

# TOYOTA

**Update 02/09/2015: Update to UIO**  
**Update 11/13/2014: ASM Reference Guide Added**  
**Update 11/13/2014: Update to UIO**  
**Update 10/24/2014: FAQ updated with additional information related to E04**  
**Update 08/11/2014: Update to Operation Codes regarding Sequoia Large Retaining Hex Nut**  
**Sample Owner Letter Added**

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 **DSF (Supplement to D0F) – Remedy Notice (Phase 1)**  
2003-2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles  
2002-Early 2004 Model Year Sequoia Vehicles  
Front Passenger Airbag Inflator Module

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.

**Toyota has completed the remedy preparations and will begin mailing the remedy owner letter for Phase 1 of Safety Recall DSF.**

## **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.

## **Remedy**

**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.

Toyota dealers included in the Phase 1 remedy will replace the Airbag Inflator Module at **NO CHARGE** to the vehicle owner.

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

### **1. Owner Letter Mailing**

Toyota has completed remedy preparations for Phase 1 and will begin to notify owners in early July 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.*

**Please note that only owners of the covered vehicles included in Phase 1 that have not had the airbag inflator module replaced as part of Safety Recall D0F will be notified.** If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

## 2. Dealer/Owner Lists

Summary Reports, containing the number of covered vehicles in your dealership's primary marketing area, have been enclosed in the dealer package. (Please verify eligibility by confirming through TIS prior to performing repairs.)

## 3. Pre-Owned Vehicles in Dealer Stock

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.

## 4. Number and Identification of 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.

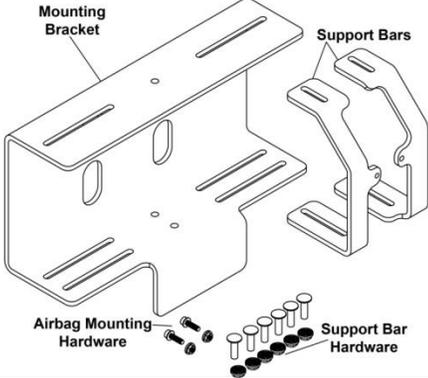
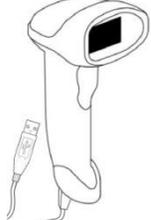
Model	Model Year	Appx. UIO	Production Range
Corolla	2003 – 2004	364,150	Mid-December, 2001 through Early April, 2004
Corolla Matrix	2003 – 2004	65,400	Mid-December, 2001 through Late January, 2004
Tundra	2003 – 2004	77,300	Late May, 2002 through Early July, 2004
Sequoia	2002 – 2004	49,300	Early April,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

Please note that only owners of the covered vehicles included in Phase 1 that have not had the airbag inflator module replaced as part of Safety Recall D0F will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

**5. Campaign Special Service Tools**

In a shipment which was scheduled to arrive on July 31, 2013, your dealership was sent a package containing special service tools for Safety Recall D0F which will also be used for this campaign.

These tools are needed when performing the front passenger airbag 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
Airbag Mounting Bracket & hardware		1
Barcode Scanner		1

**6. 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.

**7. 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](http://www.uotdealer.com)) This E-Learning module will explain the proper procedure for documenting and returning the Airbag Inflator Assembly to TK Holdings Incorporated.



(Parts Ordering Process Continued . . .)

### **MAC Parts Ordering Process**

To ensure parts availability these kits have been placed on Manual Allocation Control (MAC). If you require a part that has been placed on MAC, please send an email to [PQSS\\_MAC@Toyota.com](mailto:PQSS_MAC@Toyota.com) with the following information:

- **Subject Line: DSF 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.***

Model	Part Number	Part Description	Qty.
Corolla Matrix	04003-28101	INFLATOR ASSY KIT, INSTR PNL AIR BAG	1
Tundra & Sequoia	04003-2810C	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.*

