

TOYOTA

Update 02/18/2014: Launch of Phase 2
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

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Torrance, CA 90501
(310) 468-4000

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

Subject: Safety Recall **DSF Remedy Notice (Phase 2)**
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 April, 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 2 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 and included vehicles registered in Florida, Hawaii, Puerto Rico and the U.S. Virgin Islands.

Phase 2: **Launching in mid-February, 2015, for vehicles registered in Gulf States Toyota (GST) and South East Toyota (SET) Distributors.**

Additional Phases: Toyota is currently working on obtaining the remedy parts for subsequent phases of this Safety Recall. Additional information will be provided as remedy parts become available.

Toyota dealers included in Phases 1 and 2 are requested to replace the Airbag Inflator Module at **NO CHARGE** to the vehicle owner.

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

1. Owner Letter Mailing

Toyota has completed remedy preparations for Phase 2 of this Safety Recall and will begin to notify owners in late February, 2015.

Toyota makes significant effort 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 2 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 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.

4. Number and Identification of Covered Vehicles

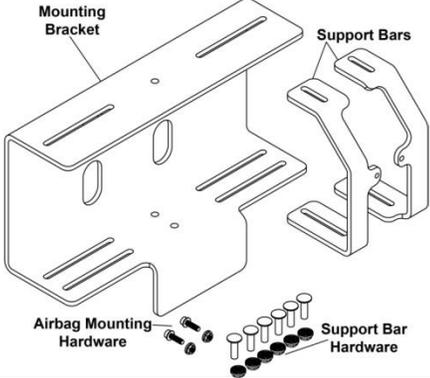
There were approximately 701,300 Toyota vehicles covered by the DSF (D3F) Safety Recall in the US. Approximately 145,150 vehicles originally covered by DSF (D3F) are now part of Superseding Safety Recall E04 for High Absolute Humidity locations. There are now approximately 556,150 covered by Safety Recall 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 |

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) 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 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.

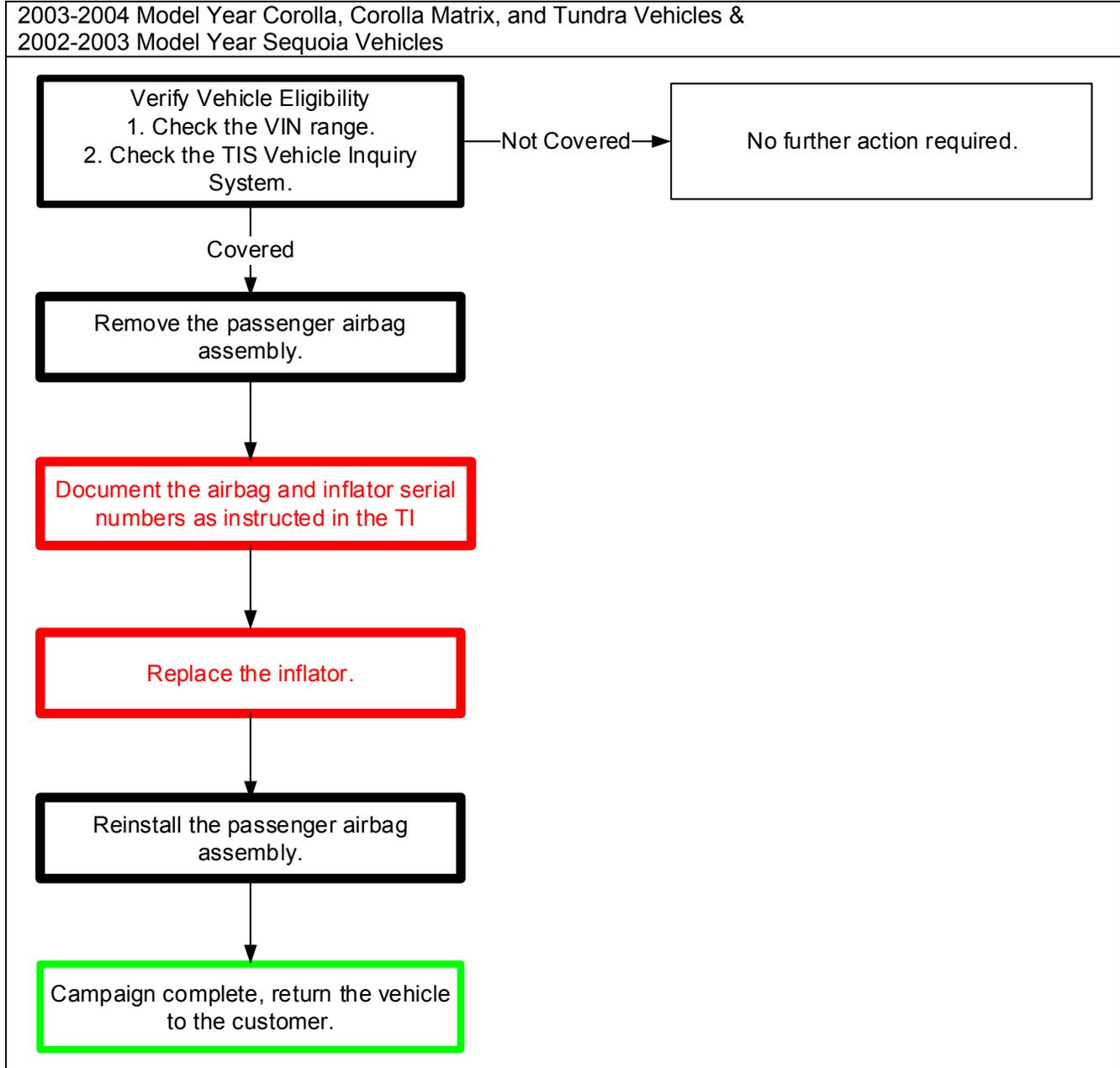
In the limited cases where the serial number is illegible, the Airbag Assembly will require replacement. Please contact your regional representative for further direction on vehicle repair and claim filing procedures.

