TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue, S207
Torrance, CA 90509-2991

TMS-NTC-14104
June 18, 2014

Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: Toyota Safety Recall – Dealer Notification Preliminary

To whom it may concern,

Please find attached the Dealer Notification – Preliminary Letter for Toyota Safety Recall 14V-312 on the following Toyota and Lexus vehicles:

- 2003 – Certain 2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles
- 2002 – Early 2004 Model Year Sequoia Vehicles
- 2002 – Certain 2003 Model Year and One 2004 Model Year SC430 Vehicles

If you have any questions regarding this matter, please contact me at (310) 468-1870.

Sincerely,

Wayne Hutchins

Quality Compliance Adminstrator

Attachments:
- Toyota 14V-312 Dealer Notification (Preliminary)
- Lexus 14V-312 Dealer Notification (Preliminary)

Austin Fadel / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
June 10, 2014
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Safety Recall DSF (D3F) *(Supplement to D0F) - Preliminary Notification*
2003 - Certain 2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles
2002- Early 2004 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module

This notification is being provided to inform dealerships of our intent to ***suspend Safety Recall D0F*** until further notice**.** Once remedy part preparation is complete, we will notify dealerships of the updated remedy procedure.

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. An update to the remedy procedure now requires the replacement of the airbag inflator module for ALL vehicles included in this supplemental action. Once parts are available, Toyota will re-notify owners of vehicles where Safety Recall D0F is not yet complete and vehicles that received an inspection only. Vehicles that received a replacement airbag inflator module are not included in this supplemental action.

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.

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
- Until further notice, dealers are requested to ***suspend*** Safety Recall D0F effective immediately.
- ***Toyota is currently preparing the remedy parts. Once remedy part preparation is complete, we will notify dealerships of the updated remedy procedure.***
- If a dealership is currently in the process of completing D0F (at the time of this announcement), Toyota requests that the airbag inflator be replaced before returning the vehicle to the customer.
- Claims for D0F must be submitted by June 16, 2014. After this date Toyota will be unable to accept D0F claims.
- DSF ("D3F" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting the morning of Wednesday, June 11, 2014.

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.)

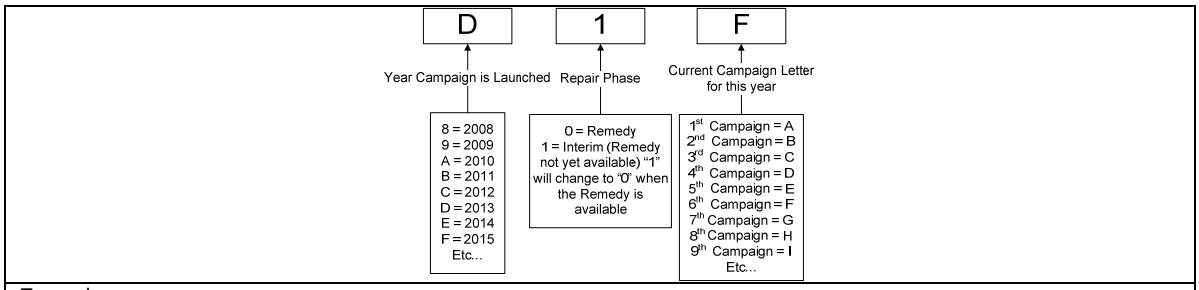
Customer Handling

A FAQ is attached to help dealerships 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.

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 un-remedied 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.

Campaign Designation Decoder



Examples:
A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
D1F = Launched in 2013, Interim Phase, 5th Campaign Launched in 2013

Please review this preliminary notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Safety Recall DSF (D3F) (Supplement to D0F) – Preliminary Notification
2003 - Certain 2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles
2002 - Early 2004 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module

Customer Frequently Asked Questions

Published Early June, 2014

We at Toyota care greatly about your safety while we prepare the remedy parts for this condition. We are providing the following information to keep you informed of the recall details. Please check back frequently as this document will be updated.

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. **Due to an updated remedy procedure, once parts preparation is complete, Toyota will re-notify owners of vehicles included in Safety Recall D0F that have *not* had the airbag inflator module replaced.**

The remedy, when available, will involve replacement of the inflator for ALL vehicles identified in this supplemental action.