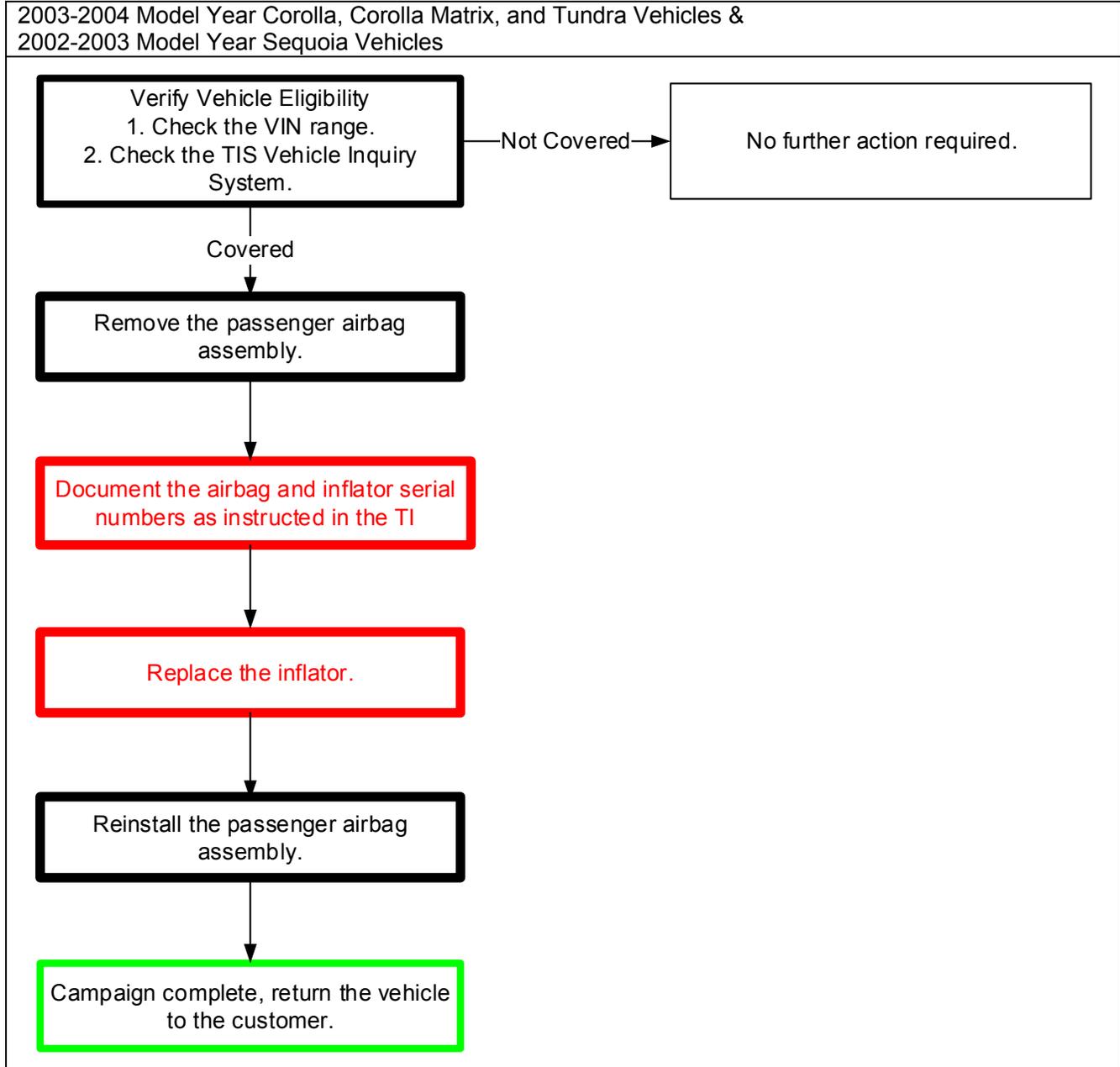
***In the limited cases, where the serial number is illegible, the Airbag Assembly will require replacement. Please contact your regional representative for further direction on vehicle repair and claim filing procedures.***

## **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	AGG48B	Replace Airbag Inflator Module	1.2 hr/vehicle
Corolla & Matrix	AGG48G	Replace Airbag Inflator Module	0.9 hr/vehicle

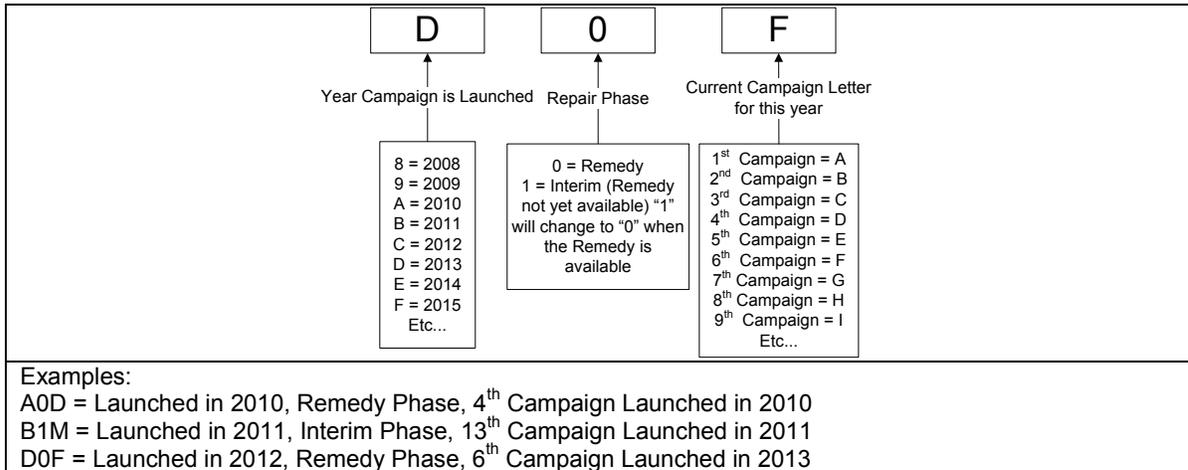
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

