

TOYOTA

◀ IMPORTANT UPDATE ▶

PRODUCT SUPPORT DIVISION

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

DATE	TOPIC
08/11/14	Update to Operation Codes regarding Sequoia Large Retaining Hex Nut and Sample Owner Letter Added
10/24/14	FAQ updated with additional information related to E04
11/13/14	ASM Reference Guide Added and UIO Updated
02/09/15	Update to UIO
04/09/15	Important Reminder Added
04/30/15	Phase 5 Launch
05/12/15	Additional 2003-2004MY Tundra and 2004MY Sequoia Vehicles Added
06/15/15	05-07MY Corolla, Corolla Matrix, Sequoia, and 05-06MY Tundra Vehicles Added to D3F – Interim Phase
07/01/15	Update to Rental Information, Warranty Sublet, and Return Parts Shipping
09/30/15	Phase 6 Launch
10/29/15	Phase 7 Launch
11/12/15	Phase 8 Launch
12/17/15	Phase 9 Launch
03/01/16	Expanded to include 08MY Corolla and Corolla Matrix (Phase 10)
03/10/16	An additional repair procedure to replace the airbag assembly is now available for Corolla Matrix vehicles.
05/09/16	An additional airbag inflator Part Number is now available for 2005-2008 Model Year Corolla vehicles.
08/08/16	An additional airbag inflator Part Number is now available for 2005-2007 Model Year Sequoia and 2005-2006 Tundra vehicles.
11/03/2016	Non- Desiccated Inflators for 2005-2008 Corolla, 2003-2008 Matrix, 2005-2007 Sequoia and 2005-2006 Tundra Vehicles are no longer available.
02/09/2017	<ul style="list-style-type: none">• Non-Desiccated Inflators for 2003-2004 Corolla, 2003-2004 Tundra and 2002-2004 Sequoia vehicles are no longer available.• Non-Desiccated Inflator return process available to Dealers• New Takata Part Number Available for 2003-2004 Tundra and 2002-2004 Sequoia Vehicles.
11/08/2017	A new section titled: Incomplete VINs for Dealers, has been added for SOAR.
04/18/2018	<ul style="list-style-type: none">• Non-Desiccated Part Recovery has been updated with additional part numbers.• Pre-owned Vehicles section has been updated.• Rental Section has been updated.
07/17/2018	<ul style="list-style-type: none">• Dealer Transportation Section added with new opcode and sublet for Customer Vehicle Pickup and Delivery.• Technician Training Requirements have been updated.
5/09/2019	Loaner Vehicle Reimbursement Procedure has been updated.
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• Instructions on inspecting airbag assemblies for 2005 – 2008 Matrix vehicles and the return process of these airbag assemblies have been added.

11/15/2019	<ul style="list-style-type: none"> • The remedy for 05-08 Matrix vehicles is now available • Towing invoice MUST be attached to all towing claims
4/22/2020	<ul style="list-style-type: none"> • Added new section for a part number that CANNOT be used
5/28/2020	<ul style="list-style-type: none"> • Table in remedy section updated to explain availability of remedy for Matrix vehicles in K0Q.
1/14/2021	<ul style="list-style-type: none"> • The Remedy Procedures section has been updated with information on the “Takata scanning application website” that is now required to be used for all vehicles covered by Takata recalls.
1/25/2024	<ul style="list-style-type: none"> • Added Dealer Procedures for Do No Drive Advisory • Updated BEC contact information • Revised Warranty Claim Filing Instructions to streamline customer convenience items during repair • Added creative materials from Vendor Partners i.e, sample letters and sample tags • Removed several obsolete sections

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.

TOYOTA

Toyota Motor Sales, USA, Inc.
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(310) 468-4000

First Published October 20, 2014

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

Subject: **Safety Recall DSF – Remedy UPDATE**
Certain 2003-2008 Model Year Corolla and Matrix Vehicles
Certain 2003-2006 Model Year Tundra Vehicles
Certain 2002-2007 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module

Background

The original remedy for Safety Recall D0F launched in early April, 2013, included an inspection and, if necessary, replacement of the airbag inflator module.

- In early June, 2014, supplemental Safety Recall DSF was announced with a revised remedy which involved replacement of the passenger inflator module regardless of inspection results.
- In early May, 2015, Toyota expanded Safety Recall DSF to include certain 2003-2004 model year Tundra vehicles and 2004 model year Sequoia vehicles.
- In mid-June, 2015, Toyota expanded Safety Recall DSF to include certain 2005-2007 model year Corolla, Matrix, Sequoia, and 2005-2006 model year Tundra vehicles.
- In early March, 2016, Toyota expanded Safety Recall DSF to include certain 2008 Corolla and Matrix vehicles.

