Lonnie Peterson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
October 24, 2014
Approved By: Bob Waltz

Updated 2/09/2015: Update to UIO
Update 11/13/2014: ASM Reference Guide
Update 11/13/2014: Update to UIO

To: All Toyota Dealers
From: Product Support Division

Safety Recall DSF (D3F) *(Supplement to D0F) – Interim Notice*
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 made to inform dealers, 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. Please note an updated customer FAQ has been provided. 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. Additional information will be provided at a later date 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 were originally approximately 701,300 Toyota vehicles covered by the DSF (D3F) Safety Recall in the US. Approximately 145,150 vehicles originally covered DSF (D3F) are now part of Superseding Safety Recall E04 for High Absolute Humidity locations. There are now approximately 556,150 covered by Safety Recall DSF (D3F). Vehicles covered by Safety Recall D0F that received a replacement airbag inflator module are not included in either action.

Model	Model Year	Appx. UIO	Production Range
Corolla	2003 – 2004	364,150	Mid-December, 2001 through Early April, 2004
Corolla Matrix	2003 – 2004	65,400	Mid-December, 2001 through Late January, 2004
Tundra	2003 – 2004	77,300	Late May, 2002 through Early July, 2004
Sequoia	2002 – 2004	49,300	Early April, 2002 through Mid-July , 2004

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.**
- 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 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)
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 Late October, 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, which included an inspection and, if necessary, replacement of the airbag inflator module. In early June 2014, a supplemental Safety Recall was announced with a revised remedy which involved replacement of the passenger inflator module regardless of inspection results. Due to parts production capacity, the supplemental Safety Recall DSF (D3F) will be launched in phases. **Once parts are produced in sufficient quantities, Toyota will re-notify owners of vehicles originally included in Safety Recall D0F that have not had the passenger airbag inflator module replaced.** Vehicles that already received a replacement passenger airbag inflator module are not included in this supplemental Safety Recall.

Q1: What is the condition?

A1: 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.

Q1a: What is the Inflator?

A1a: 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.

Q1b: What is the cause of this condition?

A1b: Propellant wafers manufactured with inadequate compression force or with improper humidity levels may have been used during assembly of the inflator.

Q2: How does my vehicle related to the recent news coverage about Takata and Toyotas new action for Areas of High Absolute Humidity?

A2: Toyota has two separate Safety Recall actions related to Takata inflators. One is a nationwide recall and a second is focused on the gulf coastal and other areas with consistently high absolute humidity. Your vehicle is included in nationwide Takata recall activity and your passenger air bag inflator will be replaced when parts become available.

Takata has tested parts recovered from recalled vehicles. Test results from the parts recovered from consistently high absolute humidity areas (such as Florida and the Gulf Coast) have shown a possible correlation with high absolute humidity areas and improper passenger air bag inflator deployment. Test results of parts from areas with lower absolute humidity than these coastal regions have shown proper deployment. The geographic concentration of inflators with abnormal performance in these areas with consistently high absolute humidity warrants priority replacement in these areas. Therefore, Toyota has announced superseding Safety Recall E04 for areas with High Absolute Humidity, and is prioritizing the remedy of vehicles in these areas.

© 2014 Toyota Motor Sales, USA

Q2a: What is absolute humidity?

A2a: 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.

Q2b: Why is Toyota offering Passenger Air Bag Disablement for vehicles in Superseding Safety Recall E04 and not my vehicle?

A2b: At this time, Toyota has a very limited supply of replacement air bag inflators which are being sent to the Florida and Gulf Coast areas to assist customers there. We are offering customers in these areas a temporary option to have their passenger air bag inflator disabled.

Airbag disablement is an extraordinary measure and only is being offered in the Gulf Coast area as a "short term" solution when parts are not available. *The National Highway Traffic Safety Administration (NHTSA) has granted Toyota permission to temporarily disable airbags only in these areas, but no others.*

Q2c: Which vehicles from Safety Recall DSF (D3F) are now covered by Superseding Safety Recall E04?