(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)	AGG48W	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

**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](http://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 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.

**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.

**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.

<b>Model</b>	<b>Model Year</b>	<b>Appx. UIO</b>	<b>Production Range</b>
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.



**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).



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.



**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.



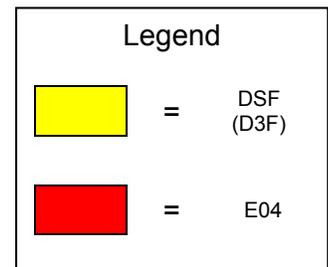
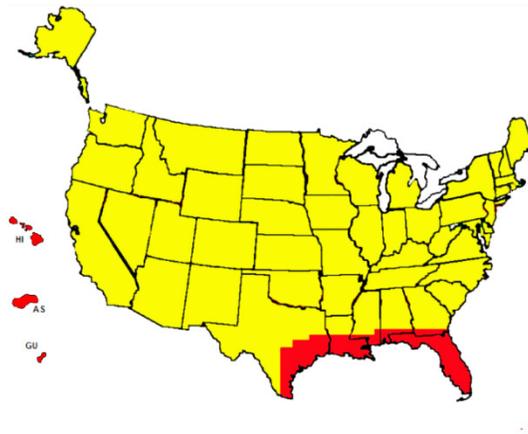
**The map below provides a visual representation of the areas which have been included in Superseding Safety Recall E04 (Red Area). The yellow portion of the map represents an approximate geographic representation of vehicles covered by Safety Recall DSF (D3F).**

**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



*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).*

**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.



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

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

**2003–2004 Model Year Corolla, Corolla Matrix, and Tundra and  
2002–Early 2004 Model Year Sequoia Vehicles  
Front Passenger Airbag Inflator Module  
SAFETY RECALL NOTICE  
REVISED REMEDY PROCEDURE**

This notice applies to your vehicle: VIN ABCDEFGH987654321

Dear Toyota Owner:

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 2003–2004 Model Year Corolla, Corolla Matrix, Tundra, and 2002–Early 2004 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.

In early August, 2013, Toyota initiated a Safety Recall covering these vehicles (Safety Recall #D0F). The original remedy for Safety Recall D0F included an inspection and, if necessary, replacement of the airbag inflator module. Toyota is now updating this remedy. **Toyota will now replace the airbag inflator module on all vehicles covered under this Safety Recall that have not had the airbag inflator module replaced under the original Safety Recall D0F.** This new Safety Recall (#DSF) supersedes D0F and should be completed on your vehicle as soon as possible.

**According to our records, you had the previous recall completed, and the airbag inflator module was not replaced,** or you did not have the previous recall completed. In either case, we are asking that you please bring your vehicle to a Toyota dealer to have the airbag inflator module replaced. If you are not sure whether your vehicle's airbag inflator module was replaced, please contact an authorized Toyota dealer or the Customer Experience Center (see **"What if you have other questions"** below for the Customer Experience Center contact information).

We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.

**What will Toyota do?**

If the airbag inflator module **was not** previously replaced under Safety Recall D0F, any authorized Toyota dealer will replace the module at **no charge** to you.

**What is the 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.

**What should you do?**

***This is an important Safety Recall.***

**Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.**

The repair will take approximately one hour. 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](http://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](http://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 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. 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 [www.safercar.gov](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 repairs to address this specific condition, please mail all required paperwork\* to the following address for reimbursement consideration and allow 6–8 weeks for processing:

Toyota Motor Sales, U.S.A., Inc.  
Toyota Customer Experience, WC10  
19001 South Western Avenue  
Torrance, CA 90509

*\*Please refer to the attached Reimbursement Checklist for required paperwork details.*

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.



