

TMS-NTC-14123
July 2, 2014

Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: Toyota Safety Recall – Dealer Notification Interim

To whom it may concern,

Please find attached the Dealer Notification – Interim Letter for Toyota Safety Recall 14V-312 on the following Toyota and Lexus vehicles:

- 2003 – Certain 2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles
- 2002 – Early 2004 Model Year Sequoia Vehicles
- 2002 – Certain 2003 Model Year and One 2004 Model Year SC430 Vehicles

If you have any questions regarding this matter, please contact me at (310) 468-1870.

Sincerely,



Quality Compliance Administrator

Attachments:

- Toyota 14V-312 Dealer Notification (Interim)
- Lexus 14V-312 Dealer Notification (Interim)

Austin Fadel / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
June 23, 2014
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Safety Recall DSF (D3F) (*Supplement to D0F*) – Interim Notice
2003 - Certain 2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles
2002- Early 2004 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module

This notification is being made to inform dealers, once parts preparation is complete and in phases consistent with parts availability, of our intent to re-notify owners of vehicles included in Safety Recall D0F that have not had the airbag inflator module replaced. Additional information will be provided as remedy parts become available.

Background

The original remedy for Safety Recall D0F launched in early August, 2013, included an inspection and, if necessary, replacement of the airbag inflator module. A supplemental action, Safety Recall DSF (D3F), was announced in early June, 2014, with an updated remedy procedure requiring replacement of the airbag inflator module for ALL included vehicles.

The remedy, when available, will involve replacement of the inflator for ALL vehicles identified in this supplemental action.

The remedy for this supplemental action will be launched in phases due to limited parts availability.

Phase 1: Launched in late June, 2014; will include vehicles registered in Florida, Hawaii, Puerto Rico and the U.S. Virgin Islands.

Additional Phases: Toyota is currently working on obtaining the remedy parts for the additional phases for this Safety Recall. Toyota anticipates additional information will be provided in **Late Summer 2014** as remedy parts become available.

Condition

The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture and the front passenger airbag to deploy abnormally in the event of a crash, increasing the risk of injury to the occupant.

Covered Vehicles

There are approximately 731,300 Toyota vehicles covered by this Safety Recall in the US. However, vehicles covered by Safety Recall D0F that received a replacement airbag inflator module are not included in this supplemental action.

Model	Model Year	Appx. UIO	Production Range
Corolla	2003	330,542	Mid-December, 2001 through Early April, 2004
	2004	170,707	
Corolla Matrix	2003	87,481	Mid-December, 2001 through Late January, 2004
	2004	69	
Tundra	2003	62,728	Late May, 2002 through Early July, 2004
	2004	19	
Sequoia	2002	31,179	Early April, 2002 through Mid-July , 2004
	2003	42,243	
	2004	1	

Status

- As previously communicated, effective June 10, 2014, dealers are requested to **suspend** Safety Recall D0F and warranty claim submission completed by June 16, 2014.

- **Toyota dealers will be unable to replace the airbag inflator module in vehicles included in the additional phases due to limited parts availability.**
- **Once parts preparation is complete and in phases consistent with parts availability, Toyota will begin re-notifying owners of vehicles included in Safety Recall D0F that have not had the airbag inflator module replaced.**
- DSF (“D3F” for vehicles included in the additional phases) Interim Notice documents will be posted on TIS starting the morning of Monday, June 23, 2014.
- For reference purposes only, VINs covered by this Safety Recall will be searchable on TIS starting the morning of Monday, June 23, 2014.

Pre-Owned Vehicles in Dealer Inventory

Toyota generally requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied. However, in this case, unless prohibited by your state’s law, dealers can deliver pre-owned vehicles if they disclose to the customer that the vehicle is subject to a Safety Recall and Toyota will send them a notification when the remedy is available.

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 Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Contacts

A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.

Please review this preliminary notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



Safety Recall DSF (D3F) (**Supplement to D0F**) – Interim Notice
2003 - Certain 2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles
2002 - Early 2004 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module

Customer Frequently Asked Questions

Published Late June, 2014

We at Toyota care greatly about your safety while we prepare the remedy parts for this condition. We are providing the following information to keep you informed of the recall details. Please check back frequently as this document will be updated.

Background

The original remedy for Safety Recall D0F launched in early August, 2013, included an inspection and, if necessary, replacement of the airbag inflator module. A supplemental action, Safety Recall DSF (D3F), was announced in early June, 2014, with an updated remedy procedure requiring replacement of the airbag inflator module for ALL included vehicles. **Once parts preparation is complete and in phases consistent with parts availability, Toyota will begin re-notifying owners of vehicles included in Safety Recall D0F that have not had the airbag inflator module replaced.**

The remedy, when available, will involve replacement of the inflator for ALL vehicles identified in this supplemental action.

The remedy for this supplemental action will be launched in phases.

Phase 1: Launched in late June, 2014; will include vehicles registered in Florida, Hawaii, Puerto Rico and the U.S. Virgin Islands.

