

◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
1/25/2024	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.
1/14/2021	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.
5/09/2019	Loaner Vehicle Reimbursement Procedure has been updated.
7/17/18	Dealer Transportation Section added with new opcode and sublet for Customer Vehicle Pickup and Delivery. Technician Training Requirements have been updated.
4/18/18	A new section titled "Non-Desiccated Part Recovery" has been added. Warranty Reimbursement Procedure details have been updated.
11/08/17	A new section titled: Incomplete VINs for Dealers, has been added for SOAR.
10/15/15	Phase 2 remedy now available.
8/26/15	Phase 1 location updated to include all states in GST and SET regions.

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.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

First Published August 19, 2015

To: All Toyota Dealer Principals, Service Managers, and Parts Managers
Subject: **Safety Recall FOL - UPDATE**
2004 – 2005 Model Year RAV4
Front Driver Inflator

On May 13, 2015, 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 2004 – 2005 model year RAV4 vehicles.

The Remedy is now available nationwide.

Condition

The subject vehicles are equipped with a front driver 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 driver airbag inflator **FREE OF CHARGE** to the vehicle owner.

Number and Identification of Covered Vehicles

There are approximately 159,700 2004 – 2005 RAV4 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
RAV4	2004 – 2005	Mid-May 2003 – Late October 2005

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 22nd, 2024, Toyota announced a Do Not Drive Advisory for certain vehicles involved in this Safety Recall. Toyota requires your assistance to support customers who were requested to not drive their vehicle until the remedy for this Safety Recall is performed.

If an owner contacts you about the remedy for a vehicle 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, 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 extenuating circumstances from owners, please have them contact the Toyota Brand Engagement Center for further support.

Refer to the table below for the model and model years involved in the Do Not Drive Advisory.

Model	Model Year
RAV4	2004 – 2005

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:

Campaign	Service History	ToyotaCare	Warranty	FS Products	Roadside Assistance	Telematics	DTC History
Campaign Description:	DO NOT DRIVE: Safety Recall F0L – 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 Date

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 Inventory

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

The same tools that are used for the other Takata inflator Safety Recalls are also used for Safety Recall F0L; however, the support bars to mount the airbag in the bracket assembly are different. These support bars will be delivered to all dealers when the first phase of Safety Recall F0L is launched.

These tools are needed when performing the front driver airbag inflator 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.

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 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 DOF – Front Passenger Airbag Inflator" found on www.uotdealer.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

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

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	Location	Description	Quantity
04005-08442	48 States in Continental U.S.	Front Driver Airbag Inflator Kit	1
04005-08342	USTT, Hawaii & Alaska	Front Driver Airbag Inflator Kit	1

Remedy Procedures

Please 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.

Takata Scanning Application Website

The Technical Instructions will 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**

