

TOYOTA

PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

Volume: XIX
Number: TC14-028
Date: 06/23/2014
 Action
 Retain
 Information

To: All Toyota Region General Managers/Vice Presidents

From: Bob Waltz, 
Group Vice President, Product Quality and Service Support

Subject: Safety Recall **DSF (Supplement to D0F) – Remedy Notice (Phase 1)**
2003-2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles
2002- Early 2004 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module

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.

Toyota has completed the remedy preparations and will begin mailing the remedy owner letter for Phase 1 of Safety Recall DSF.

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.

Remedy

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.

Toyota dealers included in the Phase 1 remedy will replace the Airbag Inflator Module at **NO CHARGE** to the vehicle owner.

The following information is provided to inform you and your dealers of the owner notification timing and your degree of involvement.

1. Dealer Letter Mailing Date

The attached dealer letter will be sent to all Toyota dealers in late June, 2014.

2. Owner Letter Mailing Date

Toyota has completed remedy preparations for Phase 1 and will begin to notify owners in early July 2014.

3. Dealer/District Summary Reports

We have enclosed the following Safety Recall Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this Safety Recall.
- A District Summary Report that indicates the number of covered vehicles per dealership in each district for this Safety Recall.

4. Number and Identification of 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.

Please note that only owners of the covered vehicles included in Phase 1 that have not had the airbag inflator module replaced as part of Safety Recall D0F will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

5. Regional Support for Illegible Serial Numbers

If you are contacted by a dealership associate that has a vehicle where the Airbag Inflator serial number is illegible, the dealership technician will need to replace the Airbag Assembly. Please instruct the technician to scan the serial number of the new Airbag Assembly during replacement. The Techstream screen will display "replacement is Not Required", however the technician must scan this number to receive the required warranty authorization number. Please have the dealer use the Replace Inflator operation code from the dealer letter for the appropriate model they are servicing.

6. Parts Ordering Process

Due to limited availability the parts have been placed on Dealer Ordering Solutions (DOS) or Manual Allocation Control (MAC).

| Model | Part Number | Part Description | Qty. | Order Process |
|------------------|-------------|--------------------------------------|------|---------------|
| Corolla Matrix | 04003-28101 | INFLATOR ASSY KIT, INSTR PNL AIR BAG | 1 | MAC |
| Corolla | 04003-28102 | INFLATOR ASSY KIT, INSTR PNL AIR BAG | 1 | DOS |
| Tundra & Sequoia | 04003-2810C | INFLATOR ASSY KIT, INSTR PNL AIR BAG | 1 | MAC |

Orders should be placed through the dealership's facing PDC. The kits placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria. Each dealer has received specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume * PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file Safety Recall claims and coordinate appropriate kit orders.

Additional Part Ordering information can be found in the dealer communication.

7. 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.)

The attached Dealer Notification Letter contains additional details.

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

Thank you for your cooperation.

Enclosures

cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
All NAPC General Managers
All TMS Sales Administration Managers
All TMS Product Quality & Service Support Managers
All Field Product Engineers