TOYOTA

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

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

Subject: Safety Recall F0L – ***Remedy Notice***
2004 – 2005 Model Year RAV4
Front Driver Airbag Inflator

On May 13, 2015, 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 2004 – 2005 model year RAV4 vehicles.

Toyota has completed remedy preparation and will begin a phased owner notification. Refer to the Remedy Phase section to determine if the remedy is available in your region.

Condition
The subject vehicles are equipped with a Driver's front dual-stage airbag inflator. Toyota believes these inflators may have an increased potential for moisture intrusion over time. Moisture intrusion could potentially make the inflator assembly more susceptible to rupture during a crash. An inflator rupture may result in metal fragments striking and potentially seriously injuring the vehicle occupants.

Remedy
The remedy for this Safety Recall will be launched in phases due to limited parts availability. When the remedy becomes available in your region, Toyota will replace the front driver airbag inflator.

Covered Vehicles
There are approximately 159,700 2004 – 2005 RAV4 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
RAV4	2004 – 2005	Mid-May 2003 – Late October 2005

Owner Letter Mailing Date
Toyota will begin to notify owners in late August, 2015. ***This Safety Recall will be launched in phases; owners will be sent notifications when the remedy is available in their area.*** A sample of the owner notification letter has been included for your reference.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources 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 will be notified. If you are contacted by an owner who has not yet received a notification, please ***verify eligibility by confirming through TIS prior to performing repairs***. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Pre-Owned Vehicles in Dealer Inventory
Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be sold or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

Remedy Phase

Phase	Location: based on vehicle registration	Target Launch Date
1	***ALL HAH****, Gulf States Toyota and Southeast Toyota regions, and Puerto Rico States: AL, AR, FL, LA, GA, MS, NC, OK, SC, and TX	Mid-August, 2015
2	All Remaining Regions/States	October, 2015

***The first phase of this Safety Recall applies to owners of vehicles originally sold in, or currently/previously registered in, areas of High Absolute Humidity (HAH), encompassing the following states: Texas, Alabama, Mississippi, Georgia, South Carolina, Florida, Hawaii, and Louisiana. In addition, it includes Puerto Rico, Guam, Saipan, American Samoa, and the U.S. Virgin Islands.**

Dealer Summary Reports

Summary Reports containing the following will be enclosed in the dealer packet:

- The number of covered vehicles in your dealership's primary marketing area. Please verify eligibility by confirming through TIS prior to performing repairs.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair must also complete SB13B and are required to currently hold at least one of the following certification levels:

- Expert Technician – Electrical
- Master Technician
- Master Diagnostic Technician

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

Remedy Procedures

Please refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

Campaign Special Service Tools

The same tools that are used for the other Takata inflator Safety Recalls are also used for Safety Recall F0L; however, the support bars to mount the airbag in the bracket assembly are different. These support bars will be delivered to all dealers when the first phase of Safety Recall F0L is launched.

These tools are needed when performing the front driver airbag inflator 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.

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

Shipping Information for Removed Inflators

New Parts Return Shipping Process

NOTE: This updated inflator recovery program only applies to the Continental 48 States. Alaska, Hawaii and the US Territories will continue to use the previous program.

IMPORTANT: Effective July 1, 2015, the inflator part return process, **using Fed-Ex as the shipper was discontinued**. A new procedure using a third party coordinator (Stericycle Solutions) has been developed. With this new process, each dealer will be required to perform the following:

- Apply a return address label to the outside of each returned inflator box (**Label provided by Takata in the new part box**).
- Store the old inflators on a pallet until they accumulate 100 inflators or whatever amount is collected after 30 days.
- **Keep a running log of how many of each type (Driver or Passenger) inflators are on the pallet**.
- Secure the inflators on the pallet with shrink wrap.
- Contact Stericycle at 1-877-650-9409 to arrange LTL pick-up.
- Place an over-pack label on the palletized load and provide the LTL driver with the pre-filled out documentation that will be sent to the dealer by Stericycle.

The new process will not require the dealer to fill out any paperwork. All documents will be filled out by Stericycle and returned to the dealer. Refer to the Job Aid available on TIS for more details on the new process and how to get more labels.

Repair Quality Confirmation

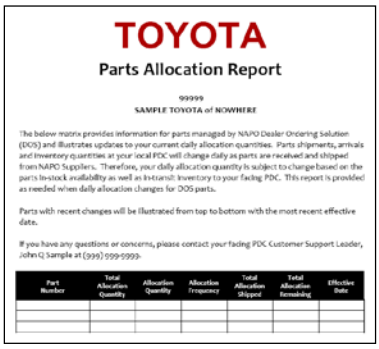
The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Parts Ordering Process

Due to limited availability, remedy parts have been placed on Dealer Ordering Solutions (DOS). Order quantities for each dealer will vary by location.

