

TMS-NTC-14124  
July 02, 2014

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

Re: Toyota Product Investigation and Limited Regional Recall – Dealer Notification Preliminary

To whom it may concern,

Please find attached the Dealer Notification – Preliminary Letter for Product Investigation and Limited Regional Recall 14V-350 on the following Toyota and Lexus vehicles:

- Certain 2003 – 2005 Model Year Corolla, Corolla Matrix, Sequoia and Tundra Vehicles
- Certain 2003, Certain 2004, and Certain 2005 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-350 Dealer Notification (Preliminary)
- Lexus 14V-350 Dealer Notification (Preliminary)

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

Updated 7/01/2014:  
Covered Vehicles added

To: All Toyota Dealers  
From: Product Support Division

**Special Service Campaign E0V (E1V)**  
**Product Investigation and Limited Regional Recall (Florida, Hawaii, Puerto Rico, and U.S. Virgin Islands)**  
**Certain 2003 through 2005 Model Year Corolla, Corolla Matrix, Sequoia and Tundra Vehicles**  
**Front Passenger Airbag Inflator Module**  
***Preliminary Notice***

This notification is being provided to inform dealers of our intent to conduct a Special Service Campaign (SSC) on the covered vehicles.

This preliminary information is being provided to keep you informed of this investigation and limited regional recall. ***Toyota is currently preparing the parts for this activity.*** We will notify dealerships again at the time of the next phase, prior to the owner notification starting.

**Background**

The National Highway Traffic Safety Administration (NHTSA) and TK Holdings, Inc. (Takata) have requested the support of BMW, Chrysler, Ford, Honda, Nissan, Mazda, and Toyota in investigating certain airbag inflator modules manufactured by Takata for use in various vehicles. This investigation includes front passenger airbag inflator modules installed in the covered vehicles. This investigation and regional recall is limited to Florida, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

The purpose of this field action is to support the shared immediate interest in protection of owners, drivers, and passengers and the collection of parts for inspection and analysis by NHTSA and Takata.

**Potential Condition**

The subject vehicles are equipped with a front passenger airbag inflator produced by Takata which is currently being evaluated by NHTSA. Toyota has been requested by NHTSA and Takata to replace and collect airbag inflator modules in Florida, Hawaii, Puerto Rico, and the U.S. Virgin Islands at this time for evaluation to determine if the inflators could rupture and cause the air bag to inflate abnormally when activated in a crash.

**Covered Vehicles**

There are approximately 77,000 Toyota vehicles currently registered in Florida, Hawaii, Puerto Rico and the U.S. Virgin Islands covered by this campaign.

**Status**

- ***Toyota is currently preparing the parts and anticipates additional information will be provided in Late Summer 2014 as parts become available.***
- ***Once part preparation is complete, we will notify dealerships again at the time of the next phase, prior to the owner notification starting.***
- E0V ("E1V" until the remedy is launched) Preliminary Notice documents will be posted on TIS starting the morning of Monday, June 23, 2014.

**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 Handling**

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.



**Special Service Campaign E0V (E1V) – *Product Investigation and Limited Regional Recall (Florida, Hawaii, Puerto Rico, and U.S. Virgin Islands)***  
**Certain 2003 through 2005 Model Year Corolla, Corolla Matrix, Sequoia and Tundra Vehicles**  
**Front Passenger Airbag Inflator Module**  
**Preliminary Notice**

## Customer Frequently Asked Questions

Published Late June, 2014

**Updated 7/01/2014: Covered Vehicles added**

**Q1: Why is Toyota conducting this Special Service Campaign?**

A1: The National Highway Traffic Safety Administration (NHTSA) and TK Holdings, Inc. (Takata) have requested the support of BMW, Chrysler, Ford, Honda, Nissan, Mazda, and Toyota in investigating certain airbag inflator modules manufactured by Takata for use in various vehicles. This investigation includes front passenger airbag inflator modules installed in the covered vehicles. This investigation and regional recall is limited to Florida, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

The purpose of this field action is to support the shared immediate interest in protection of owners, drivers, and passengers and the collection of parts for inspection and analysis by NHTSA and Takata.

**Q2: What is the potential condition?**

A2: The subject vehicles are equipped with a front passenger airbag inflator produced by Takata which is currently being evaluated by NHTSA.

Toyota has been requested by NHTSA and Takata to replace and collect airbag inflator modules in Florida, Hawaii, Puerto Rico, and the U.S. Virgin Islands at this time for evaluation to determine if the inflators could rupture and cause the air bag to inflate abnormally when activated in a crash.

**Q2a: What is the Airbag Inflator Module?**

A2a: The airbag inflator module 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.

**Q3: What is Toyota going to do?**

A3: When sufficient replacement parts become available, Toyota will notify owners of vehicles currently registered in Florida, Hawaii, Puerto Rico, and the US Virgin Islands.

Toyota dealers located in these areas will replace the airbag inflator module at **no charge** to you. The original module will be sent back to the supplier for evaluation.

**Q3a: How does Toyota obtain my mailing information?**

A3a: 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.

**Q4: Which and how many vehicles are included in this investigated?**

A4: There are approximately 77,000 Toyota vehicles currently registered in Florida, Hawaii, Puerto Rico and the U.S. Virgin Islands covered by this campaign.

