

TAKATA RECALL AFFECTED VEHICLE – INOPERATIVE SRS DISCLOSURE FORM

Background

Toyota recognizes that some vehicles involved in safety recall 20TA01 may have either partially or completely disabled or inoperative Supplemental Restraint Systems (SRS) upon arrival at dealerships.

If replacement of the inflator on such a vehicle can be **SAFELY PERFORMED**, please complete the campaign and have the customer sign the attached disclosure form indicating their Supplemental Restraint System (SRS) is inoperative. If the vehicle requires the replacement of the air bag assembly; decline to do the repair, document the condition on the repair order (RO) and leave the VIN open in TIS. In these cases where the repair cannot be performed, advise the customer if they obtain an airbag for their vehicle, we may be able to perform the remedy. It is our desire to have the defective inflators removed from the market; however, the owner is responsible for the repair of systems which are not operational as a result of conditions such as those noted above. Below is a list of examples where the repair can be performed or cannot be performed.

Repair Can Be Performed:

- Tampered System
- Vehicle Collision
- Missing Components
- Broken Airbag Assy Cover

Decline to Perform Repair:

- Airbag Deployment
- Aftermarket Airbag Assy

Disclosure Form

If you encounter a vehicle that requires additional repair to restore full functionality of the Supplemental Restraint System (SRS), but the inflator can be replaced please review the condition of the vehicle with the customer and explain that additional repairs are needed to make the SRS system operational. Should the customer decline these services, contact your **Field Technical Specialist** for approval to complete the recall remedy using the attached disclosure form.

Once approval is obtained from your Field Technical Specialist, **completely fill out and sign the attached Disclosure Form prior to service**. Signatures are required from dealer representative and the customer. The purpose of this form is to clearly communicate that the further repair expense required to fully restore the functionality of the Supplemental Restraint System is the responsibility of the customer.

NOTE: This form **DOES NOT** cover damage sustained while under the control of a Toyota Dealer. Such damage should be addressed and covered by the dealer.

Upon obtaining customer signature and completing this form, please attach a copy to the RO, send a copy to the Quality Compliance inbox at quality_compliance@toyota.com, and provide a copy to the customer.

If the customer does not wish to sign the form, **DO NOT** continue with the repair. Fill out as much of the form as you can. Be sure to include the vehicles VIN number and note that the customer refused to sign the document. Save a copy in the dealer records and send a copy to quality_compliance@toyota.com.

This vehicle is involved in Airbag Inflator Safety Recall 20TA01. This Safety Recall covers the replacement of the airbag inflator. At this time, **the vehicle's Airbag system is not operating properly for reasons not related to the recall as follows:**

- | | | | |
|--------------------------|-------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | Tampered System | <input type="checkbox"/> | Missing Components |
| <input type="checkbox"/> | Vehicle Collision | <input type="checkbox"/> | Broken Airbag Assy Cover |

Completion of this recall will not restore operation of the Airbag system. I understand that my vehicle will need additional repair at my expense to make the supplemental restraint system (SRS) work properly.

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 or 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 or contact us at 1-888-270-9371.

Dealer Information

Dealer Name/Address _____ Dealer Code _____

_____ Dealer Phone Number _____

_____ Dealer Staff Name _____

_____ Dealer Staff Signature _____