

Original Publication Date: January 21, 2020

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

## SAFETY RECALL 20TA01 *(Interim Notice 20TB01)*

Certain 1997-1998 Model Year Supra  
Certain 1998-1999 Model Year Celica  
Certain 1998-2000 Model Year RAV4  
Certain 1998-1999 Model Year RAV4 EV  
Airbag May Not Deploy Properly or Airbag Inflator May Rupture

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
Supra / 1997 - 1998	Mid-March 1997 – Early August 1998	700	0
Celica / 1998 - 1999	Mid-August 1997 – Early May 1999	8,200	0
RAV4 / 1998 - 2000	Early June 1997 – Late August 1999	129,300	0
RAV4 EV / 1998 - 1999	Mid-July 1997 – Late August 1999	700	0

On January 22, 2020, 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 1997-1998 model year Supra, certain 1998-1999 model year Celica vehicles, certain 1998-2000 model year RAV4, and certain 1998-1999 model year RAV4 EV.

### Condition

The subject vehicles are equipped with a front driver air bag with an inflator made by Takata. According to information provided by Takata, the airbag may not deploy properly. This could result in abnormal deployment of the airbag or the chance of an inflator rupture. If an abnormal deployment or inflator rupture occurs, this could increase the risk of injury to vehicle occupants.

### Remedy

Toyota is currently investigating the remedy for this issue.

### Covered Vehicles

There are approximately 138,900 vehicles covered by this Safety Recall. Approximately 2,500 vehicles involved in this Safety Recall were distributed to Puerto Rico.

### Owner Letter Mailing Date

Toyota will notify all owners by late March 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.

## 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 (**Non SET and GST dealers:** <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 20TA01/20TB01" 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 (**Non SET and GST dealers:** <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.

***NOTE: If a customer does not feel comfortable driving their vehicle during the interim period, please ask them to contact the Toyota Customer Experience Center at the number above.***