A2c: Approximately 145,150 vehicles originally involved in DSF (D3F) are now involved in Superseding Safety Recall E04. Vehicle transferred to E04 were 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.

Q2d: Until the remedy is available in my area, are there any steps I can take to minimize the occurrence of this condition.

A2d: No, There are no steps you can take to minimize the occurrence of this condition. *However, the condition does not cause the airbag to activate when it should not.* Also the front passenger air bag is designed to inflate only in certain moderate to severe crashes*. To further minimize risk, Toyota recommends that you locate passengers into the rear seating positions.*

Q3: What is Toyota going to do?

A3: **Toyota is currently working on obtaining the necessary remedy parts.** Once the parts are available, we will notify owners.

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

Q3a: When does Toyota anticipate the remedy will be available?

A3a: Toyota is currently working on obtaining the remedy parts for this Safety Recall. The expected parts availability date for locations beyond the Gulf Coastal areas is early next year.

Q3b: How does Toyota obtain my mailing information?

A3b: Toyota uses an 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.

Q3c: When the remedy becomes available, do I need my owner letter to have the remedy performed?

A3c: 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.

© 2014 Toyota Motor Sales, USA

Q4: Which and how many vehicles are covered by this Safety Recall?

A4: There were originally approximately 701,300 Toyota vehicles covered by the DSF (D3F) Safety Recall in the US. Approximately 145,150 vehicles originally covered DSF (D3F) are now part of Superseding Safety Recall E04 for High Absolute Humidity locations. There are now approximately 556,150 covered by Safety Recall DSF (D3F). Vehicles covered by Safety Recall D0F that received a replacement airbag inflator module are not included in either action.

Model	Model Year	Appx. UIO	Production Range
Corolla	2003 – 2004	364,150	Mid-December, 2001 through Early April, 2004
Corolla Matrix	2003 – 2004	65,400	Mid-December, 2001 through Late January, 2004
Tundra	2003 – 2004	77,300	Late May, 2002 through Early July, 2004
Sequoia	2002 – 2004	49,300	Early April, 2002 through Mid-July , 2004

Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A4a: Yes. There are approximately 26,525 SC 430 vehicles (2002 through certain 2003 and one 2004 MY) covered by this Safety Recall in the U.S. Approximately 10,500 vehicles originally covered by DSC (D3C) are now part of Superseding Safety Recall ELG for High Absolute Humidity locations. There are now 16,000 vehicles covered by Safety Recall DSC (D3C). Vehicles covered by Safety Recall DLC that received a replacement airbag inflator module are not included in either action.

Q5: What if I previously paid for repairs to my vehicle for this condition?

A5: Reimbursement consideration instruction will be provided in the remedy owner letter.

Q6: What if I have additional questions or concerns?

A6: 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.

© 2014 Toyota Motor Sales, USA

Safety Recall D0F/DSF(D3F)/E0V(E1V)/E04 - Supplemental ASM Reference
2003 - Certain 2005 Model Year Corolla, Corolla Matrix, and Tundra Vehicles
2002 - Early 2005 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module

The following information is being provided to help dealership associates understand the differences between the multiple Takata actions Toyota has announced.

Safety Recall Overview:

In April 2013, Toyota announced a nationwide Safety Recall (D0F) to inspect and, as necessary, replace front passenger air bag inflator modules manufactured for Toyota by Takata Corporation. In June 2014, the recall remedy was revised to replace all inflators regardless of inspection results. The revision of the remedy was announced as a new Safety Recall DSF (D3F). All vehicles that did not receive a replacement inflator under D0F were included in DSF (D3F).

Safety Recall
DSF (D3F)

Nationwide

In cooperation with NHTSA, Toyota also launched in June 2014, a Limited Regional Recall E0V (E1V) covering an expanded model year range for certain areas with high levels of absolute humidity to study the possible correlation of abnormal inflator deployment to environmental factors. As part of these actions, Toyota recovered air bag inflators for further investigations by Takata. Testing found some inflators from South Florida to perform abnormally during deployment.