Q1: Why is Toyota conducting a supplemental recall for D0F?

A1: An update to the remedy procedure now requires the replacement of the airbag inflator module for all vehicles included in this recall. ***Once parts preparation is complete***, Toyota will re-notify owners of vehicles that did not complete Safety Recall D0F and vehicles that received an inspection only. Vehicles that already received a replacement airbag inflator module are not included in this supplemental action.

We sincerely apologize for any inconvenience this may cause you.

Q2: What is the condition?

A2: 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.

Q2a: What is the Inflator?

A2a: The inflator is a device contained within the airbag assembly. It contains a solid propellant wafer which is ignited in the event airbag deployment is necessary. When ignited, the wafer expands into an inert gas, inflating the airbag.

Q2b: What is the cause of this condition?

A2b: Propellant wafers manufactured with inadequate compression force or with improper humidity levels may have been used during assembly of the inflator.

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 passenger airbag is designed to inflate only in certain moderate to severe crashes, and the number of inflators actually affected by the condition is small. To further minimize risks, customers should locate passengers in the rear seating positions.

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Q4: What is Toyota going to do?

A4: **Toyota is currently working on obtaining the necessary remedy parts.** Once the parts are available, we will notify owners. ***In the meantime Toyota dealers will be unable to replace the airbag inflator module due to limited parts availability.*** The inspection procedure will no longer be included in the remedy procedure.

Once the remedy parts have been produced in sufficient quantities, Toyota will send (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 module replaced at **no charge**.

Q4a: When does Toyota anticipate the remedy will be available?

A4a: Toyota is currently working on obtaining the remedy parts for this Safety Recall. Toyota anticipates it will take several months to prepare a sufficient quantity of remedy parts.

Q4b: How does Toyota obtain my mailing information?

A4b: Toyota uses industry provider who works with each states 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.

Q4c: When the remedy becomes available, do I need my owner letter to have the remedy performed?

A4c: 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.

Q5: Which and how many vehicles are covered by this Safety Recall?

A5: 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	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	

Q5a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A5a: Yes. There are approximately 35,000 SC430 vehicles (2002 through certain 2003 and one 2004 MY) covered by this Safety Recall in the US.

Q6: What if I previously paid for repairs to my vehicle for this condition?

A6: Reimbursement consideration instruction will be provided in the remedy owner letter.

Q7: What if I have additional questions or concerns?

A7: 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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Kathy Wachs / Service and Parts Operations
Lexus Customer Services
June 10, 2014
Approved by: Don Fordiani

Safety Recall DSC (D3C) (Supplement to DLC) – *Preliminary Notice*
2002 through certain 2003 Model Year and One 2004 Model Year SC 430 Vehicles
Front Passenger Air Bag Inflator Module
*********URGENT*********

This notification is being provided to inform you of our intent to ***suspend Safety Recall DLC*** until further notice. Once remedy part preparation is complete, we will notify you of the updated remedy procedure.

Background

The original remedy for Safety Recall DLC launched in early August, 2013, included an inspection and, if necessary, replacement of the airbag inflator module. An update to the remedy procedure now requires the replacement of the airbag inflator module for ALL vehicles included in this supplemental action. Once parts are available, Lexus will re-notify owners of vehicles where Safety Recall DLC is not yet complete and vehicles that received an inspection only. Vehicles that received a replacement airbag inflator module are not included in this supplemental action.

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 35,000 Lexus vehicles covered by this Safety Recall in the US. However, vehicles covered by Safety Recall DLC that received a replacement airbag inflator module, are not included in this supplemental action.

Model	Model Year	VDS	Begin	End
SC 430	2002	FN48Y	0001059	0035548
	2003	FN48Y	0035116	0046972
	2004	FN48Y	0051445	0051445

Status

- Until further notice, dealers are requested to ***suspend*** Safety Recall DLC effective immediately.
- ***Lexus is currently preparing the remedy parts. Once remedy part preparation is complete, we will notify dealerships of the updated remedy procedure.***
- If a dealership is currently in the process of completing DLC (at the time of this announcement), Lexus requests that the airbag inflator be replaced before returning the vehicle to the customer.
- Claims for DLC must be submitted by June 16, 2014. After this date Lexus will be unable to accept DLC claims.
- DSC ("D3C" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting the morning of Wednesday, June 11, 2014.