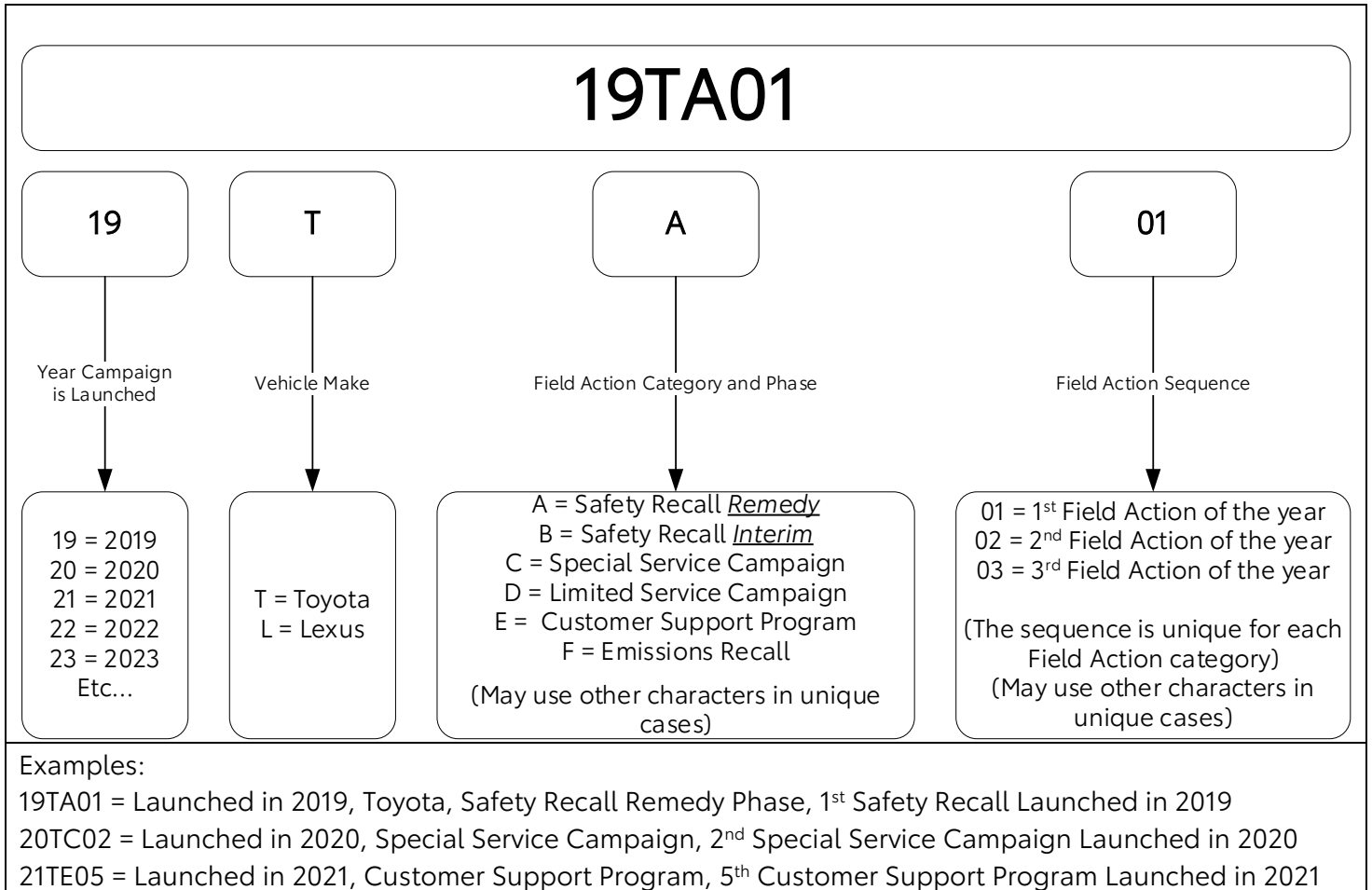
**Media Contacts**

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.

**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.



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Certain 1998–1999 Model Year Celica  
Certain 1998–2000 Model Year RAV4  
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Airbag May Not Deploy Properly or Airbag Inflator May Rupture

### Frequently Asked Questions

Original Publication Date: January 21, 2020

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

A1: The subject vehicles are equipped with a front driver air bag with an inflator made by Takata. According to information provided by Takata, the airbag may not deploy properly. This could result in abnormal deployment of the airbag or the chance of an inflator rupture. If an abnormal deployment or inflator rupture occurs, this could increase the risk of injury to vehicle occupants.

**Q1a:** *What is the inflator?*

A1a: The inflator is a device contained within the airbag assembly. It contains propellant which is ignited in the event an airbag deployment is necessary. When ignited, the propellant expands into an inert gas, inflating the airbag.

**Q2:** *What is Toyota going to do?*

A2: Toyota is currently investigating the remedy for this issue. Toyota will notify all owners by late March 2020.

**Q3:** *Which and how many vehicles are covered by this Safety Recall?*

A3: There are approximately 138,900 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period	Approximate Total Vehicles
Supra	1997 - 1998	Mid-March 1997 – Early August 1998	700
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RAV4	1998 - 2000	Early June 1997 – Late August 1999	129,300
RAV4 EV	1998 - 1999	Mid-July 1997 – Late August 1999	700

**Q3a:** *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A3a: No, there are no other Lexus or Scion vehicles covered by this Safety Recall.

**Q4:** *Are there any warnings that this condition exists?*

A4: No. There are no warnings that this condition exists. *However, the condition does not cause the airbag to activate when it should not.* Also, the front driver airbag is designed to inflate only in certain moderate to severe crashes.

**Q5:** *How is this different from the Takata airbag inflators that have been recalled so far?*

A5: The inflators previously recalled use a different propellant than the inflators involved in this 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:** *How does Toyota obtain my mailing information?*

A7: 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.

**Q8:** *What if I have additional questions or concerns?*

A8: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.



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 _____