

Original Publication Date: July 30, 2020

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

## SAFETY RECALL 20TA01 *(Remedy Notice)*

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**  
NHTSA Recall No. 20V-033

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 underinflation of the airbag or the chance of an inflator rupture that could result in metal fragments striking the driver or other occupants. If underinflation or inflator rupture occurs, this could increase the risk of injury or death to vehicle occupants.

### Remedy

Toyota dealers will inspect and, if necessary, replace the front driver airbag inflator with a new one **FREE OF CHARGE**.

### 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 begin to notify owners in early August 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

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 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.

**Salvage Title Vehicles**

Every attempt should be made to complete an open Safety Recall when circumstances permit, unless noted otherwise in the Safety Recall dealer letter.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

**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.*

Part Number	Description	Quantity
04000-14252	INFLATOR, STEERING WHEEL AIR BAG	1

**Technician Training Requirements**

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

- 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.

**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.

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](mailto:MLGTakataRestraints_International@menloworldwide.com).

## Warranty Reimbursement Procedures

### Interim Loaner Vehicle or Alternative Transportation Reimbursement Procedure

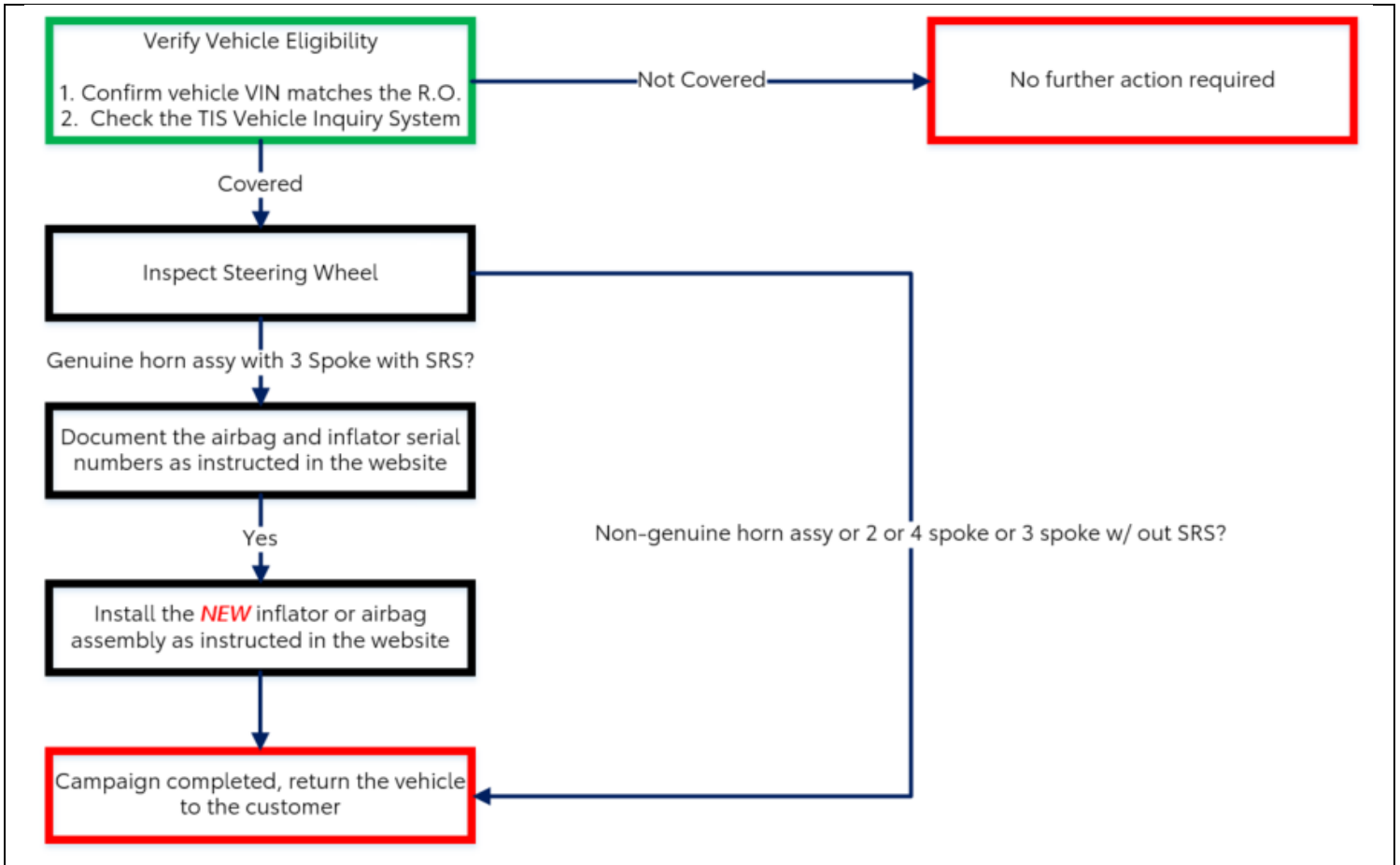
If a customer did not feel comfortable driving their vehicle during the interim period, Toyota required them to contact the Toyota Customer Experience Center (CEC) to request a rental. If a dealer provided a customer a rental approved by the CEC, they should reach out to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com) with the CEC case number to request the loaner vehicle reimbursement op codes. Dealers can reach the CEC 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.

