

# TOYOTA

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To: All Toyota Dealer Principals, Service Managers, and Parts Managers

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. Owner Letter Mailing**

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

*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.*

**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.

**2. Dealer/Owner Lists**

Summary Reports, containing the number of covered vehicles in your dealership's primary marketing area, have been enclosed in the dealer package. (Please verify eligibility by confirming through TIS prior to performing repairs.)

**3. Pre-Owned Vehicles in Dealer Stock**

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.

**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.

Model	WMI	MY	VDS	START	FINISH	Model	WMI	MY	VDS	START	FINISH	
Corolla	1NX	2003	BR32E	Z000001	ZPP4315	Sequoia	5TD	2002	BT44A	S105679	S137479	
		2004		Z190447	Z336017			2003		S101211	S181304	
		2003	BR38E	Z000012	Z190424			2002	BT48A	S105332	S137474	
		2004		Z190512	Z303812			2003		S100652	S181302	
	2T1	2003	BR32E	C000086	C778027			2002	ZT34A	S105617	S137484	
		2004		C165645	C815358			2003		S100034	S181311	
		2003	BR38E	C000082	C745159			2004		S237174	S237174	
		2004		C167737	C781339			2002		ZT38A	S105454	S137473
	JTD	2003	BR32E	0002007	0051596			2003	5TB	BN441	S332744	S398296
				2000003	2016855			2004			S435495	S435495
				2004	0051487			0053025		2003	BT441	S316368
		2016856	2044363	2004	S442936			S442936				
		2003	BR38E	0006684	0051592	2003	BT481	S306031		S398309		
				2000004	2016852	2004		S445112		S445112		
				2004	0051779	0053026	2004	DT441		S439597	S460798	
		2016863	2044321	2004	DT481	S439032	S455784					
Corolla Matrix	2T1	2003	KR32E	C000083	C774535	2003	5TB	ET341	S461298	S461298		
				2004	C165644	C268306			2003	JN321	S332745	S398299
		2003	KR38E	C000094	C165424	KT441	S330788	S398060				
		2004		C165737	C165757	RN341	S307943	S398308				
		2003	KY32E	C000098	C700045	RT341	S306032	S398301				
		2004		C165726	C171347		2004	S439819	S454581			
		2003	KY38E	C000118	C165579	RT381	S308386	S398306				
		2004		C165661	C166108		2003	S443733	S443733			
		2003	LR32E	C000084	C776114	2004						
		2004		C165669	C278005							
		2003	LR38E	C001163	C165585							

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**5. Campaign Special Service Tools**

In a shipment which was scheduled to arrive on July 31, 2013, your dealership was sent a package containing special service tools for Safety Recall D0F which will also be used for this campaign.

These tools are needed when performing the front passenger airbag inflator module 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.

Name	Sample Image	Qty
Airbag Mounting Bracket & hardware		1
Barcode Scanner		1

**6. Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the recall process are required to successfully complete E-Learning course **SC13A**. To ensure that all vehicles have the repair performed correctly; technicians performing this repair must also complete **SC13B** and be certified to one or more of the following levels:

- **Toyota Expert - Electrical**
- **Master**
- **Master Diagnostic Technician (MDT)**

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Safety Recall 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.

**7. 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 D0F – Front Passenger Airbag Inflator" found on [www.utodealer.com](http://www.utodealer.com)) This E-Learning module will explain the proper procedure for documenting and returning the Airbag Inflator Assembly to TK Holdings Incorporated.



(Parts Ordering Process Continued . . . )

**MAC Parts Ordering Process**

To ensure parts availability these kits have been placed on Manual Allocation Control (MAC). If you require a part that has been placed on MAC, please send an email to [PQSS\\_MAC@Toyota.com](mailto:PQSS_MAC@Toyota.com) with the following information:

- **Subject Line: DSF MAC Release Request (Dealer Code)**
- **Dealer Code**
- **VIN Number**
- **Part Number**
- **Order Reference Number**
- **Order Date**
- **Contact Person**

Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact your dealership.

***Important Notes:***

- ***Once you have placed your order DO NOT upgrade or change your order status.***
- ***Failure to provide the above information within 48 hours will result in an order cancellation.***

<b>Model</b>	<b>Part Number</b>	<b>Part Description</b>	<b>Qty.</b>
Corolla Matrix	04003-28101	INFLATOR ASSY KIT, INSTR PNL AIR BAG	1
Tundra & Sequoia	04003-2810C	INFLATOR ASSY KIT, INSTR PNL AIR BAG	1

**IMPORTANT PARTS ORDERING UPDATE**

*All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) 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 additional details.*

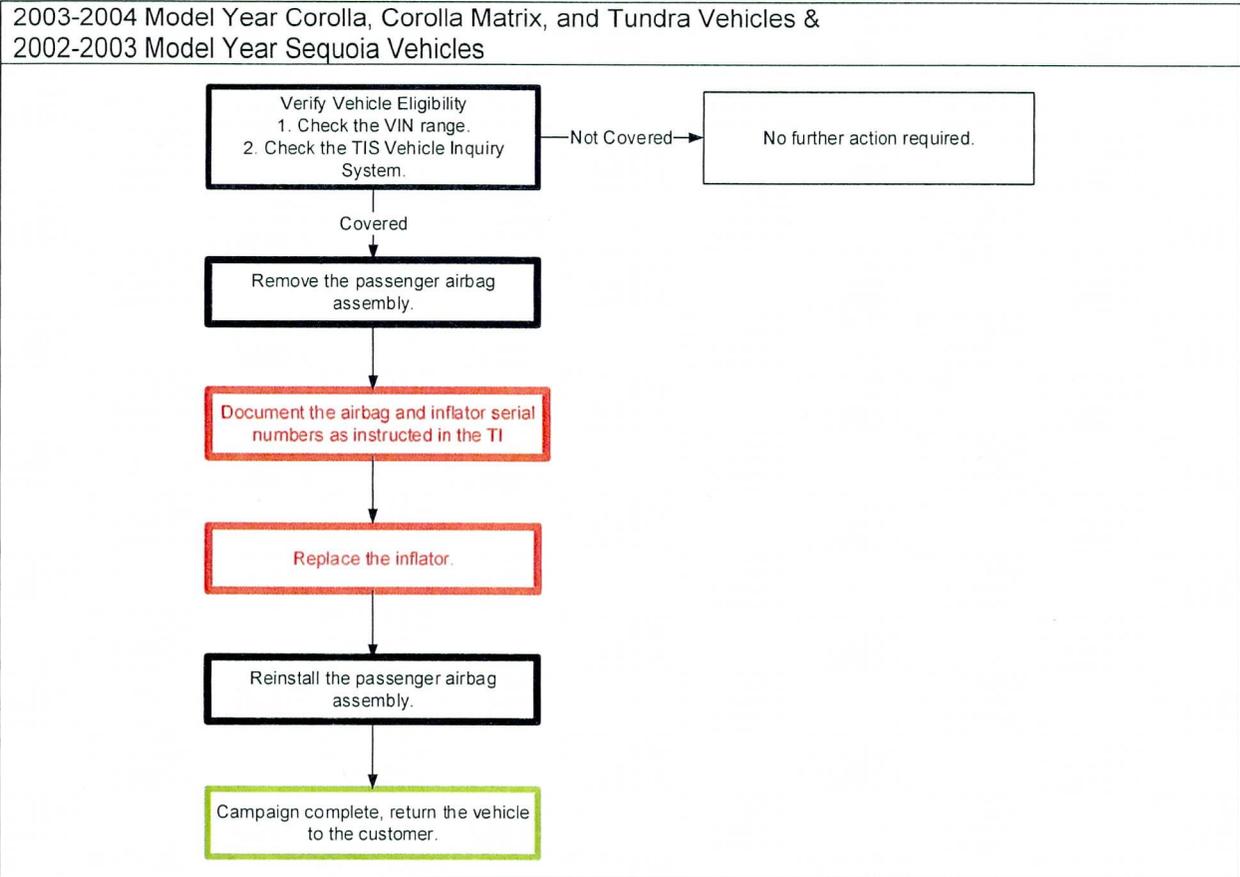
**In the limited cases, where the serial number is illegible, the Airbag Assembly will require replacement. Please contact your regional representative for further direction on vehicle repair and claim filing procedures.**

**10. Remedy Procedures**

Please refer to TIS for Technical Instructions on inspection and repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

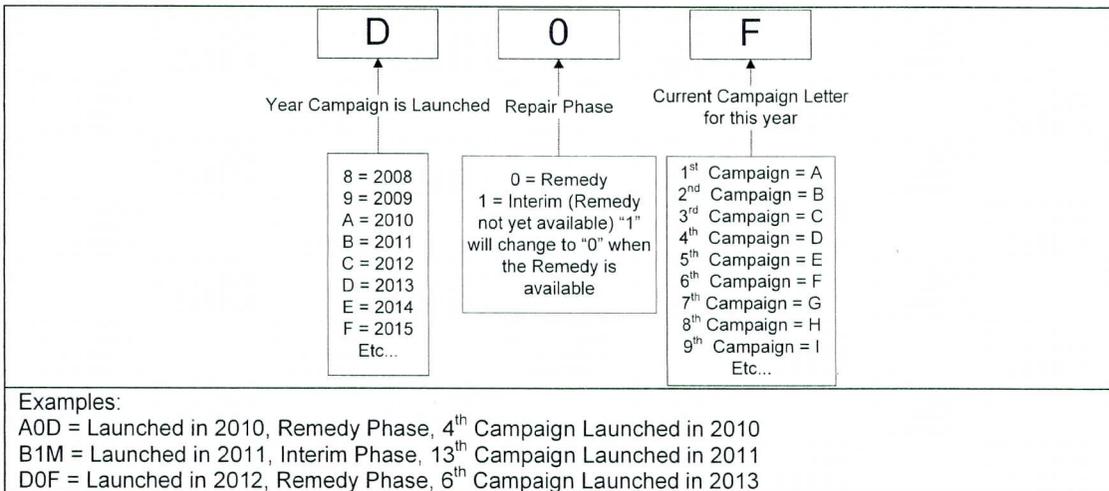
**11. Warranty Reimbursement Procedure**



Model	Op. Code	Description	Flat Rate Hour
Tundra & Sequoia	AGG48B	Replace Airbag Inflator Module	1.2 hr/vehicle
Corolla & Matrix	AGG48G	Replace Airbag Inflator Module	0.9 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

**Campaign Designation Decoder**



**12. 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.

**13. Media Contacts**

If you are a dealership associate and have any questions, please contact your District Service/Parts Manager. ***In the event you are contacted by the News media***, 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.)

**14. Customer Contacts**

A FAQ is attached to help respond to any customer concerns. If the customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached 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.

*Please note the attached FAQ is published on the [www.Toyota.com](http://www.Toyota.com) website for customer viewing.*

***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.