<b>Model</b>	<b>Model Year</b>	<b>Production Period</b>	<b>Approx. UIO</b>
Corolla	Certain 2004 to Certain 2005	Early December 2003 - Late December 2004	45,200
Corolla Matrix	Certain 2003 to Certain 2005	Early May 2003 - Late December 2004	11,700
Sequoia	Certain 2005	Early August 2004 - Late December 2004	1,950
Tundra	Certain 2003 to Certain 2005	Mid-March 2003 - Late December 2004	18,200

**Q4a: Are there any other Lexus/Toyota/Scion vehicles being investigated?**

A4a: Yes, there are approximately 2,000 SC430 vehicles (certain 2003 through 2005 MY) covered by this field action in the US. Also, it has been determined that an abnormal deployment/rupture condition could exist on 2003-2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles along with 2002-2004 Model Year Sequoia Vehicles; Toyota has previously launched a Safety Recall for this issue on these vehicles.

**Q5: What if I have additional questions or concerns?**

A5: 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.

Kathy Wachs / Service and Parts Operations  
Lexus Customer Services  
June 23, 2014  
Approved by: Don Fordiani

Updated 7/01/2014:  
Covered Vehicles added

Special Service Campaign ELC (E2C)  
Product Investigation and Limited Regional Recall (Florida, Hawaii, Puerto Rico, and U.S. Virgin Islands)  
Certain 2003, Certain 2004, and Certain 2005 Model Year SC 430 Vehicles  
Front Passenger Airbag Inflator Module  
Preliminary Notice

This notification is being provided to inform dealers of our intent to conduct a Special Service Campaign (SSC) on the covered vehicles.

This preliminary information is being provided to keep you informed of this investigation and limited regional recall. Lexus is currently preparing the parts for this activity. We will notify dealerships again at the time of the next phase, prior to the owner notification starting.

#### Background

The National Highway Traffic Safety Administration (NHTSA) and TK Holdings, Inc. (Takata) have requested the support of BMW, Chrysler, Ford, Honda, Nissan, Mazda, and Toyota in investigating certain airbag inflator modules manufactured by Takata for use in various vehicles. This investigation includes front passenger airbag inflator modules installed in the covered vehicles. This investigation and regional recall is limited to Florida, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

The purpose of this field action is to support the shared immediate interest in protection of owners, drivers, and passengers and the collection of parts for inspection and analysis by NHTSA and Takata.

#### Potential Condition

The subject vehicles are equipped with a front passenger airbag inflator produced by Takata which is currently being evaluated by NHTSA. Toyota and other vehicle manufacturers are working with Takata and NHTSA to determine if these airbag inflator modules could have been assembled improperly or have other operational issues that could cause the inflator to rupture and the airbag to abnormally deploy when activated in a crash.

#### Covered Vehicles

There are approximately 2,000 Lexus vehicles currently registered in Florida, Hawaii, Puerto Rico and the U.S. Virgin Islands covered by this campaign.

#### Status

- Lexus is currently preparing the parts and anticipates additional information will be provided in Late Summer 2014 as parts become available.
- ELC ("E2C" until the remedy is launched) Preliminary 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 mid to late week of June 23, 2014.

#### 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 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 preliminary notification with your staff to assure that all relevant associates have been informed on this subject.

Thank you for your on-going support.

Attachment



Special Service Campaign ELC (E2C) - **Product Investigation and Limited Regional Recall (Florida, Hawaii, Puerto Rico, and U.S. Virgin Islands)**

Certain 2003 through 2005 Model Year SC 430 Vehicles

Front Passenger Air Bag Inflator Module

**Preliminary Notice**

Updated 07/01/2014: Covered vehicles added

**Q1: Why is Lexus conducting this Special Service Campaign?**

A1: The National Highway Traffic Safety Administration (NHTSA) and TK Holdings, Inc. (Takata) have requested the support of BMW, Chrysler, Ford, Honda, Nissan, Mazda, and Toyota in investigating certain airbag inflator modules manufactured by Takata for use in various vehicles. This investigation includes front passenger airbag inflator modules installed in the covered vehicles. This investigation and regional recall is limited to Florida, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

The purpose of this field action is to support the shared immediate interest in protection of owners, drivers, and passengers and the collection of parts for inspection and analysis by NHTSA and Takata.

**Q2: What is the potential condition?**

A2: The subject vehicles are equipped with a front passenger airbag inflator produced by Takata which is currently being evaluated by NHTSA.

Toyota has been requested by NHTSA and Takata to replace and collect airbag inflator modules in Florida, Hawaii, Puerto Rico, and the U.S. Virgin Islands at this time for evaluation to determine if the inflators could rupture and cause the air bag to inflate abnormally when activated in a crash.

**Q2a: What is the Airbag Inflator Module?**

A2a: The airbag inflator module 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.

**Q3: What is Lexus going to do?**

A3: When sufficient replacement parts become available, Lexus will notify owners of vehicles currently registered in Florida, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

Lexus dealers located in these areas will replace the airbag inflator module at **no charge** to you. The original module will be sent back to the supplier for evaluation.

**Q3a: How does Lexus obtain my mailing information?**

A3a: Lexus 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.

**Q4:** *Which and how many vehicles are included in this investigation?*

A4: There are approximately 2,000 Lexus vehicles currently registered in Florida, Hawaii, Puerto Rico and the U.S. Virgin Islands covered by this campaign.

Model	Model Year	Production Period	Approx. UIO
SC 430	Certain 2003 to Certain 2005	Late May 2003 - Late December 2004	2,000

**Q4a:** *Are there any other Lexus/Toyota/Scion vehicles being investigated?*

A4a: Yes, certain 2003 through 2005 Model Year Corolla, Corolla Matrix, Sequoia and Tundra Vehicles are covered by this field action in the US. Also, it has been determined that an abnormal deployment/rupture condition does exist on 2002 through certain 2003 and one 2004 Model Year SC430 vehicles; Lexus has previously launched a Safety Recall for this issue on these vehicles.

**Q5:** *What if I have additional questions or concerns?*

A5: 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.