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

**URGENTE REPARACIÓN PREVENTIVA DE SEGURIDAD**

Ésta es una importante notificación de reparación preventiva de seguridad. **La reparación revisada se efectuará SIN COSTO para usted.**

**Vehículos Corolla, Corolla Matrix, y Tundra años 2003–2004 y  
Vehículos Sequoia años 2002–Principios de 2004  
Módulo de Inflado de la Bolsa de Aire del Pasajero Delantero  
AVISO DE REPARACIÓN PREVENTIVA DE SEGURIDAD  
PROCEDIMIENTO DE REPARACIÓN REVISADA**

Este aviso aplica a su vehículo: VIN ABCDEFGH987654321

Estimado propietario de Toyota:

Le estamos enviando este aviso de acuerdo con los requisitos establecidos en el Acta de Tráfico Nacional y de Seguridad de Vehículos Motorizados. Toyota ha decidido que existe un defecto, el cual se relaciona con la seguridad del vehículo motorizado, en ciertos vehículos Corolla, Corolla Matrix, y Tundra años 2003–2004, y vehículos Sequoia años 2002–Principios de 2004.

Usted recibió este aviso porque nuestros registros, basados principalmente en la información de registro y titularidad estatal, indican que es el propietario actual.

A comienzos de agosto de 2013, Toyota inició una Reparación Preventiva de Seguridad que cubre a estos vehículos (Reparación Preventiva de Seguridad N°D0F). La reparación original para la reparación preventiva de seguridad N°D0F incluía una inspección y, en caso de ser necesario, el reemplazo del módulo de inflado de la bolsa de aire. En este momento, Toyota está actualizando esta reparación. **Toyota reemplazará el módulo de inflado de la bolsa de aire en todos los vehículos cubiertos por esta reparación preventiva de seguridad donde no se haya reemplazado el módulo de inflado de la bolsa de aire en virtud de la reparación preventiva de seguridad D0F original.** Esta nueva reparación preventiva de seguridad (N°DSF) reemplaza N°D0F y debe realizarse a su vehículo lo antes posible.

**Según nuestros registros, usted realizó la reparación preventiva anterior y no se reemplazó el módulo de inflado de la bolsa de aire,** o no realizó la reparación preventiva de seguridad anterior. Cualquiera sea el caso, le pedimos que traiga su vehículo a un concesionario de Toyota para reemplazar el módulo de inflado de la bolsa de aire. Si no está seguro si le reemplazaron el módulo de inflado de la bolsa de aire, comuníquese con un concesionario Toyota autorizado o con el Centro de Experiencia del Cliente (ver “¿Qué si tiene otras preguntas?” a continuación) para obtener la información de contacto del Centro de Experiencia del Cliente).

Lamentamos sinceramente cualquier inconveniente que esto pudiera ocasionarle, pero tomamos esta medida para garantizar su seguridad.

**¿Qué hará Toyota?**

Si el módulo de inflado de la bolsa de aire **no** se reemplazó anteriormente en virtud de la reparación preventiva de Seguridad D0F, cualquier concesionario Toyota autorizado lo reemplazará **sin costo** para usted.

**¿Cuál es la condición?**

Los vehículos en cuestión están equipados con infladores de la bolsa de aire del pasajero delantero que pueden haber sido montados con propulsores incorrectamente fabricados. Los propulsores incorrectamente fabricados podrían causar la ruptura del inflador y que la bolsa de aire del pasajero delantero se despliegue de manera anormal en el caso de un choque, aumentando el riesgo de lesiones para el ocupante.

**¿Qué debe hacer usted?**

**Ésta es una reparación preventiva de seguridad importante**

**Por favor comuníquese con cualquier concesionario Toyota autorizado y solicite una cita para que realicen la reparación lo antes posible.**

La reparación tomará aproximadamente una hora; sin embargo, según los trabajos programados por el concesionario, puede ser necesario dejar el vehículo por un período de tiempo más largo.

No necesita una carta para el propietario para que se implemente esta reparación preventiva; sin embargo, para colaborar con el concesionario con la confirmación de la admisibilidad del vehículo, le solicitamos que presente este aviso al concesionario en el momento de traer el vehículo para realizar el servicio.

Si desea actualizar la información de contacto o de propiedad de su vehículo, puede hacerlo registrándose en [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate). Necesitará su número de identificación del vehículo (VIN) completo de 17 dígitos para ingresar la nueva información.

