



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

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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
	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	

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.