If the above conditions are met, a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day.

#### 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).
- Dealers will be allowed to file these Op Codes until October 28, 2020. After that date, no claims for alternative transportation reimbursement will be accepted for the interim period.

**Warranty Reimbursement Procedure**



Op Code	Description	Flat Rate Hours
A01001	Inspect Vehicle ONLY	0.6
A01002	Replace Airbag Inflator	0.8
A01003	Replace Airbag Assembly	0.8

- 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 A01001, A01002, or A01003 for \$250 as sublet type "TW".
  - Towing invoice MUST be attached to all towing claims. These claims may be subject to debit if towing invoice is not attached.

### *Remedy Rental Op Codes*

*If alternative transportation was required while waiting on a response from [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com) to determine if inflator replacement was required, then alternative transportation can be claimed as sublet type "RT" under the repair Op. Code A01001 or A01002 for up to 7 days.*

*If alternative transportation was required because [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com) instructed your dealer to replace the airbag assembly, then alternative transportation can be claimed as sublet type "RT" under the repair Op. Code A01003 for up to 30 days while waiting on a replacement airbag assy.*

#### **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).

#### **Claim Filing Accuracy and Correction Requests**

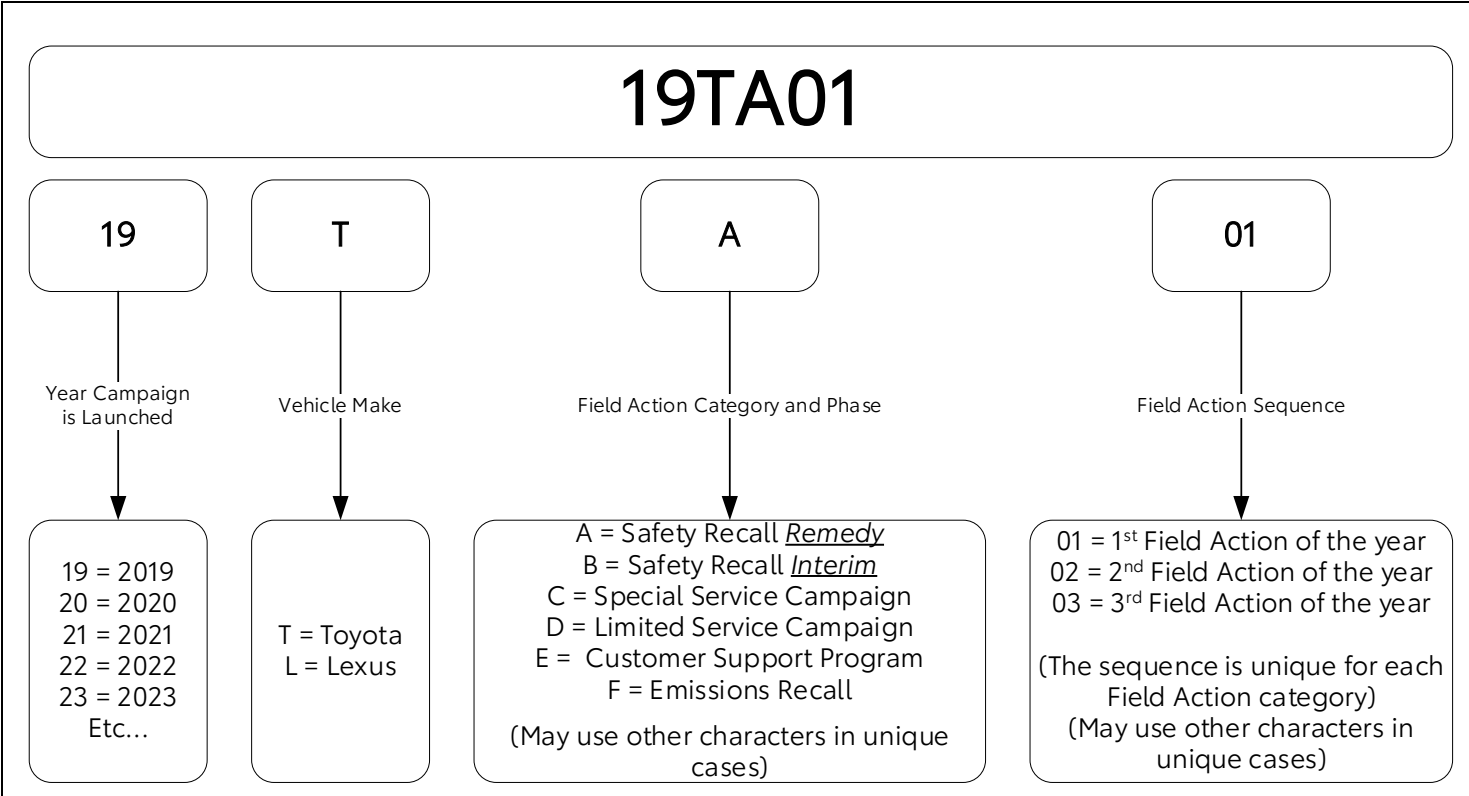
It is the dealer's responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code 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:**