#### **¿Qué si tiene otras preguntas?**

- ***Su concesionario Toyota local responderá con gusto a todas sus preguntas y programará una cita para efectuar la reparación.***
- Puede encontrar información adicional y localizar un concesionario de Toyota en su área por visitar [www.toyota.com/recall](http://www.toyota.com/recall).
- Si necesita más asistencia o información, puede comunicarse con el Centro de Experiencia al Cliente de Toyota, al 1-888-270-9371, de lunes a viernes, de 5:00 a.m. a 6:00 p.m., o los sábados, de 7:00 a.m. a 4:00 p.m., hora del Pacífico.

Si cree que el concesionario o Toyota no ha logrado o no puede solucionar el defecto dentro de un plazo razonable, usted puede presentar una queja al Administrador, a la *National Highway Traffic Safety Administration* [Administración Nacional de Seguridad Vial en Autopistas], 1200 New Jersey Avenue S.E., Washington, DC 20590, o llamar sin cargo a la línea directa de Seguridad Automotor al 1-888-327-4236 (TTY: 1-800-424-9153), o visite: [www.safercar.gov](http://www.safercar.gov).

#### **¿Qué sucede si ya hubiera pagado previamente las reparaciones de su vehículo por esta condición específica?**

Si ya hubiera pagado previamente por reparaciones relacionadas con esta condición específica, por favor envíe por correo toda la papelería necesaria\* a la siguiente dirección para que se considere el reembolso y permita de 6 a 8 semanas para procesar su solicitud:

Toyota Motor Sales, U.S.A., Inc.  
Toyota Customer Experience, WC10  
19001 South Western Avenue  
Torrance, CA 90509

*\*Consulte la lista de verificación para reembolso adjunta para conocer los detalles sobre la papelería necesaria.*

Si usted es arrendador del vehículo, las leyes federales requieren que cualquier arrendador de un vehículo que reciba este aviso de reparación preventiva debe enviar una copia de dicha notificación al arrendatario dentro diez días.

Hemos enviado este aviso porque estamos interesados en su constante satisfacción con nuestros productos y lamentamos profundamente todo inconveniente que esta situación pudiera haberle ocasionado.

Gracias por conducir un Toyota.

Atentamente,

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



## Reimbursement Checklist

- Repair Order or Invoice
  - Must include the following information:
    - Mileage on the date that the repair order was created
    - Itemized breakdown of labor charges for each repair performed
    - Detailed diagnosis statement
      1. Why was the vehicle brought into the repair facility?
      2. What was the repair facility's diagnosis?
      3. What did the repair facility do to correct the concern?
- Proof-of-Payment
  - Only the following items are valid proof-of-payment:
    - Copy of a cancelled check
    - Copy of a signed credit card receipt
    - Copy of a credit card statement
    - (If paid by cash) Letter from repair facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- Proof-of-Ownership
  - Only the following items are valid proof-of-ownership:
    - Copy of the Bill of Sale
    - Copy of the Title
- Name, Address and Phone Number printed on all documents

If the repair was completed prior to the Safety Recall launch or completed at an independent repair facility, Toyota requires that the vehicle visits a Toyota Dealership for inspection of the repair in order to complete the Safety Recall prior to reimbursement consideration.



## Lista de verificación para reembolso

- Factura u orden de reparación
  - Debe incluir la siguiente información:
    - Millas recorridas a la fecha en que se creó la orden de reparación
    - Desglose detallado de los cargos por mano de obra de cada reparación efectuada
    - Declaración detallada del diagnóstico
      1. ¿Por qué se llevó el vehículo al centro de reparaciones?
      2. ¿Cuál fue el diagnóstico del centro de reparaciones?
      3. ¿Qué hizo el centro de reparaciones para corregir el problema?
- Comprobante de pago
  - Solo los siguientes son comprobantes de pago válidos:
    - Copia de cheque cobrado
    - Copia de recibo de tarjeta de crédito firmado
    - Copia de resumen de tarjeta de crédito
    - (Si se pagó en efectivo) Carta del centro de reparaciones, con membrete de la empresa, firmada por el gerente, en la cual se verifique la cantidad pagada en efectivo
- Comprobante de propiedad
  - Solo los siguientes son comprobantes de propiedad válidos:
    - Copia de la factura de venta
    - Copia del título de propiedad
- Nombre, dirección y número de teléfono en letra de imprenta en todos los documentos

Si la reparación se completó antes de que se lanzara la Reparación Preventiva de Seguridad o se realizó en un centro de reparaciones independiente, Toyota exige que el vehículo visite un Concesionario Toyota para que se inspeccione la reparación con el fin de completar la Reparación Preventiva de Seguridad antes de la consideración del reembolso.