

# TOYOTA

**Update 04/09/2015: Phase 4 Launch and Important Reminder Added**  
**Update 02/09/2015: Update to UIO**  
**Update 11/13/2014: ASM Reference Guide Added and 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 and Sample Owner Letter Added**

Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
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(310) 468-4000

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

Subject: Safety Recall **DSF Remedy Notice (Phase 4)**  
2003-2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles  
2002-Early 2004 Model Year Sequoia Vehicles  
Front Passenger Airbag Inflator Module

## **IMPORTANT REMINDER**

**All dealerships, regardless of location, are eligible to perform the DSF Remedy. Vehicle applicability for remedy repair is being released in phases consistent with parts availability and customer registration history.**

Confirm vehicle eligibility for Remedy in TIS prior to scheduling any appointments or starting repairs.

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 4 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    | Location   | Launch Date              |
|----------|--|--------------------------|
| 1        | Vehicles registered in Florida, Hawaii, Puerto Rico and the U.S. Virgin Islands.         | Late June, 2014          |
| 2        | Vehicles registered in Gulf States Toyota (GST) and Southeast Toyota (SET) Distributors. | Mid-February, 2015       |
| 3        | Vehicles registered in Central Atlantic Toyota (CAT).                                    | Late March, 2015         |
| <b>4</b> | <b>Vehicles registered in San Francisco and Los Angeles Regions</b>                      | <b>Early April, 2015</b> |

**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 through 4 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 4 of this Safety Recall and will begin to notify owners in late April, 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 4 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.

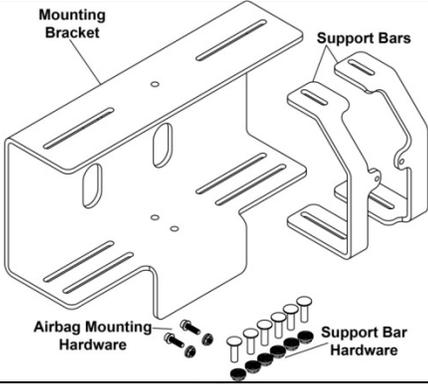
| <b>Model</b>   | <b>Model Year</b> | <b>Appx. UIO</b> | <b>Production Range</b>                       |
|----------------|-------------------|------------------|---|
| Corolla        | 2003 – 2004       | 364,150          | Mid-December, 2001 through Early April, 2004  |
| Corolla Matrix | 2003 – 2004       | 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      |

### **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.

(Campaign Special Service Tools Continued . . . )

| 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 DOF – 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.

**8. Shipping Information for Removed Inflator Assemblies**

**IMPORTANT:** Do not deploy the removed inflator. The removed used inflator must be returned, within 1-2 business days after replacement directly to the manufacturer TK Holdings Incorporated.

As the shipper, you are responsible for proper packing and document completion. The person packaging the inflator must have received hazardous material training per 49CFR 172.702 ([EHM001](#) "HazmatU General Awareness Hazardous Materials Training" found on [www.uotdealer.com](http://www.uotdealer.com)), and the training records must be on file at your dealership. The U.S. Department of Transportation will impose substantial fines and/or penalties on the shipper if the packaging, labeling, or documentation is not properly prepared and Customer Copy of OP 900PRP form is not kept on file for a minimum of 2 years.

(Shipping Information for Removed Inflator Assemblies Continued . . . )

Each dealer will need to document a unique dealer specific CCN number on the return shipment form. You can locate your dealer unique CCN number by logging into the following website.

<http://toyota-d0f.imagespm.info/>

Default Password “XXXXX”

In addition to the E-Learning module, a laminated “Campaign D0F – 48 State FEDEX Ground Shipment Preparation” aid was previously sent to your dealership when the D0F Remedy launched. Additional copies of the aid can be found on TIS and inside of each new parts box.

**9. Parts Ordering Process**

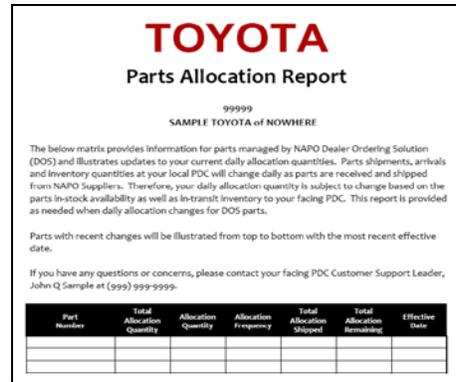
Due to limited availability the parts have been placed on Dealer Ordering Solutions (DOS). Order quantities for each part number will vary based on the dealership’s location.

**DOS Parts Ordering Process**

Orders should be placed through the dealership’s facing PDC. This kit has been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

| Model            | Part Number | Part Description                     | Qty. |
|------------------|-------------|--------------------------------------|------|
| Corolla Matrix   | 04003-28101 | INFLATOR ASSY KIT, INSTR PNL AIR BAG | 1    |
| Corolla          | 04003-28102 | INFLATOR ASSY KIT, INSTR PNL AIR BAG | 1    |
| Tundra & Sequoia | 04003-2810C | INFLATOR ASSY KIT, INSTR PNL AIR BAG | 1    |

Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume \* PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file Safety Recall claims and coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.



**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.

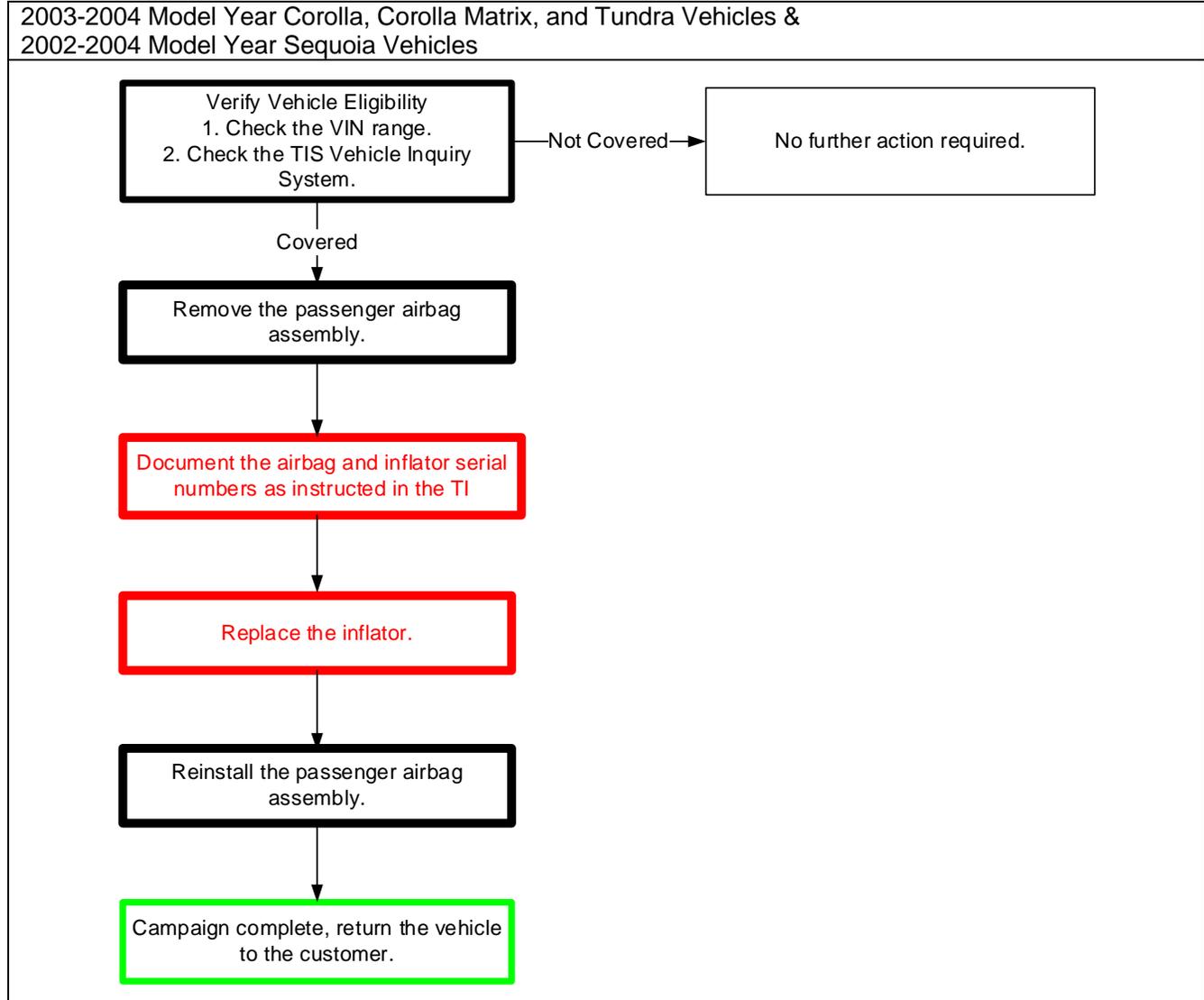
**In the limited cases where the serial number is illegible, the Airbag Assembly will require replacement. Please contact your regional representative for further direction on vehicle repair and claim filing procedures.**

**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**



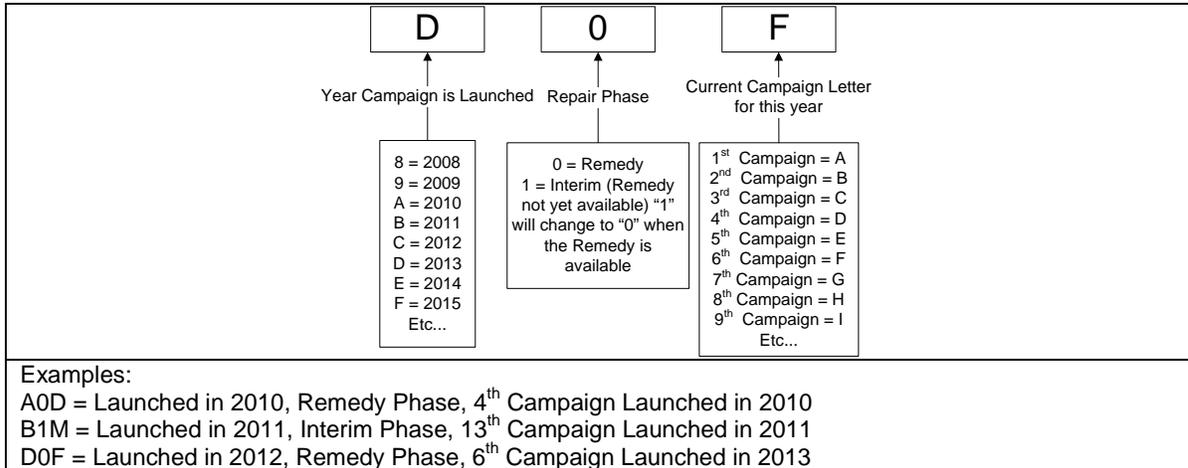
| Model            | Op. Code | Description                    | Flat Rate Hour |
|------------------|----------|--------------------------------|----------------|
| Tundra & Sequoia | AGG48B   | Replace Airbag Inflator Module | 1.2 hr/vehicle |
| Corolla & Matrix | AGG48G   | Replace Airbag Inflator Module | 0.9 hr/vehicle |

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

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<br>Vehicle not Involved Under this Safety Recall<br>(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)

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 | Location   | Launch Date              |
|-------|--|--------------------------|
| 1     | Vehicles registered in Florida, Hawaii, Puerto Rico and the U.S. Virgin Islands.         | Late June, 2014          |
| 2     | Vehicles registered in Gulf States Toyota (GST) and Southeast Toyota (SET) Distributors. | Mid-February, 2015       |
| 3     | Vehicles registered in Central Atlantic Toyota (CAT).                                    | Late March, 2015         |
| 4     | <b>Vehicles registered in San Francisco and Los Angeles Regions</b>                      | <b>Early April, 2015</b> |

**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.

**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.

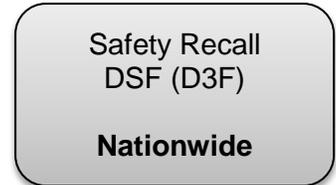


**Safety Recall D0F/DSF(D3F)/E0V(E1V)/E04 - Supplemental ASM Reference**  
**2003 - Certain 2005 Model Year Corolla, Corolla Matrix, and Tundra Vehicles**  
**2002 - Early 2005 Model Year Sequoia Vehicles**  
**Front Passenger Airbag Inflator Module**

**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).



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/previously 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.



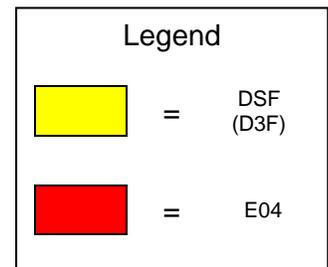
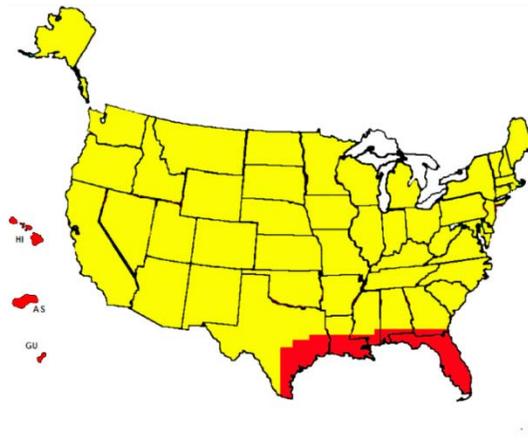
**The map below provides a visual representation of the areas which have been included in Superseding Safety Recall E04 (Red Area). The yellow portion of the map represents an approximate geographic representation of vehicles covered by Safety Recall DSF (D3F).**

**Safety Recall DSF:**

- 2003-2004 Corolla
- 2003-2004 Corolla Matrix
- 2003-2004 Tundra
- 2002-2004 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: Is Toyota offering passenger air bag disablement?**

A2: No. Toyota was only offering passenger air bag disablement as a temporary measure while sufficient parts were being produced. Toyota now has sufficient parts to support vehicles covered under E04. If you previously had the front passenger air bag disabled due to unavailability of parts, please contact your dealer promptly to complete inflator replacement.

**Q2a: Why was Toyota temporarily offering passenger air bag disablement under Safety Recall E04?**

A2a: At the time, Toyota had a very limited supply of replacement air bag inflators to support vehicles covered under E04. This was only a temporary option for customers whose vehicles are covered under E04. While parts were being produced in sufficient quantity, the National Highway Traffic Safety Administration (NHTSA) granted Toyota permission to temporarily disable airbags only in High Absolute Humidity (E04) areas, but no others.

Updated 2/24/2015

**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/previously 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, U.S. Virgin Islands and Hawaii.

**Q4: When does Toyota anticipate the remedy will be available for the remaining portion of Safety Recall DSF?**

A4: Toyota is currently working on obtaining the remedy parts for subsequent phases of Safety Recall DSF. Additional information will be provided as remedy parts become available.

**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 (Remedy 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 April, 2013 Toyota announced a nationwide Safety Recall (D0F) to inspect and, if necessary, replace the front passenger airbag inflator. In June, 2014 the Safety Recall remedy was revised to replace all front passenger airbag inflators regardless of inspection results. The revision is Safety Recall DSF.

According to our records, either (1) you did not have the previous recall (D0F) performed, or (2) this recall was performed and the inspection revealed that the replacement of the airbag inflator was not required.

**In either case, you need to bring your vehicle to a Toyota dealership to have the airbag inflator module replaced.**

**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 with metal fragments striking and potentially seriously injuring the vehicle occupants in the event of a crash.

**What will Toyota do?**

Any authorized Toyota dealer will replace the passenger airbag inflator module at **no charge** to you.

**What should you do?**

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

Toyota has completed parts preparation for vehicles in your geographic area. Please contact any authorized Toyota dealer to schedule an appointment to have this remedy performed as soon as possible. The repair will take approximately 2 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until the remedy is performed, we recommend that you do not operate the vehicle with occupants in the front passenger seat. We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.

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.*

Please note that the dealer must complete the Safety Recall remedy before reimbursement consideration requests can be processed.

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.