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

NHTSA Announces Engineering Analysis of certain desiccated Takata PSAN air bag inflators

On 9/17/2021, NHTSA opened an investigation into certain nonrecalled Takata PSAN air bag inflators containing a drying agent called desiccant. Certain Toyota vehicles are included in this investigation.

What is NHTSA investigating?

The long-term safety—specifically, whether an aging-induced defect exists—of nonrecalled desiccated Takata PSAN driver and passenger frontal air bag inflators used for both new vehicle production and as recall remedy repairs.

What is Toyota going to do?

Toyota is aware of NHTSA's recent announcement regarding an investigation into certain Takata inflators. Toyota plans to cooperate with NHTSA's investigation.

What should a dealer do if a customer asks about this investigation?

Please advise the customer that Toyota is cooperating with the agency's inquiry. Also, please remind customers that this is not a recall, but an investigation by the agency. Importantly, according to NHTSA, no present safety risk has been identified.

What if a customer may have experienced the condition described in this Engineering Analysis?

Please advise the customer to contact the Brand Engagement Center at 1-800-331-4331 (for customers in the United States mainland) or 1-877-855-8377 (for customers in Puerto Rico / US Virgin Islands) for further assistance.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.