

TOYOTA

Updated 01/07/2015: 2005 Sequoia & Tundra Part Number Added
Updated 11/19/2014: Hang Tag Part Number Added
Updated 11/13/2014: ASM Reference Guide Added and UIO Updated
Updated 10/27/2014: Op. Codes Added
Updated 10/22/2014: Part Ordering Section update to clarify correct part for corresponding location

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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

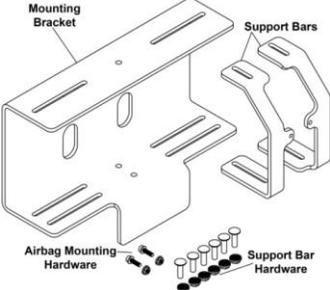
There are approximately **296,552** Toyota vehicles covered by this Safety Recall. The majority of vehicles covered by this superseding Safety Recall were previously part of Safety Recall DSF or Limited Regional Safety Recall E0V.

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.utodealer.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.utodealer.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.

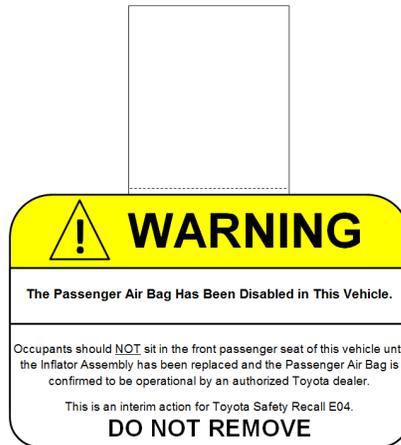
<http://toyota-d0f.imagespm.info/>

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.
00411-INFTAG-ENG	Safety Recall E04 Glove Box Hang Tag - English	1 Package Includes 25 Tags
00411-INFTAG-SPN	Safety Recall E04 Glove Box Hang Tag - Spanish	1 Package Includes 25 Tags

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	04004-7520C	INFLATOR ASSY KIT, INSTR PNL AIR BAG	1	MAC
		USTT & Hawaii	04004-7510C	INFLATOR ASSY KIT, INSTR PNL AIR BAG	1	DOS

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.