19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1<sup>st</sup> Safety Recall Launched in 2019  
 20TC02 = Launched in 2020, Special Service Campaign, 2<sup>nd</sup> Special Service Campaign Launched in 2020  
 21TE05 = Launched in 2021, Customer Support Program, 5<sup>th</sup> Customer Support Program Launched in 2021

*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 20TA01 *(Remedy Notice)*

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  
NHTSA Recall No. 20V-033

### Frequently Asked Questions

Original Publication Date: July 30, 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 underinflation of the airbag or the chance of an inflator rupture that could result in metal fragments striking the driver or other occupants. If underinflation or inflator rupture occurs, this could increase the risk of injury or death 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 will send an owner notification by first class mail starting in early August 2020, advising owners to make an appointment with their authorized Toyota dealer to have the front driver airbag inflator inspected and, if necessary, replaced **FREE OF CHARGE**.

#### 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
Celica	1998 - 1999	Mid-August 1997 - Early May 1999	8,200
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:** *Can I determine if my vehicle is equipped with an affected inflator?*

A5: Yes. Vehicles that may be affected are equipped with a three spoke steering wheel with an SRS AIRBAG sign, as shown below.

### **POTENTIALLY AFFECTED**

#### **3 spokes with SRS AIRBAG sign**



Inspection Hints:

1. Does the steering wheel have 3 spokes, as shown above?

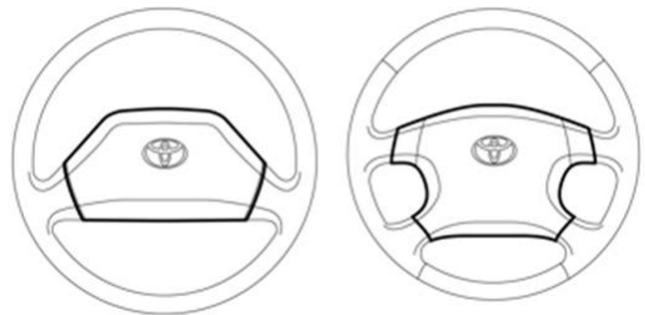
**AND**

2. Does the steering wheel have an SRS AIRBAG sign, as shown above?

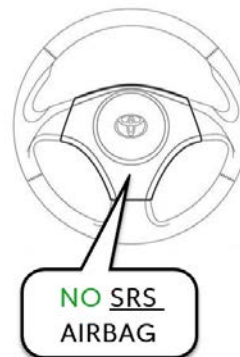
If **YES to both**, your vehicle is potentially affected and further inspection and, if necessary, repair is needed.

### **NOT AFFECTED**

#### **2 or 4 spokes**



#### **3 spokes without SRS AIRBAG sign**



Inspection Hints:

1. Does the steering wheel have 2 or 4 spokes, as shown above? If **YES**, your airbag does not require repair.

**OR**

2. Does the steering wheel have 3 spokes **without** an SRS AIRBAG sign, as shown above? If **YES**, your airbag does not require repair.

**Q5a:** *What if I cannot determine if my vehicle is equipped with the steering wheel that has the potentially affected inflator?*

A5a: Any authorized Toyota dealer can inspect your vehicle to determine if it is equipped with the affected inflator **FREE OF CHARGE**.

**Q5b:** *What if I determine my vehicle is NOT equipped with the steering wheel that has the potentially affected inflator?*

A5b: If you have completed the inspection yourself and determined your vehicle is not equipped with the steering wheel shown with a potentially affected airbag, please check the box on the insert which came with the owner letter and return it to us (no postage is necessary). Doing so will remove your vehicle's information from any future mailing regarding this Safety Recall."

**Q6:** *How is this different from the Takata airbag inflators that have been recalled previously?*

A6: The inflators previously recalled use a different propellant than the inflators involved in this recall.

**Q7:** *How long will the repair take?*

A7: 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.

**Q8:** *What if I previously paid for repairs related to this Safety Recall?*

A8: Reimbursement consideration instructions will be provided in the owner letter.

**Q9:** *How does Toyota obtain my mailing information?*

A9: 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.

**Q10:** *What if I have additional questions or concerns?*

A10: 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 _____