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 |

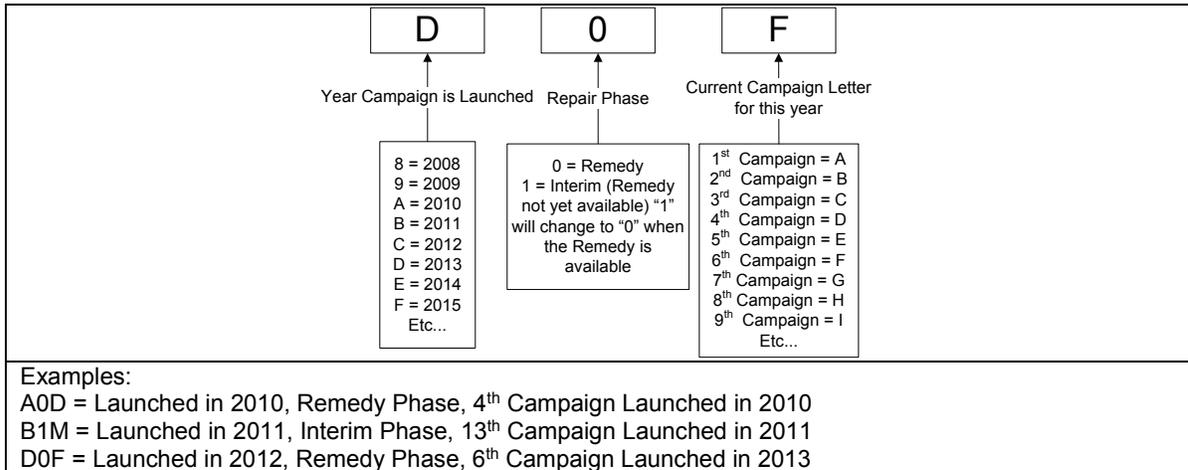
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

(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 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)
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 April, 2013 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 solid propellant wafers which are ignited in the event airbag deployment is necessary. When ignited, the wafers expand 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 Takata and Toyota 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: Which vehicles from Safety Recall DSF (D3F) are now covered by Superseding Safety Recall E04?

A2b: Approximately 145,150 vehicles originally involved in DSF (D3F) are now involved in Superseding Safety Recall E04. Vehicle transferred to E04 were originally sold, currently registered, or ever 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.

Q2c: Until the remedy is available in my area, are there any steps I can take to minimize the occurrence of this condition.

A2c: 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 launching this campaign in phases based upon parts availability.

Phase 1: Launched in late June, 2014 and included vehicles registered in Florida, Hawaii, Puerto Rico and the U.S. Virgin Islands.

Phase 2: **Launching in mid-February, 2015, for vehicles registered in Gulf States Toyota (GST) and South East Toyota (SET) distributors.**

Additional Phases: Toyota is currently working on obtaining the remedy parts for sequential phases of this Safety Recall. Additional information will be provided as remedy parts become available.

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 approximately 701,300 Toyota vehicles covered by the DSF (D3F) Safety Recall in the US. Approximately 145,150 vehicles originally covered by 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.



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

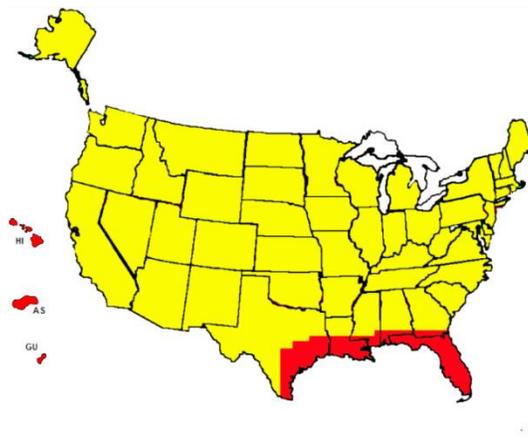
The map below provides a visual representation of the areas which have been included in Superseding Safety Recall E04 (Red Area). The yellow portion of the map represents an approximate geographic representation of vehicles covered by Safety Recall DSF (D3F).

Safety Recall DSF:

- 2003-2004 Corolla
- 2003-2004 Corolla Matrix
- 2003-2004 Tundra
- 2002-2004 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).

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.