Part Number	Location	Description	Quantity
04005-08442	48 States in Continental U.S.	Front Driver Airbag Inflator Kit	1
04005-08342	USTT, Hawaii & Alaska	Front Driver Airbag Inflator Kit	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

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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.

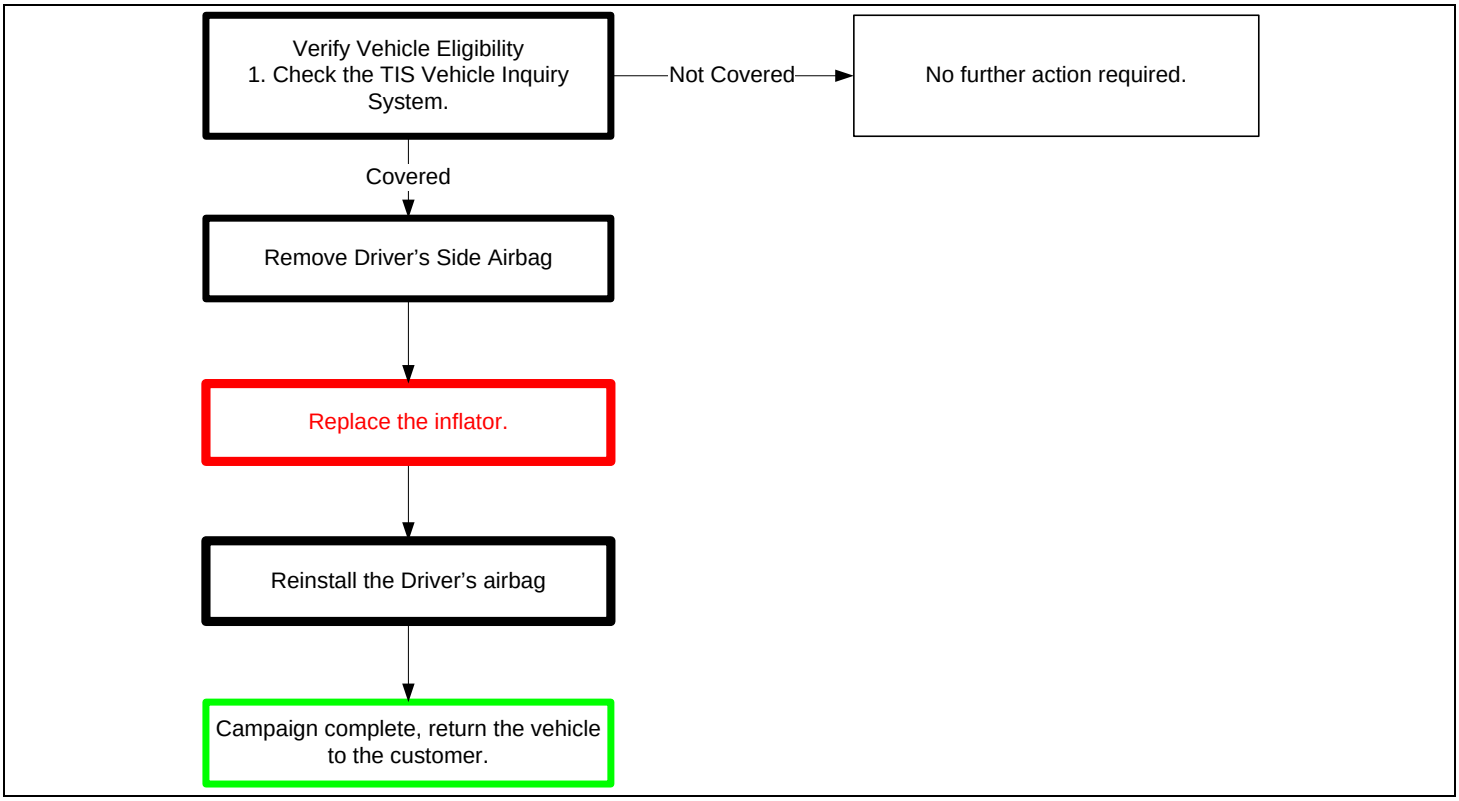
If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.

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

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.*

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
BGG22A	Replace Airbag Inflator	0.6

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Dealers may claim the cost for materials needed for inflator return shipping under opcode BGG22A at a maximum rate of $0.20 per vehicle as sublet type "ZZ."
- If a customer was provided a rental during the prelim/interim phases (F1L), or if parts are not available due to back order, a loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed as a sublet type "RT" under Op. Code BG22A ***Rentals greater than 4 days or $35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).***
- Towing can be claimed under Op. Code BG22A for a maximum of $250 as sublet type "TW" in the event the customer requested vehicle pickup.