*Toyota has completed the remedy and owner mailing preparations for Phases 1-10. **All affected vehicles are eligible for an inflator replacement.***

Condition

The subject vehicles are equipped with a front passenger airbag. A part inside the airbag could explode, shooting sharp metal fragments at vehicle occupants. This could cause serious **INJURY** or **DEATH**.

Remedy

Dealers are requested to replace the front passenger airbag inflator **FREE OF CHARGE** to the vehicle owner. (For certain models, the front passenger airbag assembly may be replaced.)

Number and Identification of Covered Vehicles

There are approximately 1,874,000 Toyota vehicles covered by this Safety Recall. Vehicles covered by Safety Recall D0F that previously received a replacement airbag inflator module are not included in either action.

Model	Model Year	Appx. UIO	Production Range
Corolla	2003-2008	1,150,000	Mid-December, 2001 - Late December, 2007
Matrix	2003-2008	242,000	Mid-December, 2001 - Mid-December, 2007
Tundra	2003-2006	309,000	Late May, 2002 - Late December, 2006
Sequoia	2002-2007	173,000	Early April, 2002 - Early November, 2007

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

DO NOT DRIVE Advisory

On January 25, 2024, Toyota announced a Do Not Drive Advisory for certain vehicles involved in this Safety Recall that are also involved in Safety Recall DSB and remain unrepaired. Toyota requires your assistance to support customers who were requested to not drive their vehicles until the remedy for this Safety Recall is performed.

If an owner contacts you about the remedy for a vehicle subject to this Advisory which is not already at your dealership, please remind them to **NOT DRIVE THE VEHICLE** until the remedy is performed. **Please assist them in arranging a mobile repair at the vehicle's location, vehicle pick up, and/or tow from their location to your dealership so you can perform the remedy.** Please use the attached FAQ for talking points with vehicle owners and refer to the Warranty Reimbursement Procedures section below for further details.

If you receive any additional requests or there are extenuating circumstances from owners, please have them contact the Toyota Brand Engagement Center for further support.

Refer to the table below for the models and model years involved in the Do Not Drive Advisory. Please note that not all vehicles covered by Safety Recall DSF are included in Toyota's Do Not Drive Advisory.

Model	Model Year
Corolla	2003 – 2004
Corolla Matrix	2003 – 2004

Note: For these models, only unremedied vehicles which are also involved in Safety Recall DSB are included in Toyota's Do Not Drive Advisory.

You can determine if a vehicle is involved in the Do Not Drive Advisory by searching the VIN in TIS.

EXAMPLE of a Do Not Drive Advisory vehicle:

The screenshot shows a navigation bar with tabs: Campaign, Service History, ToyotaCare, Warranty, FS Products, Roadside Assistance, Telematics, and DTC History. The 'Campaign' tab is selected, displaying the following information:

- Campaign Description:** DO NOT DRIVE: Safety Recall DSF – Remedy – Front Passenger Airbag Inflator Module
- Campaign Status:** Remedy Available
- Completion Status:** Not Completed
- Memo:** Remedy Available
- [\[Show Documents\]](#)
- Tech Cert Requirements:**

Owner Letter Mailing

Toyota notified all owners of vehicles covered by the original Safety Recall vehicle population, by first class mail, beginning in late October 2014, and owners covered by the May 2015 expansion beginning early July 2015. Owners of vehicles covered by the March 2016 expansion were notified beginning in mid-March 2016. The original owner letter notifications for these customers has been completed. However, Toyota is continuing to notify owners who have not had the repair completed.

Toyota tries very hard to obtain current customer name and address information 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 **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

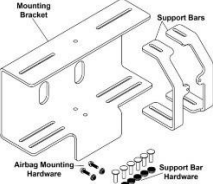

Pre-Owned Vehicles in Dealer Stock

Dealers must complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery.

Campaign Special Service Tools

Dealerships will need to utilize the Special Service Tools provided for Safety Recall D0F. The special service tools were previously sent to your dealership on July 31, 2013.

These tools are needed when performing the front passenger airbag 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		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)**

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Safety Recall 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 D0F – Front Passenger Airbag Inflator*” found on www.utodealer.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

Please reference the Takata Inflator Shipment Preparation Job Aid in TIS for detailed LTL Shipping Instructions on returning inflators.

