Lonnie Peterson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
November 5, 2014
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Safety Recall E04 – For Areas of High Absolute Humidity
Certain 2003 – 2005 Model Year Corolla, Corolla Matrix, and Tundra Vehicles
Certain 2002 – 2005 Model Year Sequoia Vehicles
Front Passenger Air Bag Inflator Module

At this time, Toyota is temporarily suspending inflator replacements on 2005 Corolla and Corolla Matrix vehicles involved in Safety Recall E04.

Until further notice dealers service personnel are advised to apply the following service options for any 2005 Corolla and Corolla Matrix vehicle currently listed as Not Completed for Safety Recall E04:

- Disable front passenger airbag assembly and install glove box warning label.
- Rental vehicle, in cases where a customer prefers this choice rather than the disablement/labeling option.

Please confirm applicability and the Technical Instructions for all Safety Recalls using the Technical Information System (TIS).

Additional information on resumption of inflator replacements will be provided soon.

TOYOTA

Updated 10/27/2014: Op. Codes Added.
Updated 10/22/2014: Part Ordering Section update to clarify correct part for corresponding location

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

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

Subject: ***Safety Recall E04 – For Areas of High Absolute Humidity***
Certain 2003 – 2005 Model Year Corolla, Corolla Matrix, and Tundra Vehicles
Certain 2002 – 2005 Model Year Sequoia Vehicles
Front Passenger Air Bag Inflator Module

This Safety Recall applies to owners of vehicles originally sold in or currently registered in areas of High Absolute Humidity, encompassing the following: Coastal Areas around the Gulf of Mexico for Texas, Alabama, Mississippi, Georgia, and Louisiana. In addition it will include Florida, Puerto Rico, Guam, Saipan, American Samoa, Virgin Islands and Hawaii.

On October 20, 2014 Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2003-2005 Model Year Corolla, Corolla Matrix, and Tundra Vehicles and certain 2002 - 2005 Model Year Sequoia Vehicles.

Condition

The subject vehicles are equipped with front passenger air bag assemblies. When located in areas with consistently high absolute humidity, the front passenger air bag inflator could be susceptible to rupture and the front passenger air bag could deploy abnormally in a crash, increasing the risk of injury to the occupant. The cause of the potential ruptured inflators and influence of high absolute humidity are under investigation.

Remedy

Toyota has a limited amount of parts to support vehicle repairs at this time; therefore Toyota will be undertaking the following actions until parts become available in greater quantities.

Dealers are requested to replace the front passenger air bag inflator module at no charge to the vehicle owner. If the inflator module is not available dealership are requested to temporarily disable the front passenger air bag and install a glove box reminder hang tag.

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

1. **Owner Letter Mailing**

   Toyota will be mailing all customers whose vehicles are covered by this Safety Recall in late October, 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.

   If a dealer is contacted by an owner who has not yet received the notification, please ***verify coverage by confirming through TIS.*** Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

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

   All vehicles in dealership stock that are covered by this Safety Recall must have the passenger air bag inflator replaced before customer delivery. If the passenger air bag assembly is not available, the vehicle must be held until the vehicle can be remedied.

3. Number and Identification of Covered Vehicles

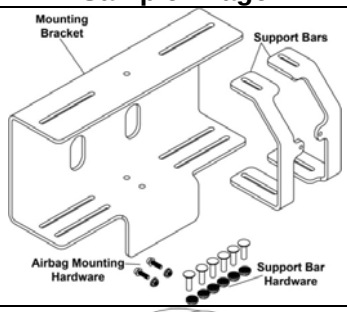
There are approximately 240,000 Toyota vehicles covered by this Safety Recall. The majority of vehicles covered by this superseding Safety Recall were previously part of Safety Recall DSF or Limited Regional Safety Recall E0V.

If a dealer is contacted by an owner who has not yet received the notification, please ***verify coverage by confirming through TIS.*** Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

4. Campaign Special Service Tools

Dealerships will need to utilize the Special Service Tools provided for Safety Recall D0F. The special service tools were previously sent to your dealership on July 31, 2013.

These tools are needed when performing the front passenger air bag 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
Air Bag Mounting Bracket & hardware		1
Barcode Scanner		1

5. 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.