Safety Recall
E0V (E1V)

Regional

Not Active – Superseded by E04

The geographic concentration of inflators with abnormal performance in areas with consistently high absolute humidity warranted priority replacement in these areas. Therefore, Toyota has launched superseding Safety Recall (E04) which involves vehicles originally sold in or currently registered in areas that are exposed to consistent High Absolute Humidity encompassing the Gulf Coastal and island areas. These vehicles were previously included in Safety Recalls D0F/DSF and E0V.

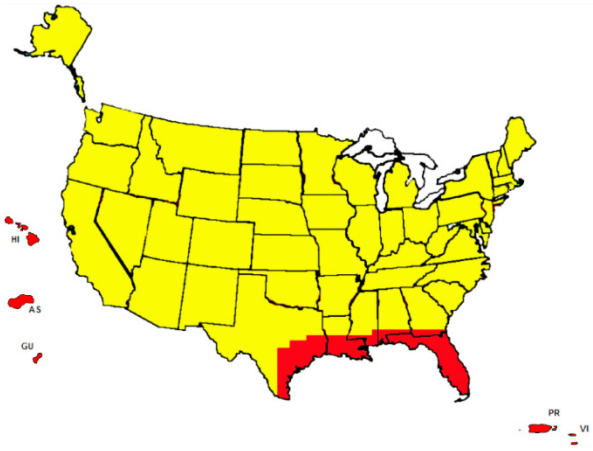
Safety Recall
E04

Regional

The map below provides a visual representation of the areas which have been included in Superseding Safety Recall E04 (Red Area). The yellow portion of the map represents an approximate geographic representation of vehicles covered by Safety Recall DSF (D3F).

Safety Recall DSF:
2003-2004 Corolla
2003-2004 Corolla Matrix
2003-2004 Tundra
2002-2003 Sequoia

Safety Recall E04:
2003-2005 Corolla
2003-2005 Corolla Matrix
2003-2005 Tundra
2002-2005 Sequoia



Legend
= DSF (D3F)
= E04

Note: This map is provided for reference purposes only. The inclusion of vehicles in Safety Recall E04 and DSF (D3F) may differ from the visual representation shown on the map. Always verify vehicle campaign applicability using the Technical Information System (TIS).

© 2014 Toyota Motor Sales, USA
Version 1.0

Q1: Is the remedy different between DSF and E04?

A1: No, all vehicles involved in DSF and E04 will receive a replacement passenger Air Bag Inflator as parts become available. At this time Toyota has a limited number of inflators; therefore, we are first focusing on the E04 area, because testing of some recovered inflators from South Florida experienced abnormal performance. In the event parts are not available, Toyota is also offering passenger airbag disablement for the areas covered in E04 only.

Q2: Why is Toyota offering Passenger Air Bag Disablement only for vehicles in Superseding Safety Recall E04?

A2: At this time, Toyota has a very limited supply of replacement air bag inflators which are being sent to the E04 areas to assist customers there. We are offering customers in these areas a temporary option to have their passenger air bag inflator disabled.

Airbag disablement is an extraordinary measure and only is being offered in the E04 areas as a "short term" solution when parts are not available. *The National Highway Traffic Safety Administration (NHTSA) has granted Toyota permission to temporarily disable airbags only in these areas, but no others.*

Q3: Which vehicles from Safety Recall DSF (D3F) are now covered by Superseding Safety Recall E04?

A3: Approximately 145,150 vehicles originally involved in DSF (D3F) are now involved in Superseding Safety Recall E04. Vehicle transferred to E04 were 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.

Q4: When does Toyota anticipate the remedy will be available?

A4: Toyota is currently working on obtaining the remedy parts for this Safety Recall. The expected parts availability date for locations beyond the E04 areas is early next year.

Q5: What is absolute humidity?

A5: 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-type 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.