Pre-Owned Vehicles in Dealer Inventory

Lexus 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, until the remedy is available, dealers can deliver pre-owned vehicles if they disclose to the customer that the vehicle is subject to a Safety Recall and Lexus 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 Handling

A Q&A is attached to assist you in responding to any customer questions or concerns. If the customer has any further questions they are requested to contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm PST, or Saturday, 7:00 am through 4:00 pm PST.

Thank you for your understanding and cooperation.

Attachment

Safety Recall DSC (D3) (Supplement to DLC) – *Preliminary Notice*
2002 through certain 2003 Model Year and One 2004 Model Year SC 430 Vehicles
Front Passenger Air Bag Inflator Module

Background
The original remedy for Safety Recall DLC launched in early August, 2013, included an inspection and, if necessary, replacement of the airbag inflator module. Due to an updated remedy procedure, once parts preparation is complete, Lexus will re-notify owners of vehicles included in Safety Recall DLC that have *not* had the airbag inflator module replaced.

The remedy, when available, will involve replacement of the inflator for ALL vehicles identified in this supplemental action.

Q1: Why is Lexus conducting a supplemental recall for DLC?
A1: An update to the remedy procedure now requires the replacement of the airbag inflator module for all vehicles included in this recall. *Once parts preparation is complete*, Lexus will re-notify owners of vehicles that did not complete Safety Recall DLC and vehicles that received an inspection only. Vehicles that already received a replacement airbag inflator module are not included in this supplemental action.

We sincerely apologize for any inconvenience this may cause you.

Q2: What is the condition?
A2: 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.

Q2a: What is the Inflator?
A2a: The inflator is a device contained within the airbag assembly. It contains a solid propellant wafer which is ignited in the event airbag deployment is necessary. When ignited, the wafer expands into an inert gas, inflating the airbag.

Q2b: What is the cause of this condition?
A2b: Propellant wafers manufactured with inadequate compression force or with improper humidity levels may have been used during assembly of the inflator.

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 passenger airbag is designed to inflate only in certain moderate to severe crashes, and the number of inflators actually affected by the condition is small. To further minimize risks, customers should locate passengers in the rear seating positions.

Q4: What is Lexus going to do?
A4: Lexus is currently working on obtaining the necessary remedy parts. Once the parts are available, we will notify owners. *In the meantime Lexus dealers will be unable to replace the airbag inflator module due to limited parts availability.* The inspection procedure will no longer be included in the remedy procedure.

Once the remedy parts have been produced in sufficient quantities, Lexus will send (consistent with parts availability and repair capacity), an owner notification by first class mail advising owners to make an appointment with their authorized Lexus dealer to have the airbag inflator module replaced at **no charge**.

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Q4a: When does Lexus anticipate the remedy will be available?

A4a: Lexus is currently working on obtaining the remedy parts for this Safety Recall. Lexus anticipates it will take several months to prepare a sufficient quantity of remedy parts.

Q4b: How does Lexus obtain my mailing information?

A4b: Lexus uses industry provider who works with each states 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.

Q4c: When the remedy becomes available, do I need my owner letter to have the remedy performed?

A4c: 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.

Q5: Which and how many vehicles are covered by this Safety Recall?

A5: There are approximately 35,000 SC 430 vehicles (2002 through certain 2003 and one 2004 MY) covered by this Safety Recall in the U.S. However, vehicles covered by Safety Recall DLC that received a replacement airbag inflator module, are not included in this supplemental action.

Model Name	Model Year	Production Period
SC430	2002 through certain 2003 and One (1) 2004	Late December, 2000 through Mid-May, 2003

Q5a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A5a: Yes, there are approximately 731,300 Toyota vehicles (2003 - 2004 Corolla, 2003 - 2004 Corolla Matrix, 2003 - 2004 Tundra, and 2002- 2004 Sequoia) covered by this Safety Recall in the U.S.

Q6: What if I previously paid for repairs to my vehicle for this condition?

A6: Reimbursement consideration instruction will be provided in the remedy owner letter.

Q7: What if I have additional questions or concerns?

A7: If you have additional questions or concerns, please contact the Lexus Customer Assistance Center at 1-800-255-3987 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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