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.

Replacement *Daicel* Airbag Inflators

Model	Model Year	Location	Part Number	Part Description	Qty
Sequoia	2002-2004	48 States in Continental U.S.	04008-03712	INFLATOR ASSY KIT, INSTR PNL AIRBAG	1
		USTT, Hawaii & AK			
	2005-2007	48 States in Continental U.S.	04008-10112		
		USTT, Hawaii & AK			
Tundra	2003-2004	48 States in Continental U.S.	04008-03712		
		USTT, Hawaii & AK			
	2005-2006	48 States in Continental U.S.	04008-10112		
		USTT, Hawaii & AK			

Model	Model Year	Location	Part Number	Part Description	Qty
Corolla	2003-2008	48 States in Continental U.S.	04008-10312	INFLATOR ASSY KIT, INSTR PNL AIRBAG	1
		USTT, Hawaii & AK			
- AND -					
Corolla	2003-2008	ALL	04009-61212	AIR BAG KIT	1

Replacement *Autoliv* Airbag Modules

Model	Model Year	Location	Part Number	Part Description	Qty
Corolla Matrix	2003-2004	48 States in Continental U.S.	04005-22601	AIRBAG ASSEMBLY W/ INFLATOR	1
		USTT, Hawaii & AK	04005-22501		
	2005-2008	48 States in Continental U.S.	04005-22901		
		USTT, Hawaii & AK	04005-22801		
- AND -					
Corolla Matrix	ALL	ALL	04005-28112	AIRBAG CONNECTOR	1

If the vehicle is repaired with an airbag assembly and connector listed above, the inflator **DOES NOT** need to be replaced.

Remedy Procedures

Please refer to TIS for Technical Instructions on inspection and repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

Takata Scanning Application Website

The Technical Instructions will now direct you to the Takata scanning application website. For your reference, the website and default password are listed below:

