0 are no longer available to order for this safety recall. Please begin using the campaign specific part numbers 04007-1U135-B0 and 04007-1U135-E0 when replacing the A-Pillar Garnish.

Only 2010 to Certain 2013 Model Year 4Runner vehicles require A-Pillar garnish replacement. If you have a 2013 – 2016 4Runner that contains an A- Pillar garnish that is bolted in at the top, the A-Pillar **DOES NOT require replacement. See photos below for reference.

REPLACE	RE-USE GARNISH	
<p>Part manufactured before August 2013:</p>	<p>Part manufactured after August 2013:</p>	
 <p style="color: red; text-align: center;">● FRONT PILLAR GARNISH LH</p>	<p>No. 1 FRONT PILLAR GARNISH COVER LH</p>  <p style="text-align: center;">FRONT PILLAR GARNISH LH</p>	

IMPORTANT PARTS ORDERING UPDATE

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.

J0A Campaign Part Number 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	2003-2004	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	
Sequoia	2002-2004	48 States in Continental U.S.	04003-2810C	
		USTT, Hawaii & AK	04003-1110C	
	2005-2007	48 States in Continental U.S.	04004-7520C	
		USTT, Hawaii & AK	04004-7510C	
Tundra	2003-2004	48 States in Continental U.S.	04003-2810C	
		USTT, Hawaii & AK	04003-1110C	
	2005-2006	48 States in Continental U.S.	04004-7520C	
		USTT, Hawaii & AK	04004-7510C	
Matrix	2003-2004	48 States in Continental U.S.	04003-28101	
		USTT, Hawaii & AK	04003-11101	
	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	
Sequoia	2002-2004	73970-0C020-B0	
		73970-0C020-B1	
		73970-0C020-E0	
	2005-2007	73970-0C021-B0	
		73970-0C021-B1	
Tundra	2003-2004	73970-0C020-B0	
		73970-0C020-B1	
		73970-0C020-E0	
	2005-2006	73970-0C021-B0	
		73970-0C021-B1	
Matrix	2003-2004	73970-01030-B0	
	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 J0A.

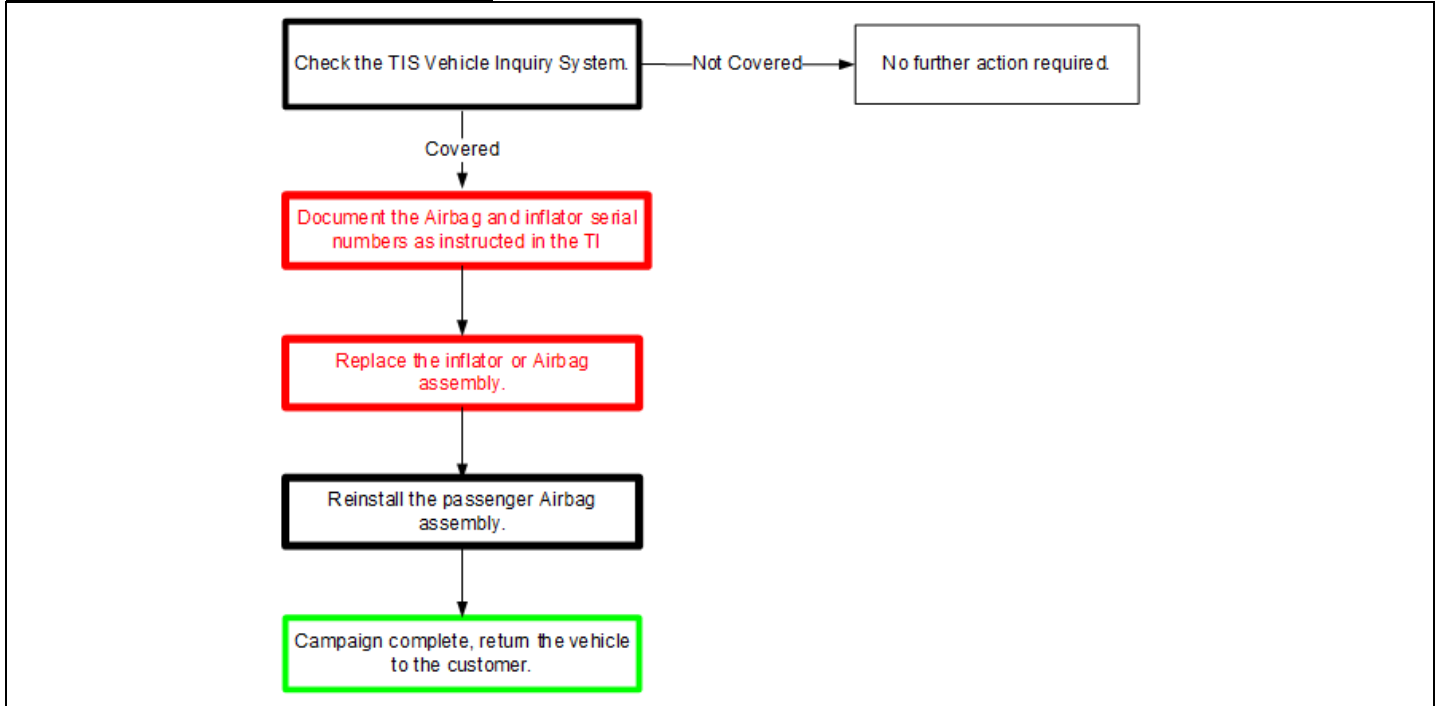
While the airbag assemblies listed below may be used on other Takata Campaigns such as E04 and DSF, they are not valid for the repair of vehicles under J0A.