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

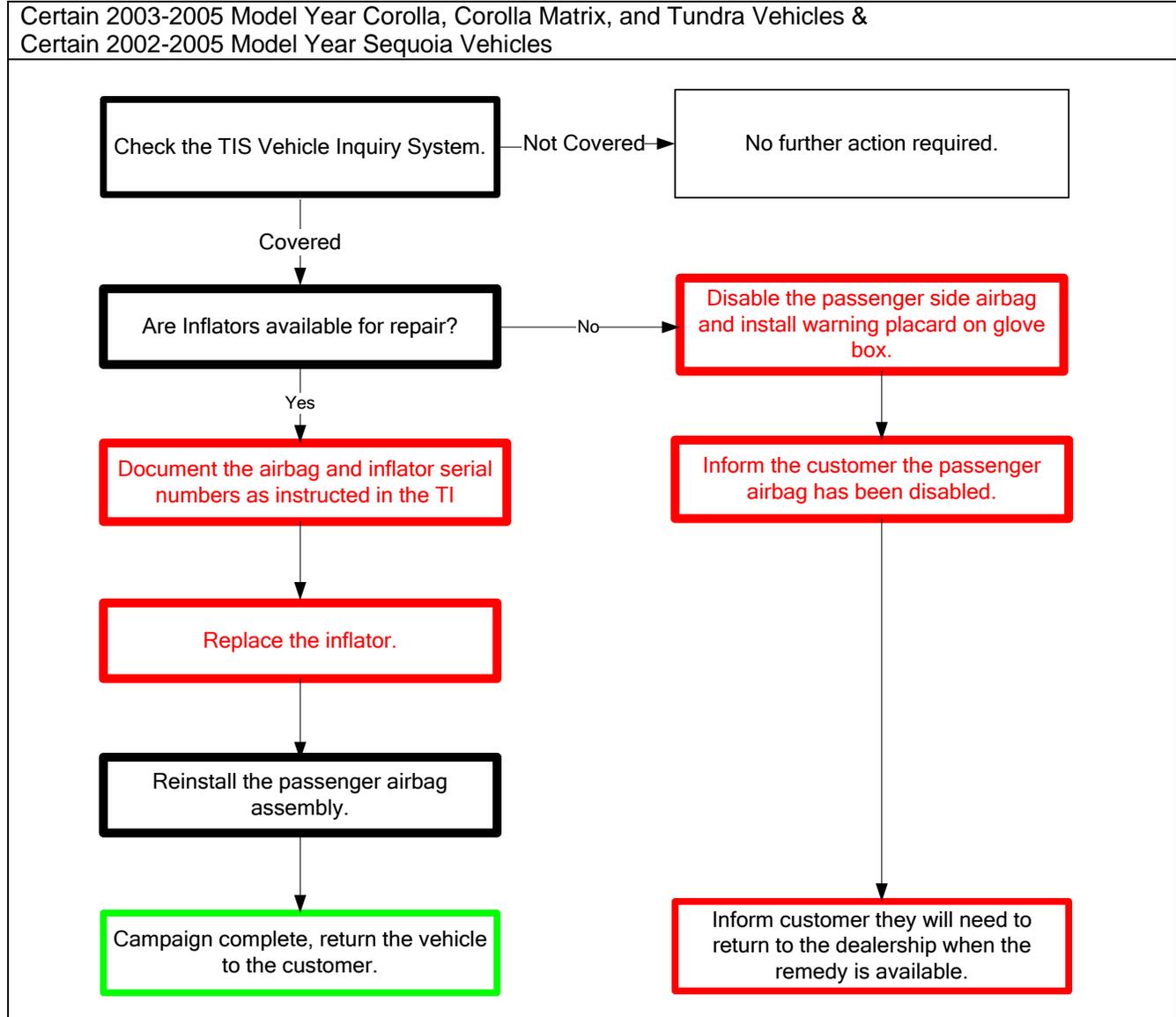
All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

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



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 10/24/2014

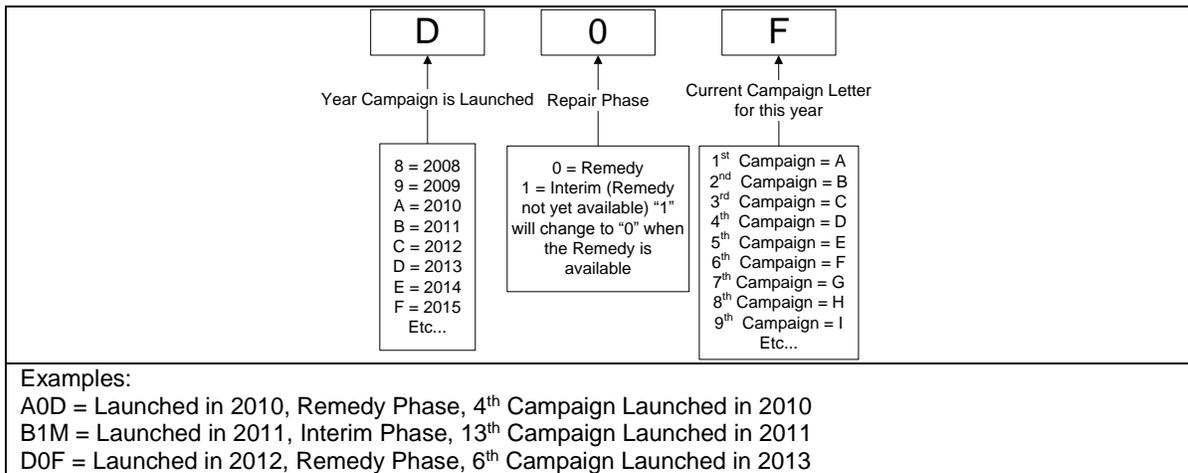
(Warranty Reimbursement Procedure Continued. . .)

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 10/24/2014

12. Campaign Designation Decoder



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.