Additional Phases: Toyota is currently working on obtaining the remedy parts for the additional phases for this Safety Recall. Additional information will be provided in **Late Summer 2014** as remedy parts become available.

Q1: Why is Toyota conducting a supplemental recall for D0F?

A1: An update to the remedy procedure now requires the replacement of the airbag inflator module for all vehicles included in this recall. **Once parts preparation is complete**, Toyota will re-notify, in phases consistent with parts availability, owners of vehicles that did not complete Safety Recall D0F and vehicles that received an inspection only. **Vehicles that already received a replacement airbag inflator module are not included in this supplemental action.**

We sincerely apologize for any inconvenience this may cause you.

Q2: What is the condition?

A2: The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture and the front passenger airbag to deploy abnormally in the event of a crash, increasing the risk of injury to the occupant.

Q2a: What is the Inflator?

A2a: The inflator is a device contained within the airbag assembly. It contains a solid propellant wafer which is ignited in the event airbag deployment is necessary. When ignited, the wafer expands into an inert gas, inflating the airbag.

Q2b: What is the cause of this condition?

A2b: Propellant wafers manufactured with inadequate compression force or with improper humidity levels may have been used during assembly of the inflator.

Q3: Are there any warnings that this condition exists?

A3: 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 passenger airbag is designed to inflate only in certain moderate to severe crashes, and the number of inflators actually affected by the condition is small. To further minimize risks, customers should locate passengers in the rear seating positions.

Q4: What is Toyota going to do?

A4: **Toyota is currently working on obtaining the necessary remedy parts for the additional phases.** Once the parts are available, we will notify owners. **In the meantime Toyota dealers will be unable to replace the airbag inflator module in vehicles included in the additional phases due to limited parts availability.** The inspection procedure will no longer be included in the remedy procedure.

Once the remedy parts have been produced in sufficient quantities, Toyota will send (in phases consistent with parts availability and repair capacity), an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the airbag inflator module replaced at **no charge**.

Q4a: When does Toyota anticipate the remedy will be available?

A4a: Toyota is currently working on obtaining the remedy parts for the additional phases for this Safety Recall. Additional information will be provided in **Late Summer 2014** as remedy parts become available.

Q4b: How does Toyota obtain my mailing information?

A4b: Toyota uses an industry provider who works with each states 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.

Q4c: When the remedy becomes available, do I need my owner letter to have the remedy performed?

A4c: 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.

Q5: Which and how many vehicles are covered by this Safety Recall?

A5: There are approximately 731,300 Toyota vehicles covered by this Safety Recall in the US. However, vehicles covered by Safety Recall D0F that received a replacement airbag inflator module are not included in this supplemental action.

Model	Model Year	Appx. UIO	Production Range
Corolla	2003	330,542	Mid-December, 2001 through Early April, 2004
	2004	170,707	
Corolla Matrix	2003	87,481	Mid-December, 2001 through Late January, 2004
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	2004	19	
Sequoia	2002	31,179	Early April, 2002 through Mid-July , 2004
	2003	42,243	
	2004	1	

Q5a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A5a: Yes. There are approximately 35,000 SC430 vehicles (2002 through certain 2003 and one 2004 MY) covered by this Safety Recall in the US.

Q6: What if I previously paid for repairs to my vehicle for this condition?

A6: Reimbursement consideration instruction will be provided in the remedy owner letter.

Q7: What if I have additional questions or concerns?

A7: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

Safety Recall DSC (D3C) (Supplement to DLC) - *Interim Phase*
2002 through certain 2003 Model Year and One 2004 Model Year SC 430 Vehicles
Front Passenger Air Bag Inflator Module

This notification is being made to inform dealers, once parts preparation is complete and in phases consistent with parts availability, of our intent to re-notify owners of vehicles included in Safety Recall DLC that have not had the airbag inflator module replaced. Additional information will be provided as remedy parts become available.

The original remedy for Safety Recall DLC launched in early August, 2013, included an inspection and, if necessary, replacement of the airbag inflator module. A supplemental action, Safety Recall DSC (D3C), was announced in early June, 2014, with an updated remedy procedure requiring replacement of the airbag inflator module for ALL included vehicles.

The remedy, when available, will involve replacement of the inflator for ALL vehicles identified in this supplemental action.

The remedy for this supplemental action will be launched in phases.

Phase 1: Launched in late June, 2014; will include vehicles registered in Lexus Southern Area, Hawaii, Puerto Rico and the U.S. Virgin Islands.

Additional Phases: Lexus is currently working on obtaining the remedy parts for the additional phases for this Safety Recall. Additional information will be provided in **Late Summer 2014** as remedy parts become available.

Condition

The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture and the front passenger airbag to deploy abnormally in the event of a crash, increasing the risk of injury to the occupant.

Covered Vehicles

There are approximately 35,000 Lexus vehicles covered by this Safety Recall in the US. However, vehicles covered by Safety Recall DLC that received a replacement airbag inflator module, are not included in this supplemental action.

