

TOYOTA

PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

Volume: XIX
Number: TC14-029
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 (D3F) (Supplement to D0F) - Interim Notice**
2003-2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles
2002-2003 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module

This notification is being made to inform regions and private distributors, 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.

(Covered Vehicles Continued . . .)

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.**
- The attached Dealer Daily Message will be sent to all dealerships informing them of this interim notice the morning of Monday, June 23, 2014.
- 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 interim notice 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