<https://takata-scan-app.imagespm.info/>

Username: Dealer Code

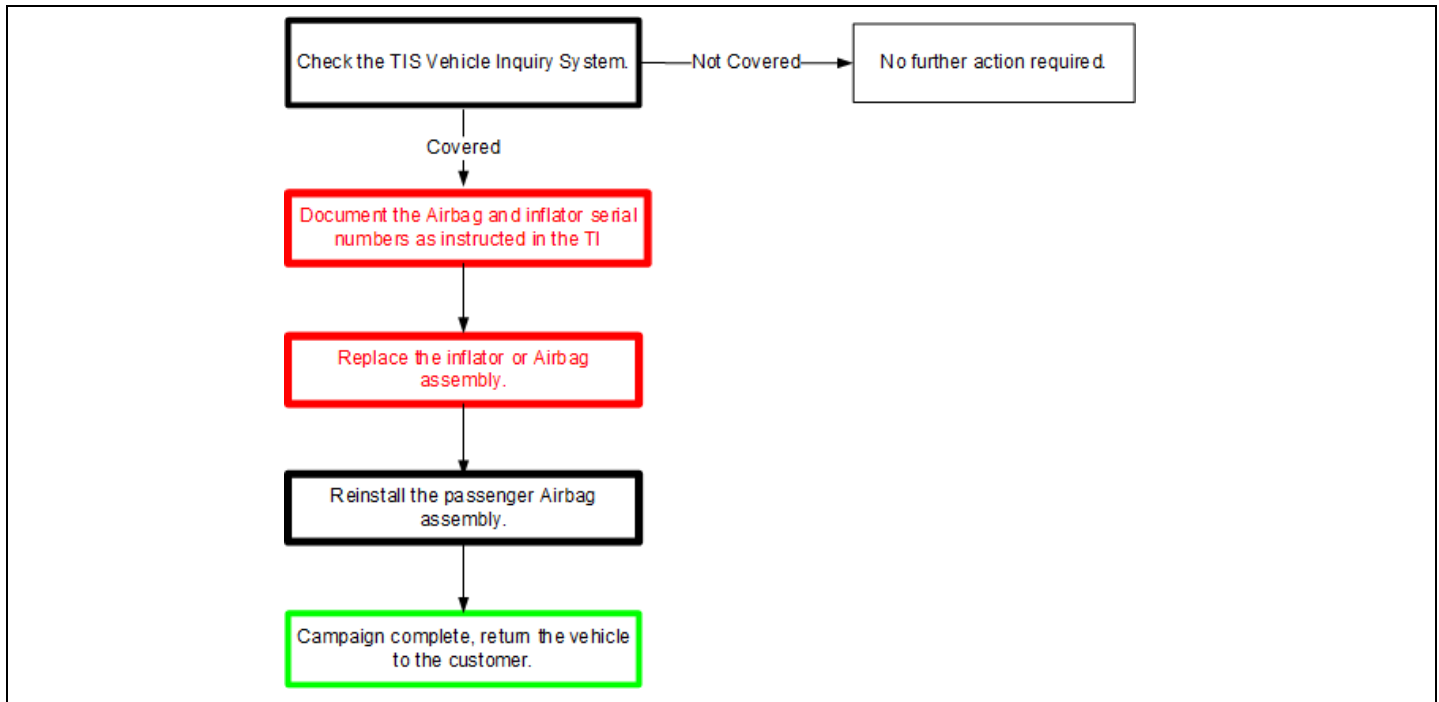
*Default Password: xxxxx

**NOTE: If your dealer has already reset the password from the default, it will not be changed with this update.*

The Takata scanning application website link can also be found in service lane; location is shown below:

Campaign	Service History	ToyotaCare	Warranty	FS Products	Roadside Assistance	Telematics	DTC History	Diagnostic Report	Customer Survey
Campaign Description:	SAFETY RECALL K0Q - Remedy Notice - Certain 2003 – 2008 Model Year Corolla Vehicles - Passenger Airbag May Not Inflate Properly								
Campaign Status:	Remedy Available								
Completion Status:	Not Completed								
Memo:	Remedy Available - Instead of using the scanning application use https://takata-scan-app.imagespm.info/								
[Show Documents]									
Tech Cert Requirements:									

Warranty Reimbursement Procedure



Model	Op. Code	Description	Flat Rate Hour
Tundra & Sequoia	AGG48B	Replace Airbag Inflator	1.2 hr/vehicle
Corolla	AGG48G	Replace Airbag Inflator	0.9 hr/vehicle
Matrix		Replace Airbag Assembly or Inflator	

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 VIII-2 for additional details.**

Model	Op. Code	Description	Flat Rate Hour
Sequoia (ONLY)	AGG48W	Large Retaining Hex Nut Found Vehicle not Involved Under this Safety Recall (Refer to the Sequoia Technical Instructions Section VIII-2)	0.3 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 opcodes AGG48B and AGG48G at a maximum rate of \$0.20 per vehicle as sublet type “ZZ.”
- **Towing** may be offered to the customer, whether or not a vehicle is identified for a do-not-drive status, and can be claimed under Op. Code AGG48B, AGG48G, and AGG48W for a maximum of \$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.
 - **Towing invoice MUST be attached to all towing claims. These claims may be subject to debit if towing invoice is not attached.**
- **Pickup and Delivery** may be claimed, whether or not a vehicle is identified for a do-not-drive status, 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
Tundra & Sequoia	DSFTRA	DE	0.7hr x Dealer Labor Rate (ex: \$100 x 0.7 = \$70)
Corolla			
Matrix			

- **Mobile Repair** can be claimed, whether or not a vehicle is identified for a do-not-drive status, if the customer would like the vehicle repaired at their location.
 - Dealers can determine the mobile repair cost they can claim as a sublet under the dealer mobile repair op code by multiplying their dealer labor rate by 0.7 hours (ex: \$100 x 0.7 = \$70 mobile repair cost).
 - The labor costs for mobile repair by a dealer may be claimed for each vehicle included in this recall under DSFLGW.
 - **Mobile repair op codes are only to be used if the vehicle is repaired at a location other than the dealership. These claims may be subject to debit if it is determined the vehicle was repaired within the dealership.**
 - **The dealer mobile repair op code should be submitted first, and then the repair op code listed in the dealer letter should be submitted.**

- **Alternative Transportation** can be claimed for \$42 per day, including:
 - Loaner vehicle through Toyota Rent-A-CAR (TRAC)
 - Rental vehicle
 - Other alternative transportation such as Uber, Lyft or a taxi

Op Code	Description
RNTDSF	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 AGG48B or AGG48G.

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 \$42 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP)**

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 Loyalty & Engagement Opportunity (LEO) system can access a list of incomplete VINs in their area for Safety Recall DSF. 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 in AMP, which can be accessed through Dealer Daily.

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.