6. Campaign Specific Part Associate E- Learning Training Requirement

The Air Bag 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.uotdealer.com)* This E-Learning module will explain the proper procedure for documenting and returning the Air Bag Inflator Assembly to TK Holdings Incorporated.

7. Shipping Information for Removed Inflator Assemblies

IMPORTANT: Do not deploy the removed inflator. The removed used inflator must be returned, within 1-2 business days after replacement directly to the manufacturer, TK Holdings Incorporated.

As the shipper, you are responsible for proper packing and document completion. The person packaging the inflator must have received hazardous material training per 49 CFR 172.702 *(**EHM001** "HazmatU General Awareness Hazardous Materials Training" found on www.uotdealer.com)*, and the training records must be on file at your dealership. The U.S. Department of Transportation will impose substantial fines and/or penalties on the shipper if the packaging, labeling, or documentation is not properly prepared and Customer Copy of OP 900PRP form is not kept on file for a minimum of 2 years.

Each dealer will need to document a unique dealer specific CCN number on the return shipment form. You can locate your dealer unique CCN number by logging into the following website.

http://toyota-d0f.imagespm.info/

Default Password "XXXXX"

In addition to the E-Learning module, a laminated "Campaign D0F – 48 State FEDEX Ground Shipment Preparation" aid was previously sent to your dealership when the D0F Remedy launched. Additional copies of the aid can be found on TIS and inside of each new parts box.

8. Glove Box Reminder Hang Tags

Your dealership will be sent a package of Glove Box Reminder Hang Tags; a sample is shown below for your reference.

Please ensure these are applied to any vehicle where the passenger air bag is temporarily disabled. Additional glove box reminder hang tags can be ordered from the Material Distribution Center.

MDC #	Description	Package Qty.
TBD	Glove Box Reminder Hang Tags	TBD

9. Parts Ordering Process

Because this action is limited to SET and GST dealers at this time, initial parts allocation and parts prioritization will be handled by your distributor.

If you are in a location other than SET and GST and have a vehicle subject to E04 which requires repair, due to limited availability, the parts have been placed on Dealer Ordering Solutions (DOS) or Manual Allocation Control (MAC).

Model	Model Year	Location	Part Number	Part Description	Qty.	Order Process
Corolla Matrix	2003-2005	48 States in Continental U.S. & Alaska	04003-28101	INFLATOR ASSY KIT,INSTR PNL AIR BAG	1	MAC
		USTT & Hawaii	04003-11101	INFLATOR ASSY KIT,INSTR PNL AIR BAG	1	DOS
Corolla	2003-2005	48 States in Continental U.S. & Alaska	04003-28102	INFLATOR ASSY KIT,INSTR PNL AIR BAG	1	MAC
		USTT & Hawaii	04003-11102	INFLATOR ASSY KIT,INSTR PNL AIR BAG	1	DOS
Tundra & Sequoia	2002-2004	48 States in Continental U.S. & Alaska	04003-2810C	INFLATOR ASSY KIT,INSTR PNL AIR BAG	1	MAC
		USTT & Hawaii	04003-1110C	INFLATOR ASSY KIT,INSTR PNL AIR BAG	1	DOS
	2005	48 States in Continental U.S. & Alaska	TBD	INFLATOR ASSY KIT,INSTR PNL AIR BAG	1	TBD
		USTT & Hawaii	TBD	INFLATOR ASSY KIT,INSTR PNL AIR BAG	1	TBD

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

DOS Parts Ordering Process

Orders should be placed through the dealership's facing PDC. This kit has been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

Location	Model	Part Number	Part Description	Qty.
USTT & Hawaii	Corolla	04003-11102	INFLATOR ASSY KIT,INSTR PNL AIR BAG	1
	Corolla Matrix	04003-11101	INFLATOR ASSY KIT,INSTR PNL AIR BAG	1
	Tundra & Sequoia (02-04MY)	04003-1110C	INFLATOR ASSY KIT,INSTR PNL AIR BAG	1

Each dealership will receive 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. A sample of the Parts Allocation Report has been attached below for your reference.

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Parts Allocation Report

99999
SAMPLE TOYOTA of NOWHERE

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.

Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

Non SET and GST MAC Parts Ordering Process

To ensure parts availability these kits have been placed on Manual Allocation Control (MAC). The majority of repairs for this activity will be limited to SET and GST dealers; if you have a vehicle at your dealer applicable to E04 which requires repairs, please send an email to PQSS_MAC@Toyota.com with the following information:

- **Subject Line: E04 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.***

Location	Model	Part Number	Part Description	Qty.
48 States in Continental U.S. & Alaska	Corolla Matrix	04003-28101	INFLATOR ASSY KIT,INSTR PNL AIR BAG	1
	Tundra & Sequoia (02-04MY)	04003-2810C	INFLATOR ASSY KIT,INSTR PNL AIR BAG	1
	Corolla	04003-28102	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.

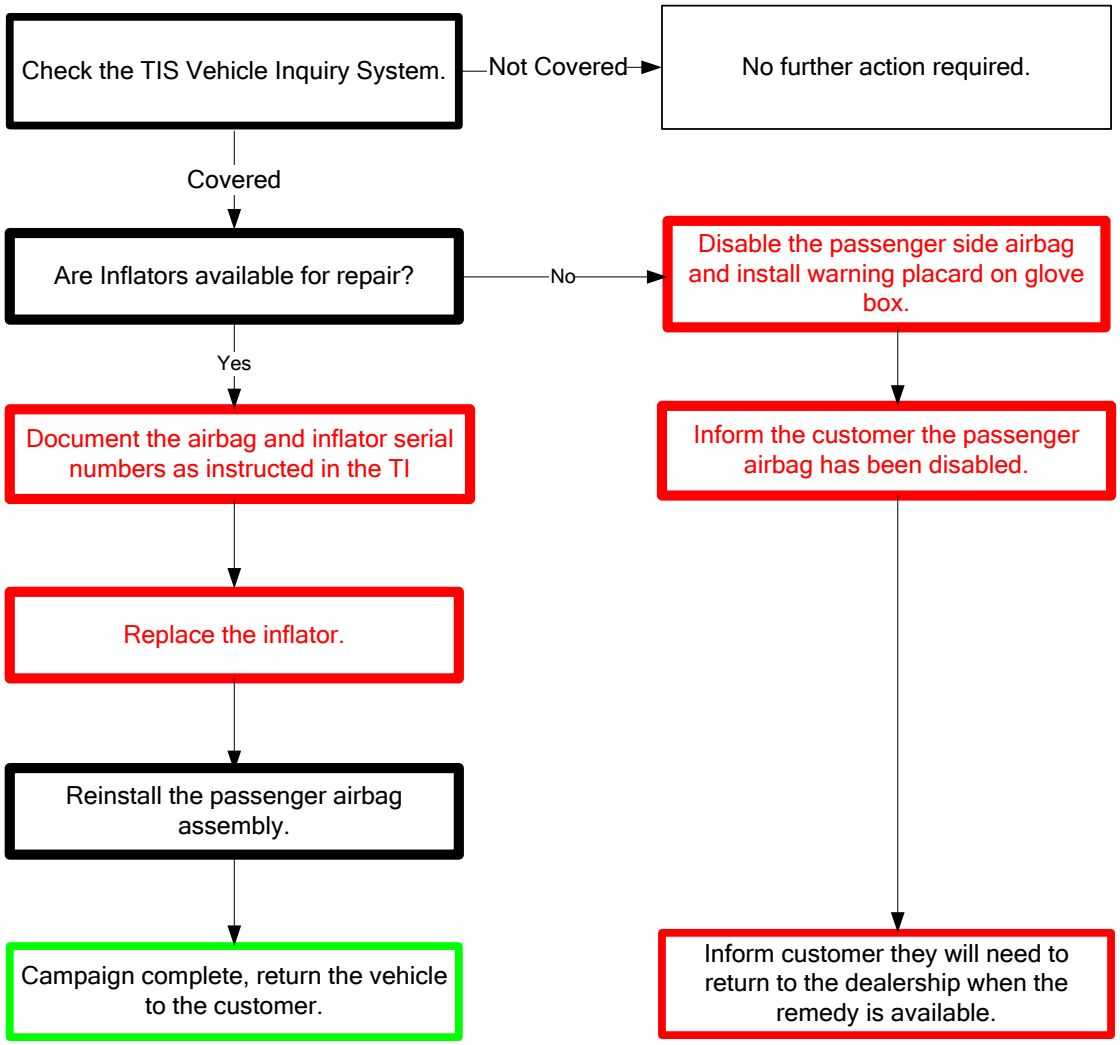
10. Remedy Procedures

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

Certain 2003-2005 Model Year Corolla, Corolla Matrix, and Tundra Vehicles &
Certain 2002-2005 Model Year Sequoia Vehicles