Media Contacts

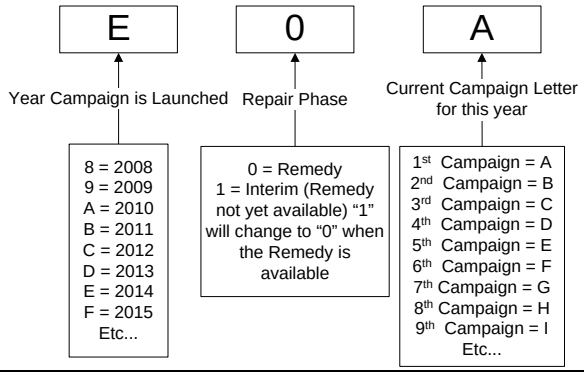
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

Campaign Designation Decoder



Examples:
A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2013

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 F0L – *Remedy Notice*
2004 – 2005 Model Year RAV4
Front Driver Airbag Inflator

Customer Frequently Asked Questions
Published August 19, 2015

Q1: ***What is the condition?***
A1: The subject vehicles are equipped with a Driver's front dual-stage airbag inflator. Toyota believes these inflators may have an increased potential for moisture intrusion over time. Moisture intrusion could potentially make the inflator assembly more susceptible to rupture during a crash. An inflator rupture may result in metal fragments striking and potentially seriously injuring the vehicle occupants.

Q1a: ***What is the inflator?***
A1a: The inflator is a device contained within the airbag assembly. It contains propellant which is ignited in the event airbag deployment is necessary. When ignited, the propellant expands into an inert gas, inflating the airbag.

Q2: ***What is Toyota going to do?***
A2: Toyota will send (in phases consistent with parts availability and repair capacity) an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the airbag inflator replaced at ***NO CHARGE.***

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 airbag to activate when it should not.*** Also, the front driver airbag is designed to inflate only in certain moderate to severe crashes.

Q3a: ***When does Toyota anticipate the remedy will be available?***
A3a: Toyota is currently launching this Safety Recall in phases based upon parts availability.

Phase	Location: based on vehicle registration	Target Launch Date
1	***ALL HAH****, Gulf States Toyota and Southeast Toyota regions, and Puerto Rico States: AL, AR, FL, LA, GA, MS, NC, OK, SC, and TX	Mid-August, 2015
2	All Remaining Regions/States	October, 2015

***The first phase of this Safety Recall applies to owners of vehicles originally sold in, or currently/previously registered in, areas of High Absolute Humidity (HAH), encompassing the following states: Texas, Alabama, Mississippi, Georgia, South Carolina, Florida, Hawaii, and Louisiana. In addition, it includes Puerto Rico, Guam, Saipan, American Samoa, and the U.S. Virgin Islands.**

Q4: ***Until the remedy is available in my area, are there any steps I can take to minimize the occurrence of this condition?***
A4: No, there are no steps you can take to minimize the occurrence of this condition. However, if you do not feel comfortable driving your vehicle, contact an authorized Toyota dealer. The dealer will provide a rental vehicle.

Q5: ***Are there concerns with other airbags in the vehicle?***
A5: No, this condition only applies to the front driver airbag inflator. Other airbags in the vehicle are not affected by this condition.

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Q6: Are all vehicles involved in the previous Takata front passenger inflator recall actions covered by this Safety Recall?

A6: No, this Safety Recall only applies to ***front driver airbag inflator*** on 2004 – 2005 RAV4 vehicles. None of the vehicles involved in this Safety Recall are involved in other Takata ***front passenger airbag inflator*** recall actions.

Q7: Which and how many vehicles are covered by this campaign?

A7: There are approximately 159,700 2004 – 2005 RAV4 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
RAV4	2004 – 2005	Mid-May 2003 – Late October 2005

Q7a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A7a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q8: How long will the repair take?

A8: The repair takes approximately one and a half hours; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q9: What if I previously paid for repairs related to this campaign?

A9: Reimbursement consideration instructions will be provided in the remedy owner letter.

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: What if I have addition questions or concerns?

A11: If you have additional questions or concern, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday – Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

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2004-2005 Model Year RAV4
Front Driver Airbag Inflator
SAFETY RECALL NOTICE (Remedy *Notice*)

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

[VIN]

Dear Toyota Customer:

This notice is 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 2004-2005 Model Year RAV4 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 a Driver's front dual-stage airbag inflator. Toyota believes these inflators may have an increased potential for moisture intrusion over time. Moisture intrusion could potentially make the inflator assembly more susceptible to rupture during a crash. In the event of a crash necessitating deployment of the driver's frontal airbag, the inflator could rupture with metal fragments striking the driver or other occupants resulting in serious injury or death.

What will Toyota do?
Any authorized Toyota dealer will replace the front driver airbag inflator at ***NO CHARGE*** to you.

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. If you are uncomfortable driving the vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick up.

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

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.***
- 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.

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.

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.

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