Model	Model Year	Part Number	Part Description
Corolla	2003-2004	73970-02041-B0 73970-02041-B1 73970-02041-E0	AIR BAG ASSY, INSTR PNL PASS
	2005-2008	73970-02052-B0 73970-02052-B1 73970-02052-E0	
Sequoia	2002-2004	73970-0C050-B0 73970-0C050-B1 73970-0C050-E0	
	2005-2007	73970-0C022-B0 73970-0C022-B1	
Tundra	2003-2004	73970-0C050-B0 73970-0C050-B1 73970-0C050-E0	
	2005-2006	73970-0C022-B0 73970-0C022-B1	

Remedy Procedures

Refer to TIS for Technical Instructions repair. Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

Warranty Reimbursement Procedure



Model	Op. Code	Description	Flat Rate Hour
Matrix	LGG09G	Replace Airbag Assembly	0.9 hr/vehicle
Corolla	J0A001	Replace Airbag Inflator or Assembly	0.9 hr/vehicle
Tundra & Sequoia	J0A002	Replace Airbag Inflator or Assembly	1.2 hr/vehicle

NOTE: Warranty claim filing will be available for 4Runner, RAV4, Sienna, Yaris, Yaris HB, and Scion xB by October 31, 2019.

In limited instances, a Sequoia vehicle may have an inflator utilizing a large retaining hex nut on the right side. These vehicles are not involved in this Safety Recall. **Refer to the Sequoia Technical Instructions Section VII-2 for additional details.**

Model	Op. Code	Description	Flat Rate Hour
Sequoia (ONLY)	J0A003	Large Retaining Hex Nut Found Vehicle not Involved Under this Safety Recall (Refer to the Sequoia Technical Instructions Section VII-2)	1.2 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Dealers may claim the cost for materials needed for inflator return shipping under opcode LGG09G, J0A001 or J0A002 at a maximum rate of \$0.20 per vehicle as sublet type “ZZ.”
- Towing may be offered to the customer and can be claimed under Op. Code LGG09G, J0A001 or J0A002 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.

Loaner Vehicle Reimbursement Procedure

For customer convenience, 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
RNTJ0A	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 repair Op. Codes LGG09G, J0A001 or J0A002.

NOTE:

- **Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**
- **Rentals greater than 3 days or \$35 per day requires DSPM authorization as 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	JOATRA	DE	0.7hr x Dealer Labor Rate (ex: \$100 x 0.7 = \$70)
Corolla			
Tundra & Sequoia			

Claim Filing Accuracy and Correction Requests

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

Unremedied VIN List:

Toyota is committed to increasing Safety Recall completion rates. Engaging dealerships in customer outreach efforts is of vital importance to achieving this goal. To this end, dealers who utilize the Service Opportunity Access for Retention (SOAR) system can access a list of incomplete VINs in their area for campaign J0A. This information is to be used to contact customers about open recalls **ONLY**. **DO NOT** use this information for any other purpose.

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

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

Media Contacts

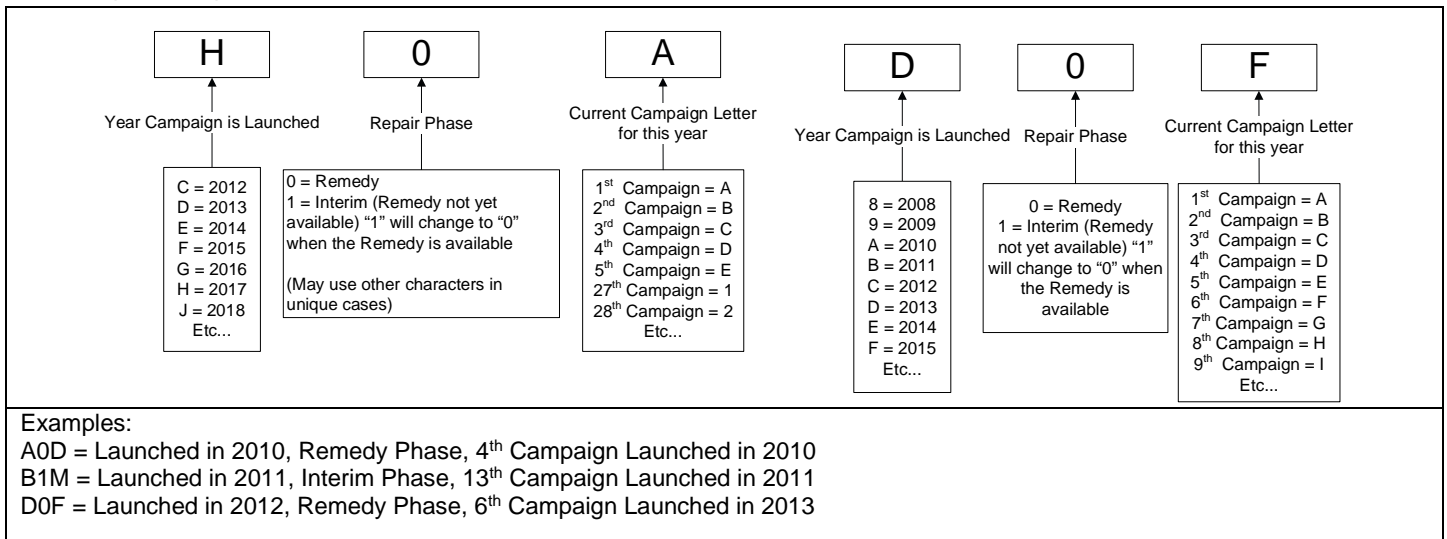
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media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

Customer Contacts

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

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

Campaign Designation Decoder



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.