Media Contacts

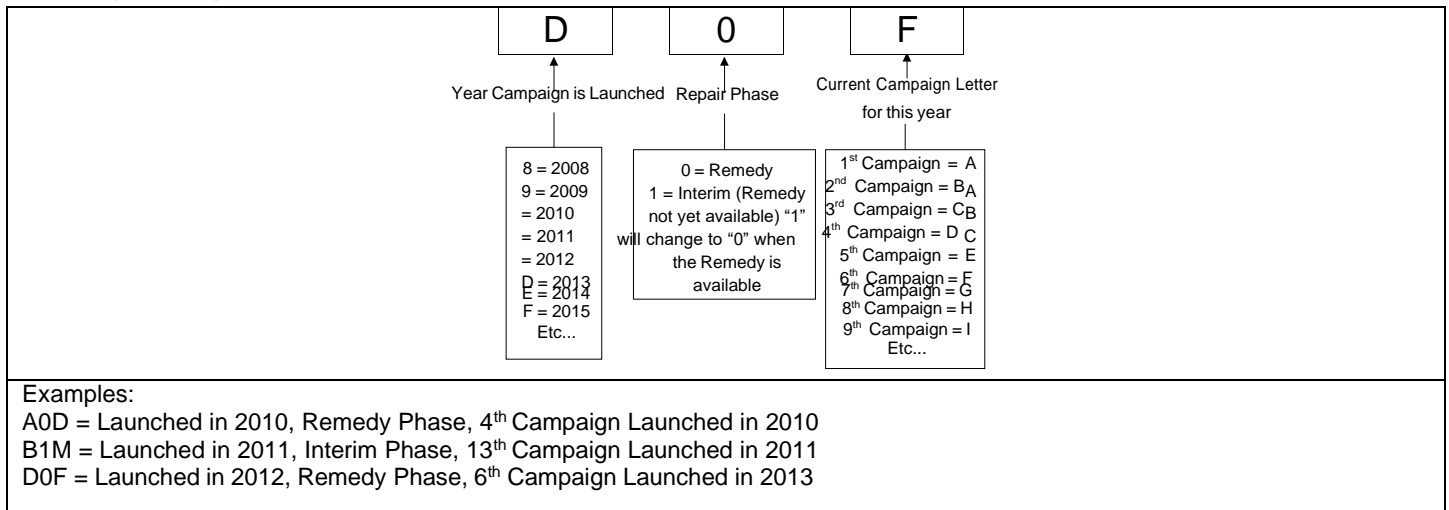
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Joshua Burns (469) 292-6449 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media 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. An FAQ section is provided to assure a consistent message is communicated.

If you have additional questions or concerns, please contact the Toyota Brand Engagement Center 1- 888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, or Saturday 9:00 am to 7:00 pm Eastern 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.



Safety Recall DSF - UPDATE
Certain 2003-2008 Model Year Corolla and Matrix Vehicles
Certain 2003-2006 Model Year Tundra Vehicles
Certain 2002-2007 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module

Customer Frequently Asked Questions

◀ IMPORTANT UPDATE ▶

DATE	TOPIC
8/28/2019	Q&A 10, 11, and 12 have been added to explain the availability of the remedy for certain 2005 – 2008 Matrix vehicles.
11/15/2019	Q&A 9 has been updated to explain that the remedy is now available for all models.
1/25/2024	Q1 & Q1a has been updated to explain in simpler terms what the condition is. Q&A 2, 5, 6, 7, 10, and 12 have been added to explain the Do Not Drive advisory. Q&A 11 has been added to explain how long the repair process takes.

The most recent update will be highlighted with a red box.

We at Toyota care greatly about your safety. We are providing the following information to keep you informed of the details specific to this recall. Please check back frequently as this document will be updated.

On March 1, 2016, Toyota expanded Safety Recall DSF to include 2008 model year Corolla and Matrix vehicles.

Q1: What is the condition?

A1: The subject vehicles are equipped with front passenger airbag. A part inside the airbag could explode, shooting sharp metal fragments at vehicle occupants. This could cause serious **INJURY** or **DEATH**.

Q1a: What part in the airbag is the issue?

A1a: The airbag inflator, which is a device contained within the airbag assembly.

Q2: Why is Toyota issuing a “Do Not Drive” advisory now?

A2: Toyota is issuing this advisory in consideration of the highly matured stage of the Takata recalls and the high proportion of unresponsive owners in the remaining vehicle population. We are evaluating whether this can help increase repair rates for more difficult-to-reach owners with older, higher risk vehicles.

Q3: What is Toyota going to do?