Model	Model Year	VDS	Begin	End
SC 430	2002	FN48Y	0001059	0035548
	2003	FN48Y	0035116	0046972
	2004	FN48Y	0051445	0051445

Status

- As previously communicated, effective June 10, 2014, dealers are requested to **suspend** Safety Recall DLC and warranty claim submission completed by June 16, 2014.
- Lexus dealers will be unable to replace the airbag inflator module in vehicles included in the additional phases due to limited parts availability.
- **Once parts preparation is complete and in phases consistent with parts availability, Lexus will begin re-notifying owners of vehicles included in Safety Recall DLC that have not had the airbag inflator module replaced.**

- DSC ("D3C" for vehicles included in the additional phases) Interim Notice documents will be posted on TIS starting the morning of Monday, June 23, 2014.
- For reference purposes only, VINs covered by this Safety Recall will be searchable on TIS starting the morning of Monday, June 23, 2014.

Pre-Owned Vehicles in Dealer Inventory

Lexus generally requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied. However, in this case, unless prohibited by your state's law, dealers can deliver pre-owned vehicles if they disclose to the customer that the vehicle is subject to a Safety Recall and Lexus will send them a notification when the remedy is available.

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Customer Handling

A Q&A is attached to assist you in responding to any dealership questions or customer concerns. If the customer has any further questions they are requested to contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm PST, or Saturday, 7:00 am through 4:00 pm PST.

Please review this remedy notification with your staff to familiarize them with the proper step-by-step procedures required to implement the interim phase of this Safety Recall.

Thank you for your understanding and cooperation.

Attachment



Safety Recall DSC (D3C) (Supplement to DLC) - *Interim Phase*
2002 through certain 2003 Model Year and One 2004 Model Year SC 430 Vehicles
Front Passenger Air Bag Inflator Module

Background

The original remedy for Safety Recall DLC launched in early August, 2013, included an inspection and, if necessary, replacement of the airbag inflator module. A supplemental action, Safety Recall DSC (D3C), was announced in early June, 2014, with an updated remedy procedure requiring replacement of the airbag inflator module for ALL included vehicles. **Lexus will begin re-notifying, in phases consistent with parts availability, owners of vehicles included in Safety Recall DLC that have not had the airbag inflator module replaced.**

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Additional Phases: Lexus is currently working on obtaining the remedy parts for the additional phases for this Safety Recall. Additional information will be provided in Late Summer 2014 as remedy parts become available.

Q1: Why is Lexus conducting a supplemental recall for DLC?

A1: An update to the remedy procedure now requires the replacement of the airbag inflator module for all vehicles included in this recall. Due to limited parts Lexus will re-notify, in phases consistent with parts availability, owners of vehicles that did not complete Safety Recall DLC and vehicles that received an inspection only. **Vehicles that already received a replacement airbag inflator module are not included in this supplemental action.**

We sincerely apologize for any inconvenience this may cause you.

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A2a: The inflator is a device contained within the airbag assembly. It contains a solid propellant wafer which is ignited in the event airbag deployment is necessary. When ignited, the wafer expands into an inert gas, inflating the airbag.

Q2b: What is the cause of this condition?

A2b: Propellant wafers manufactured with inadequate compression force or with improper humidity levels may have been used during assembly of the inflator.

Q3: Are there any warnings that this condition exists?

A3: 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 passenger airbag is designed to inflate only in certain moderate to severe crashes, and the number of inflators actually affected by the condition is small. To further minimize risks, customers should locate passengers in the rear seating positions.

Q4: What is Lexus going to do?

A4: Lexus is currently working on obtaining the necessary remedy parts for the additional phases. Once the parts are available, we will notify owners. In the meantime Lexus dealers will be unable to replace the airbag inflator module in vehicles included in the additional phases due to limited parts availability. The inspection procedure will no longer be included in the remedy procedure.

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A4a: Toyota is currently working on obtaining the remedy parts for the additional phases for this Safety Recall. Additional information will be provided fall 2014 as remedy parts become available.

Q4b: How does Lexus obtain my mailing information?

A4b: Lexus uses an industry provider who works with each states 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.

Q4c: When the remedy becomes available, do I need my owner letter to have the remedy performed?

A4c: 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.

Q5: Which and how many vehicles are covered by this Safety Recall?

A5: There are approximately 35,000 SC 430 vehicles (2002 through certain 2003 and one 2004 MY) covered by this Safety Recall in the U.S. However, vehicles covered by Safety Recall DLC that received a replacement airbag inflator module are not included in this supplemental action.

Model Name	Model Year	Production Period
SC430	2002 through certain 2003 and One (1) 2004	Late December, 2000 through Mid-May, 2003

Q5a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A5a: Yes, there are approximately 731,300 Toyota vehicles (2003 - 2004 Corolla, 2003 - 2004 Corolla Matrix, 2003 - 2004 Tundra, and 2002- 2004 Sequoia) covered by this Safety Recall in the U.S.

Q6: What if I previously paid for repairs to my vehicle for this condition?

A6: Reimbursement consideration instruction will be provided in the remedy owner letter.

Q7: What if I have additional questions or concerns?

A7: If you have additional questions or concerns, please contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.