Model	Op. Code	Description	Flat Rate Hour
Tundra & Sequoia	AGGC7B	Replace Air Bag Inflator Module	*1.2 hr/vehicle*
Corolla & Matrix	AGGC7G	Replace Air Bag Inflator Module	*0.9 hr/vehicle*
Tundra & Sequoia Corolla & Matrix	AGGC9A	Disable Passenger Air Bag Assembly and Install Glove Box Reminder Hang Tag	*0.3 hr/vehicle*

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost of Electrical Tape and Zip Ties can be claimed as sublet type "ZZ" at maximum of $0.25 per vehicle under Op Code AGGC9A.
- A customer rental vehicle through the Toyota Rent-A-Car (TRAC) can be claimed under Op. Code AGGC7B and AGGC7G for a maximum of 120 days as sublet type "RT" if a customer refused passenger air bag disablement and requests repair only. Follow the Toyota Transportation Assistance Program (TTAP) guidelines.
- Towing can be claimed under Op. Code AGGC7B, AGGC7G, AGGC9A, and AGGC7W for a maximum of $250 as sublet type "TW" in the event the customer requested vehicle pickup.

Updated 10/27/2014

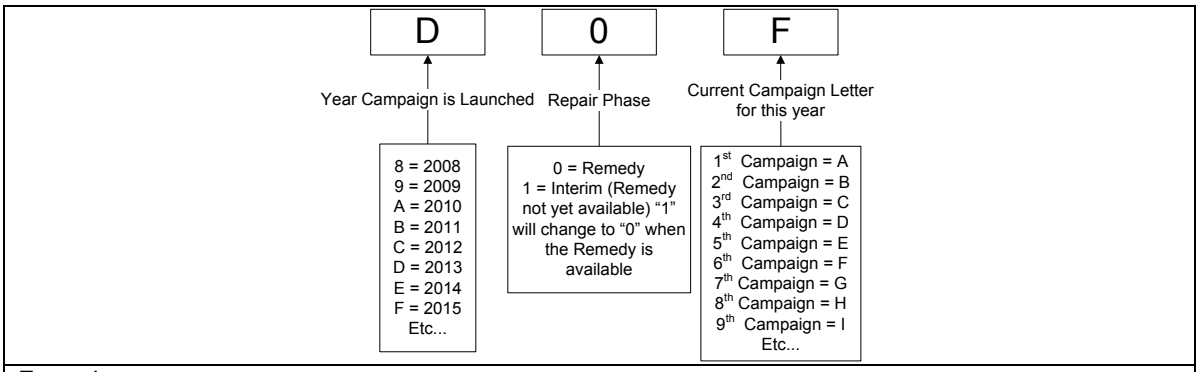
(Warranty Reimbursement Procedure Continued. . .)

In limited instances, a Sequoia vehicle may have an inflator utilizing a large retaining hex nut on the right side. These vehicles are not involved in this Safety Recall. ***Refer to the Sequoia Technical Instructions Section VIII-2 for additional details***.

Model	Op. Code	Description	Flat Rate Hour
Sequoia (***ONLY***)	AGGC7W	Large Retaining Hex Nut Found Vehicle not Involved Under this Safety Recall (***Refer to the Sequoia Technical Instructions Section VIII-2***)	*0.3 hr/vehicle*

Updated 10/27/2014

12. Campaign Designation Decoder



Examples:
A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
B1M = Launched in 2011, Interim Phase, 13th Campaign Launched in 2011
D0F = Launched in 2012, Remedy Phase, 6th Campaign Launched in 2013

13. 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.