A3: Toyota dealers will replace the airbag inflator **FREE OF CHARGE** to the vehicle owner.

Q4: Are there any warnings that this condition exists?

A4: No. There are no warnings that this condition exists.

Q5: Which vehicles are included in the Do Not Drive advisory?

A5: There are approximately 185,100 Toyota vehicles covered by this **DO NOT DRIVE** advisory.

Model	Model Year	Appx. UIO
Corolla	2003 – 2004	146,500
Matrix	2003 – 2004	38,500

Note: For these models, only unremedied vehicles which are also involved in Safety Recall DSB are included in Toyota's Do Not Drive Advisory.

Q6: Until the remedy is performed on my vehicle, are there any steps I can take to minimize the occurrence of this condition?

A6: Toyota recommends that no one occupy the front passenger seat until the remedy is performed.

Q7: What should you do?

A7: Toyota strongly recommends that you have this Safety Recall remedy performed immediately. Please contact any authorized Toyota dealer to schedule an appointment to have your front passenger airbag inflator replaced **FREE OF CHARGE**. For your convenience, a mobile repair at the vehicle's location, vehicle pick-up and delivery, or a loaner vehicle or other alternate transportation may be available for **FREE**.

Q8: Are there concerns with other airbags in the vehicle?

A8: No, this condition only applies to the front passenger airbag inflator. Other airbags in the vehicle are not affected by this condition.

Q9: Which and how many vehicles are covered by this Safety Recall?

A9: There are approximately 1,874,000 Toyota vehicles covered this Safety Recall.

Model	Model Year	Appx. UIO	Production Range
Corolla	2003-2008	1,150,000	Mid-December, 2001 - Late December, 2007
Matrix	2003-2008	242,000	Mid-December, 2001 - Mid-December, 2007
Tundra	2003-2006	309,000	Late May, 2002 - Late December, 2006
Sequoia	2002-2007	173,000	Early April, 2002 - Early November, 2007

Q10: Why aren't all Takata airbag safety recall vehicles included in the Do Not Drive Advisory?

A10: Toyota considers certain vehicles involved in the Takata Airbag Safety Recalls as higher risk than others due to either a.) the seating position at which the airbag is located, or b.) the existence of a second recall on certain models and model years which can cause the affected airbag to deploy without a crash. We are evaluating whether this can help increase repair rates for more difficult-to-reach owners these older, higher risk vehicles.

Q11: How long will the repair take?

A11: The repair takes approximately an hour, however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q12: I heard on the news that Toyota was telling certain RAV4, Corolla and Matrix owners to stop driving their vehicles? Is my vehicle involved? Do I need to stop driving my vehicle?

A12: Please visit www.Toyota.com/recall to confirm if your vehicle is affected. You will need your 17-digit VIN or your license plate number. If your vehicle is included, Toyota is instructing customers to stop driving their vehicles until the remedy is performed. Toyota is offering vehicle pickup and a loaner vehicle **FREE OF CHARGE** until the remedy is performed. Even if a do-not-drive advisory is not applicable to your vehicle, we urge you to take advantage of the **FREE** repair as soon as possible.

Q13: How does Toyota obtain my mailing information?

A13: 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.

Q14: What if I previously paid for repairs to my vehicle for this condition?

A14: Reimbursement consideration instruction will be provided in the remedy owner letter.

Q15: What if I have additional questions or concerns?

A15: If you have additional questions or concerns, please contact the Toyota Brand Engagement Center 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, or Saturday 9:00 am to 7:00 pm Eastern Time.

Certain 2003-2008 Model Year Corolla and Corolla Matrix,
Certain 2003-2006 Model Year Tundra, and
Certain 2002-2007 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module
SAFETY RECALL NOTICE (Remedy Notice)

This notice applies to your vehicle [VIN]
NHTSA Recall No. 15V-285 and 16V-127

**URGENT SAFETY
RECALL**

This is an important
Safety Recall
Notification. **The remedy
will be performed at NO
CHARGE to you.**

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2003-2008 model year Corolla and Corolla Matrix, 2003-2006 model year Tundra, and 2002-2007 model year Sequoia vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

The subject vehicles are equipped with front passenger airbag inflators which may have been manufactured in such a way as to have a potential for the intrusion of moisture over time. Depending on the circumstances, this could create excessive internal pressure when the airbag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, striking the vehicle occupants and potentially resulting in serious injury or death.

What will Toyota do?

Any authorized Toyota dealer will replace the passenger airbag inflator module at **no charge** to you. (For certain models, the front passenger airbag assembly may be replaced.)

What should you do?

This is an important Safety Recall.

Toyota has completed parts preparation for vehicles in your geographic area. Please contact any authorized Toyota dealer to schedule an appointment to have this remedy performed as soon as possible. The repair will take approximately 2 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until the remedy is performed, we recommend that you do not operate the vehicle with an occupant in the front passenger seat. We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

- **Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.**
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am to 4:00 pm Pacific Time.

- If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repairs to address this specific condition, please mail all required paperwork* to the following address for reimbursement consideration and allow 6-8 weeks for processing:

Toyota Motor Sales, U.S.A., Inc
Customer Experience, WC10
19001 South Western Avenue, Torrance, CA 90509

** Please refer to the attached Reimbursement Checklist for required paperwork details.*

Please note that the dealer must complete the Safety Recall remedy before reimbursement consideration request can be processed.


If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

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

Sample Follow-up Letters




TOYOTA

P.O. Box 746 | Wheeling, IL 60090

[NAME]
[ADDRESS]

REPAIRING YOUR
DEFECTIVE AIRBAG IS
**FREE,
EASY AND
CONVENIENT**



[YEAR] [MODEL]
LAST 8 OF VIN: *****[XXXXXXXX]
RECALL ID: [XXXX-XXXX]

Dear [First Name],

Our records indicate that you recently registered a [YEAR] [MODEL] in your name. This vehicle is under an **URGENT** airbag safety recall. The airbag is defective and needs a **FREE** safety recall repair **IMMEDIATELY**.

Due to the age of your vehicle, if the airbag deploys, a part inside is more likely to explode and shoot sharp metal fragments which could cause **SERIOUS INJURY** or **DEATH** to the driver or passengers.

At Toyota, your safety is a top priority. Don't delay. Stop putting yourself and your passengers at risk. **Please act now!**

CALL OR TEXT YOUR RECALL ID [XXXX-XXXX] TO [XXX-XXX-XXXX] TO SCHEDULE YOUR FREE SAFETY RECALL REPAIR.

Sincerely,
Toyota Airbag Safety Recall Team

The safety recall repair is **FREE** and can be completed by your local authorized Toyota dealer.

For your convenience, a mobile repair at the vehicle's location, vehicle pick-up and delivery, or a loaner vehicle or other alternate transportation may be available for **FREE**.

If you no longer own this vehicle, please call [XXX-XXX-XXXX] to let us know so that we can remove you from further communication regarding this urgent airbag safety recall issue.

Generic New Owner Letter



TOYOTA

P.O. Box 746 | Wheeling, IL 60090

[NAME]
[ADDRESS]

SORRY WE MISSED YOU



Please **RESCHEDULE** your **FREE** airbag safety recall repair:

- ✓ Call or text your Recall ID [XXXX-XXX] to [XXX-XXX-XXXX].
- ✓ Pick a time that works for you.
- ✓ Complete your airbag safety recall repair for **FREE**.

[YEAR] [MODEL] LAST 8 OF VIN: *****[XXXXXXXX] RECALL ID: [XXXX-XXXX]

Dear [First Name],

We apologize for any misunderstanding on our end that may have led to your missed airbag safety recall repair on your [YEAR] [MODEL]. You are a valued customer and it's **URGENT** that you reschedule your appointment to ensure your safety.

For your convenience, a mobile repair at the vehicle's location, vehicle pick-up and delivery, or a loaner vehicle or other alternate transportation may be available for **FREE**. Please inquire when rescheduling your safety recall appointment. This urgent airbag recall repair is **FREE**.

Remember, a part inside of your airbag may explode causing **SERIOUS INJURY** or **DEATH**. We appreciate your attention to this urgent safety matter.


Sincerely,
Toyota Airbag Safety Recall Team

TO RESCHEDULE YOUR FREE AIRBAG SAFETY RECALL REPAIR:



CALL OR TEXT YOUR RECALL ID [XXXX-XXX] TO [XXX-XXX-XXXX]

Generic Missed Appointment Letter





TOYOTA

P.O. Box 746 | Wheeling, IL 60090

[NAME]
[ADDRESS]

TO SCHEDULE THIS
**FREE LIFE-SAVING
AIRBAG SAFETY
RECALL REPAIR,
CALL OR TEXT YOUR
RECALL ID [XXXX-XXX]
TO [XXX-XXX-XXXX]**