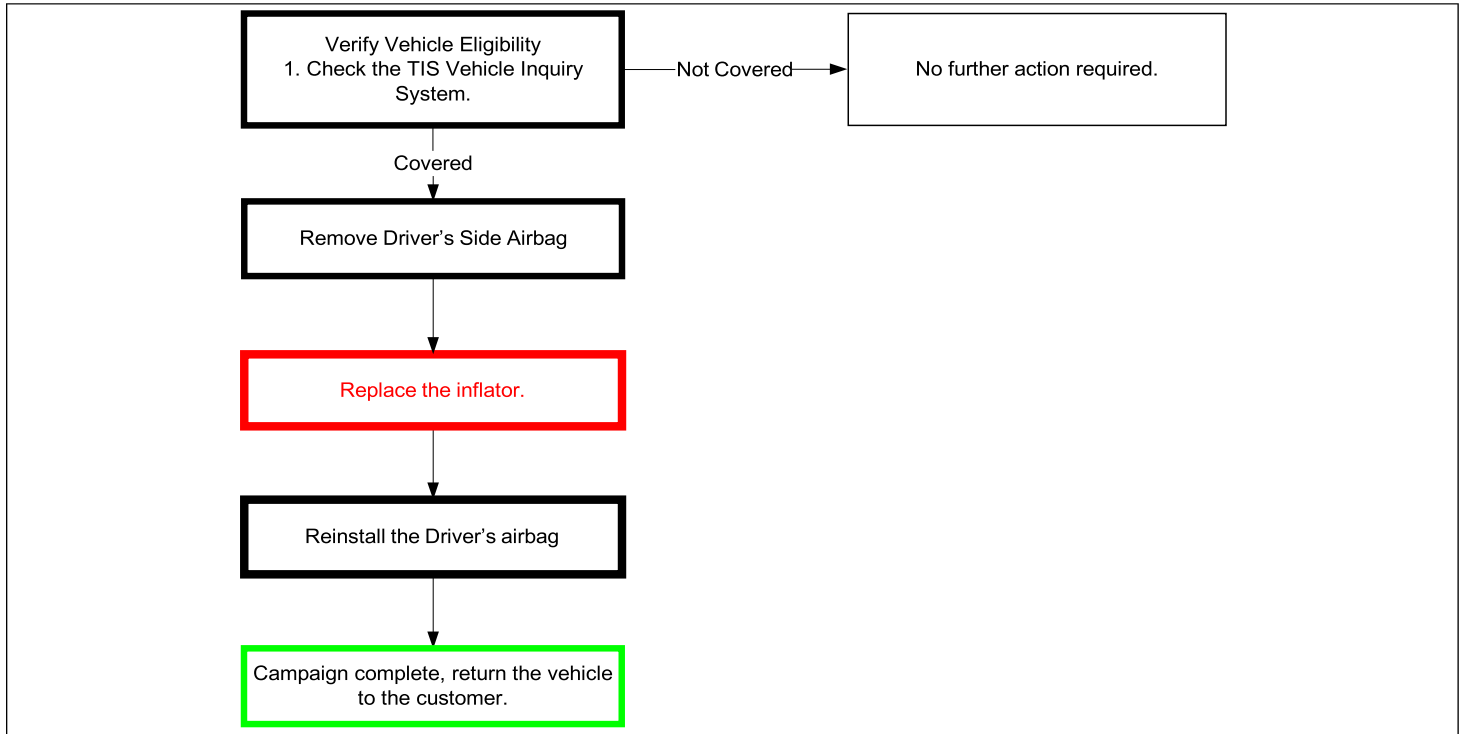
**NOTE: If your dealer has already reset the password from the default, it will not be changed with this update.*

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

The screenshot shows a navigation bar with tabs: Campaign, Service History, ToyotaCare, Warranty, FS Products, Roadside Assistance, Telematics, DTC History, Diagnostic Report, and Customer Survey. Below the navigation bar, the following information is displayed:

- 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/>
- Tech Cert Requirements:**

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
BGG22A	Replace Airbag Inflator	0.6

- 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 opcode BGG22A 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 BGG22A 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
RAV4	FOLTRA	DE	0.7hr x Dealer Labor Rate (ex: \$100 x 0.7 = \$70)

- **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 recall under FOLLGW.
 - **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.**

Alternate 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
RNTFOL	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. Code BGG22A.

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 F0L. 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

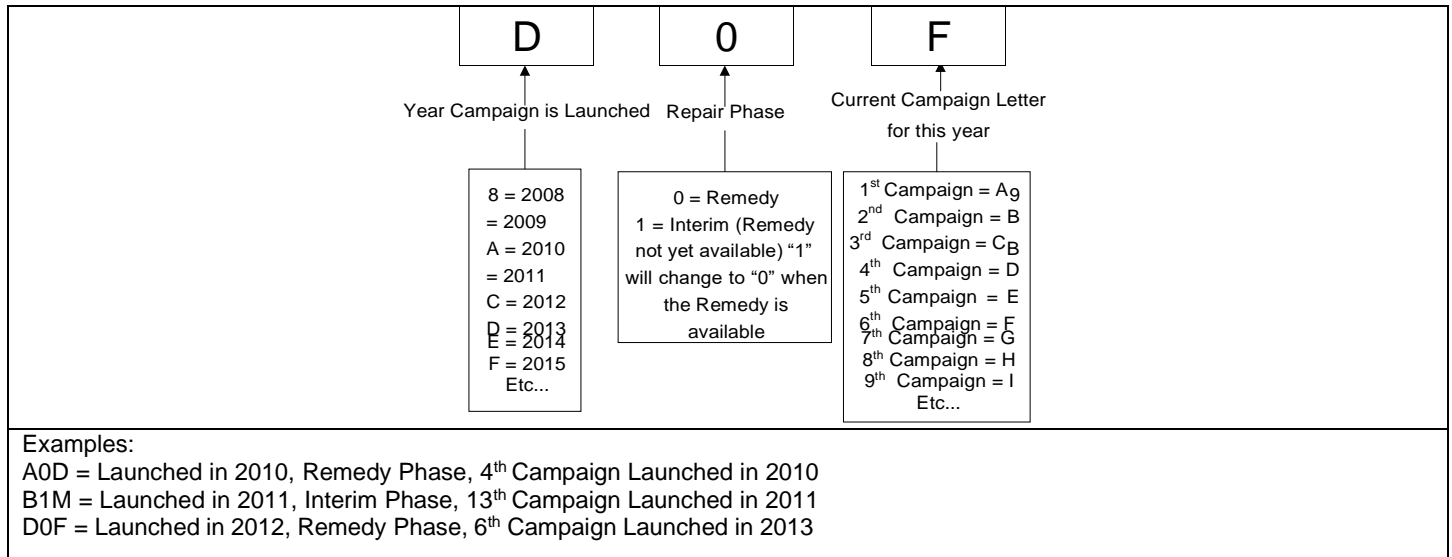
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Joshua Burns (469) 292-6449 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media 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 F0L – **Remedy Notice Update**
 2004 – 2005 Model Year RAV4
 Front Driver Airbag Inflator

Customer Frequently Asked Questions
 Published August 19, 2015

Customer Frequently Asked Questions

◀ IMPORTANT UPDATE ▶

DATE	TOPIC
8/26/2015	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, 9, and 11 have been added to explain the Do Not Drive advisory. Q&A 10 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 May 13, 2015, 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 2004 – 2005 model year RAV4 vehicles.

Q1: What is the condition?

A1: The subject vehicles are equipped with front driver 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 44,100 Toyota vehicles covered by this **DO NOT DRIVE** advisory.

Model	Model Year	Appx. UIO
Rav4	2004 – 2005	44,100

Q6: What should you do?

A6: 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 driver 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**.

Q7: Are there concerns with other airbags in the vehicle?

A7: No, this condition only applies to the front driver airbag inflator. Other airbags in the vehicle are not affected by this condition.

Q8: Which and how many vehicles are covered by this Safety Recall?

A8: There are approximately 159,700 2004 – 2005 RAV4 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
RAV4	2004 – 2005	Mid-May 2003 – Late October 2005

Q9: Why aren't all Takata airbag safety recall vehicles included in the Do Not Drive Advisory?

A9: 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.

Q10: How long will the repair take?

A10: 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.

Q11: 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?

A11: 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.

Q12: How does Toyota obtain my mailing information?

A12: 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.

Q13: What if I previously paid for repairs to my vehicle for this condition?

A13: Reimbursement consideration instruction will be provided in the remedy owner letter.

Q14: What if I have additional questions or concerns?

A14: 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.

2004-2005 Model Year RAV4
Front Driver Airbag Inflator
SAFETY RECALL NOTICE (Remedy Notice)

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

[VIN]

Dear Toyota Customer:

This notice is 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 2004-2005 Model Year RAV4 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 a Driver's front dual-stage airbag inflator. Toyota believes these inflators may have an increased potential for moisture intrusion over time. Moisture intrusion could potentially make the inflator assembly more susceptible to rupture during a crash. In the event of a crash necessitating deployment of the driver's frontal airbag, the inflator could rupture with metal fragments striking the driver or other occupants resulting in serious injury or death.

What will Toyota do?

Any authorized Toyota dealer will replace the front driver airbag inflator at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Toyota strongly recommends that you have this remedy performed immediately. Please contact any authorized Toyota dealer to schedule an appointment. If you are uncomfortable driving the vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick up.

The repair will take approximately one and a half hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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.**
- 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 through 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>.

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.

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.