14. 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.)

15. 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 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.

Safety Recall E04 – For Areas of High Absolute Humidity
Certain 2003 – 2005 Model Year Corolla, Corolla Matrix, and Tundra Vehicles
Certain 2002 – 2005 Model Year Sequoia Vehicles
Front Passenger Air Bag Inflator Module

Customer Frequently Asked Questions

Published late October, 2014

This Safety Recall applies to owners of vehicles originally sold or currently registered in areas of High Absolute Humidity, encompassing the following: Coastal Areas around the Gulf of Mexico for Texas, Alabama, Mississippi, Georgia, and Louisiana. In addition it will include Florida, Puerto Rico, Guam, Saipan, American Samoa, Virgin Islands and Hawaii.

We at Toyota care greatly about your safety. We are providing the following information to keep you informed of the details specific to this recall. Please check back frequently as this document will be updated.

Q1: What is the condition?

A1: The subject vehicles are equipped with front passenger air bag assemblies. When located in areas with consistently high absolute humidity, the front passenger air bag inflator could be susceptible to rupture and the front passenger air bag could deploy abnormally in a crash, increasing the risk of injury to the occupant. The cause of the potential ruptured inflators and influence of high absolute humidity are under investigation.

Q1a: What is the Inflator?

A1a: The inflator is a device contained within the air bag assembly. It contains a solid propellant wafer which is ignited in the event air bag deployment is necessary. When ignited, the wafer expands into an inert gas, inflating the air bag.

Q1b: What is the cause of this condition?

A1b: The cause of the potential ruptured inflators and influence of high absolute humidity are under investigation.

Q1c: What is absolute humidity?

A1c: The measure of the water vapor content in the air is known as absolute humidity, and it is displayed in grams of water vapor per cubic meter of air. Higher temperature, southern coastal climates consistently experience the greatest concentrations of water vapor in the air, as warmer ambient air can hold more water.

Note: relative humidity is simply a percentage value and is related to current or measured temperature; therefore, areas with high relative humidity do not necessarily have high absolute humidity.

Q1d: How is humidity related to the condition?

A1d: The specific relationship of humidity to the operation of the inflator and the cause of improper air bag inflator performance and rupture is still under investigation.

Q2: What is Toyota going to do?

A2: Owners of vehicles covered by this Safety Recall will begin receiving notification by first class mail in late October, 2014.

Toyota Dealers are requested to replace the front passenger air bag inflator module at **no charge** to the vehicle owner. If the inflator module is not available, dealerships are requested to temporarily disable the front passenger air bag and install a glove box reminder hang tag.

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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 air bag to activate when it should not. Also, the front passenger air bag is designed to inflate only in certain moderate to severe crashes.

Q4: What should you do?

A4: Toyota strongly recommends that you have this Safety Recall remedy performed immediately. Please contact any authorized Toyota dealer to schedule an appointment. When taking your vehicle to the dealership for your service appointment, it is recommended that only the driver occupy the vehicle. If you are uncomfortable driving the vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick up. Until the remedy is performed, the front passenger seat should NOT be occupied.

If you do not follow the instructions in the owner letter, you should not drive your vehicle.

Q5: If the Front Passenger Air Bag is disabled, will other Supplemental Restraints Systems be functional?

A5: If the vehicle does not have any concerns with supplemental restraint systems at the time of front passenger Air Bag disablement, all other supplemental restraint systems will remain fully functional. An onboard diagnostic system check will be performed to confirm Supplemental Restraint System (SRS) health at the time the dealer performs that temporary disablement of the passenger air bag assembly. After the dealer has disabled the front passenger air bag assembly, the SRS warning lamp will remain illuminated at all times until the recall campaign is completed.

Q6: Are there concerns with other Air Bags in the vehicle.

A6: No, this condition only applies to the front passenger air bag inflator module. Other air bags in the vehicle are not affected by this condition.

Q7: How is this Safety Recall related to other actions Toyota has taken regarding Takata Front Passenger Air Bag Inflator modules?