27
~~24~~ CONFIRMED DEATHS

[YEAR] [MODEL] LAST 8 OF VIN: *****[XXXXXXXX] RECALL ID: [XXXX-XXXX]

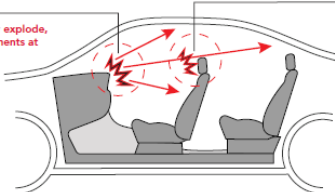
Dear [First Name],

Your [YEAR] [MODEL] has an airbag that is under an **URGENT** airbag safety recall and needs to be repaired immediately. You may have seen in the news recently that **27 people in the US have lost their lives in other vehicle makes, and hundreds more have been allegedly injured due to defective Takata airbags**.^{*} Defective airbag parts may explode, shooting sharp metal fragments at drivers and passengers causing **SERIOUS INJURY** or even **DEATH**.

The risk is real! Too many people have died from defective airbags in other vehicle makes. Keep yourself and your loved ones safe by fixing your recalled airbag for **FREE** today.

For your convenience, a mobile repair at the vehicle's location, vehicle pick-up and delivery, or a loaner vehicle or other alternate transportation may be available for **FREE**. Please inquire about availability when scheduling your **FREE** airbag safety recall repair appointment.

If you no longer own this vehicle, please call [XXX-XXX-XXXX] to let us know so that we can remove you from further communication regarding this urgent airbag safety recall issue.




This can cause serious injury or even death

Defective airbag parts may explode, shooting sharp metal fragments at drivers and passengers

*As sourced from: nhtsa.gov/equipment/takata-recall-spotlight#consumers-faqs. Fatalities and injuries include those reported by 19 vehicle manufacturers.

"27 Confirmed Deaths" Letter



TOYOTA


P.O. Box 746 | Wheeling, IL 60090

DO NOT DRIVE
[NAME]
[ADDRESS]

**URGENT AIRBAG
SAFETY RECALL:**

IT IS
NOT SAFE
TO DRIVE
YOUR
VEHICLE





DO NOT DRIVE
YOUR TOYOTA [MODEL]

[YEAR] [MODEL] LAST 8 OF VIN: *****[XXXXXXXX] RECALL ID [XXXX-XXXX]

Dear [First Name],

The airbag in your [YEAR] [MODEL] is defective and under an **URGENT** airbag safety recall. **DO NOT DRIVE** your vehicle until you have had this safety recall repair performed for **FREE**.

Due to the age of your vehicle, if the airbag deploys, a part inside is more likely to explode and shoot sharp metal fragments which could cause **SERIOUS INJURY** or **DEATH** to the driver or passengers. Until your airbag is repaired for **FREE** at your local Toyota dealer, your vehicle is not safe to drive.

For your convenience, your dealer may be able to provide a mobile repair at the vehicle's location, vehicle pickup and delivery, towing, a loaner vehicle or other alternate transportation for **FREE**.

If you no longer own this vehicle, please call [XXX-XXX-XXXX] to let us know so that we can remove you from further communication regarding this urgent airbag safety recall issue.

Stop putting yourself and your passengers at risk.

Sincerely,
Toyota Airbag Safety Recall Team

CALL OR TEXT YOUR RECALL ID [XXXX-XXXX] TO [XXX-XXX-XXXX]
TO SCHEDULE YOUR **FREE** AIRBAG SAFETY RECALL REPAIR.

First "Do Not Drive" Letter

Door Hanger Sample in Canvassing Areas

In certain areas, Toyota uses canvassing as a way to reach unremedied vehicle in the Takata Campaigns. Market Source is our canvassing partner. Their canvassers go to the address where the vehicles are registered to notify owners and facilitate the repair at their local dealership. Local dealers are encouraged to assist with appointments, alternate transportation, and mobile repair, if available.

Takata Canvassing Locations: CA, FL, TX (generally in major metropolitan areas within these states) and PR.



English/Spanish Door Hanger Do Not Drive English/Spanish

Carma Tag Sample

CarmaGo is our tagging partner that will drive their vehicles and use their License Plate Reading [LPR] technology to read the license plates of vehicles to identify if any of those vehicles have an open Takata recall. Once they find a Toyota, Lexus, or Scion vehicle with an unrepaired open Takata recall, they will tag the vehicle to notify the owner and provide details on how to get the vehicle repaired.

Takata Tagging Locations: CA, FL, TX (generally in major metropolitan areas within these states) and PR.



English Tag Spanish Tag Do Not Drive English/Spanish

We are providing this information should a Toyota owner ask questions about a tag or door hanger.