A7: In April 2013 Toyota announced a nationwide Safety Recall to inspect and, as necessary, replace front passenger air bag inflator modules. In June 2014, the recall remedy was revised to replace all inflators regardless of inspection results. In cooperation with NHTSA, Toyota also launched a Limited Regional Recall for an expanded model year range for certain areas with high levels of humidity to study the correlation to high humidity. As part of these actions, Toyota recovered air bag inflators for further investigations by Takata. These investigations have found that some inflators from South Florida performed improperly during testing. The geographic concentration of inflators with abnormal performance in areas with consistently high absolute humidity warrants priority replacement in these areas. Therefore, Toyota has launched this superseding recall for these areas.

Q8: Are all vehicle involved in the previous Takata Front Passenger Inflator Module Recall Actions covered by this Safety Recall?

A8: No, this Safety Recall applies to owners of vehicles originally sold in or currently registered in areas of High Absolute Humidity, encompassing the following: Coastal Areas around the Gulf of Mexico for Texas, Alabama, Mississippi, Georgia, and Louisiana. In addition it will include Florida, Puerto Rico, Guam, Saipan, American Samoa, Virgin Islands and Hawaii.

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Q9: Which and how many vehicles are covered by this Safety Recall?

A9: There are approximately 240,000 Toyota vehicles covered by this Safety Recall. The majority of vehicles covered by this superseding Safety Recall were previously part of Safety Recall DSF or Limited Regional Safety Recall E0V.

Model	Model Year	Appx. UIO	Production Range
Corolla	2003	145,600	Late December, 2001 through Late December, 2004
	2004		
	2005		
Corolla Matrix	2003	28,400	Early January, 2002 through Late December, 2004
	2004		
	2005		
Tundra	2003	40,300	Late July, 2002 through Late December, 2004
	2004		
	2005		
Sequoia	2002	25,500	Early April, 2002 through Late December, 2004
	2003		
	2004		
	2005		

Q9a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A9a: Yes. There are approximately 6,800 SC430 vehicles (certain 2002-2005 MY) covered by this Safety Recall in the US.

Q10: How does Toyota obtain my mailing information?

A10: 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.

Q11: Do I need my owner letter to have the remedy performed?

A11: 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.

Q12: What if I previously paid for repairs to my vehicle for this condition?

A12: Reimbursement consideration instruction will be provided in the remedy owner letter.

Q13: What if I have additional questions or concerns?

A13: 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.

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Certain 2003-2005 Model Year Corolla, Corolla Matrix, and Tundra and
Certain 2002 - 2005 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module

SAFETY RECALL NOTICE

This notice applies to your vehicle [VIN]

URGENT SAFETY RECALL
This is an important Safety Recall. The remedy will be performed at **NO CHARGE** to you.

[VIN]

Dear Toyota Owner:

Toyota strongly recommends that you have this Safety Recall remedy performed immediately. If you do not follow the instructions in this letter, you should not drive your vehicle.

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2003 - 2005 Model Year Corolla, Corolla Matrix, Tundra, and certain 2002 – 2005 Model Year Sequoia vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the Condition?

The subject vehicles are equipped with front passenger air bag assemblies. When operated in areas with consistently high absolute humidity, the front passenger air bag inflator could be susceptible to rupture and the front passenger air bag could deploy abnormally in a crash, increasing the risk of injury to the occupant.

What will Toyota do?

Any authorized Toyota dealer will replace the front passenger inflator assembly at **no charge** to you.

In the event a front passenger inflator assembly is not available, at the time of vehicle service, the dealer will follow procedures to temporarily disable the front passenger air bag assembly. In addition the dealer will install a glove box hang tag informing occupants that the front passenger seat should not be occupied until the front passenger inflator assembly is replaced and the airbag is fully functional.

What should you do?

This is an important Safety Recall

Toyota strongly recommends that you have this remedy performed immediately. Please contact any authorized Toyota dealer to schedule an appointment. When taking your vehicle to the dealership for your service appointment it is recommended that only the driver occupy the vehicle. If you are uncomfortable driving the vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick up. Until the remedy is performed, the front passenger seat should NOT be occupied.

The repair will take approximately 2 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

- ***Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.***
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

SAMPLE

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to http://www.safercar.gov.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

Please note that the dealer must complete the Safety Recall remedy before reimbursement consideration requests can be processed.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,
TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE