

TMS-NTC-13202  
August 16, 2013

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

Re: Toyota Safety Recall 13V-133 Dealer Notification - Remedy

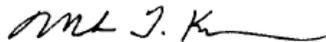
To whom it may concern,

Please find attached the Dealer Notification - Remedy Letter for Toyota Safety Recall 13V-133 on the following Toyota and Lexus vehicles:

- 2003-2004 Model Year Corolla, Corolla Matrix, and Tundra
- 2002-2003 Model Year Sequoia
- 2002 through certain 2003 Model Year SC 430

If you have any questions regarding this matter, please contact me at (310) 468-5316.

Sincerely,



Quality Compliance Assistant Manager

Attachments:

- Lexus 13V-133 (DLC) Dealer Notification (Remedy)
- Toyota 13V-133 (D0F) Dealer Notification (Remedy)



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 (D0F) – **Remedy Available**  
2003-2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles  
2002-Early 2004 Model Year Sequoia Vehicles  
Front Passenger Airbag Inflator Module

As previously announced, in April, 2013, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on 2003-2004 Model Year Corolla, Corolla Matrix, Tundra, and 2002-Early 2004 Model Year Sequoia vehicles.

**Toyota has completed remedy preparations and will now begin mailing the remedy owner letter.**

### **Condition**

The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant wafers. There is a small chance that improperly manufactured propellant wafers could cause the inflator to rupture due to excessive force and propel fragments toward occupants in the event of a crash, increasing the risk of serious injury.

### **Remedy**

Toyota dealers will perform an inspection and, if necessary, replace the Airbag Inflator Assembly 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 and will begin to notify owners in Mid-August, 2013. A sample of the owner notification letter has been included for your reference.

*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 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 verify whether their Pre-Owned vehicles in dealer inventory are covered by this Safety Recall. If a vehicle is covered, the dealer should perform the Safety Recall remedy prior to customer delivery.

**4. Number and Identification of Covered Vehicles**

There are approximately 731,000 Toyota vehicles covered by this Safety Recall in the United States. Approximately 170,000 Toyota and Lexus vehicles have the subject airbag inflators installed and will require replacement.

Model	WMI	MY	VDS	START	FINISH	Model	WMI	MY	VDS	START	FINISH
Corolla	1NX	2003	BR32E	Z000001	ZPP4315	Sequoia	5TD	2002	BT44A	S105679	S137479
		2004		Z190447	Z336017			2003		S101211	S181304
		2003	BR38E	Z000012	Z190424			2002	BT48A	S105332	S137474
		2004		Z190512	Z303812			2003		S100652	S181302
	2T1	2003	BR32E	C000086	C778027			2002	ZT34A	S105617	S137484
		2004		C165645	C815358			2003		S100034	S181311
		2003	BR38E	C000082	C745159			2004		S237174	S237174
		2004		C167737	C781339			2002		ZT38A	S105454
	JTD	2003	BR32E	0002007	0051596		2003	5TB	BN441		S332744
				2000003	2016855		2004			S435495	S435495
				0051487	0053025		2003		BT441	S316368	S425621
		2016856	2044363	2004	S442936		S442936				
		2004	BR38E	0006684	0051592		2003		BT481	S306031	S398309
				2000004	2016852		2004			S445112	S445112
	0051779			0053026	2004		DT441	S439597	S460798		
	2016863	2044321	2003	DT481	S439032			S455784			
Corolla Matrix	2T1	2003	KR32E	C000083	C774535	2004	ET341	S461298	S461298		
		2004		C165644	C268306	2003	JN321	S332745	S398299		
		2003	KR38E	C000094	C165424		KT441	S330788	S398060		
		2004		C165737	C165757	RN341	S307943	S398308			
		2003	KY32E	C000098	C700045	2004	RT341	S306032	S398301		
		2004		C165726	C171347	2003	RT381	S439819	S454581		
		2003	KY38E	C000118	C165579	2004		S308386	S398306		
		2004		C165661	C166108	2003	TX	S443733	S443733		
		2003	LR32E	C000084	C776114	2004					
		2004		C165669	C278005						
		2003	LR38E	C001163	C165585						

Please note that only owners of the covered vehicles 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.

A UIO matrix by state is provided to inform your dealership of the number of covered vehicles in your state.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	926	HI	6,713	MI	8,193	NV	7,037	UT	6,580
AL	9,309	IA	3,530	MN	8,445	NY	35,674	VA	22,400
AR	4,141	ID	2,453	MO	8,426	OH	21,655	VT	1,946
AZ	14,286	IL	23,367	MS	4,822	OK	5,607	WA	15,028
CA	144,414	IN	7,665	MT	1,284	OR	8,509	WI	9,569
CO	10,021	KS	4,357	NC	20,032	PA	25,007	WV	2,511
CT	9,788	KY	8,973	ND	504	RI	3,460	WY	665
DC	1,292	LA	10,610	NE	2,119	SC	8,914		
DE	1,679	MA	23,238	NH	4,308	SD	721		
FL	65,354	MD	20,947	NJ	24,912	TN	11,780		
GA	22,896	ME	2,959	NM	4,075	TX	57,070		

**5. Campaign Special Service Tools**

In a separate shipment, which was scheduled to arrive on July 31, your dealership was sent a package containing special service tools for this campaign. When received, the package will have a fluorescent (green, orange, yellow, or pink) label like the sample shown below for easy identification.



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.utodealer.com](http://www.utodealer.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.utodealer.com](http://www.utodealer.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.

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 will be sent to each dealership. Additional copies of the aid can be found on TIS and inside of each new parts box.

**9. Parts Ordering Process**

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

Campaign	Part Number	Model	Part Description	Qty.
D0F	04003-28101	Corolla Matrix	INFLATOR ASSY KIT, INSTR PNL AIR BAG	1 (As Needed)
	04003-28102	Corolla	INFLATOR ASSY KIT, INSTR PNL AIR BAG	1 (As Needed)
	04003-2810C	Tundra & Sequoia	INFLATOR ASSY KIT, INSTR PNL AIR BAG	1 (As Needed)

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.

TOYOTA						
Parts Allocation Report						
99999						
SAMPLE TOYOTA of NOWHERE						
The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts livestock availability as well as in transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.						
Parts with recent changes will be illustrated from top to bottom with the most recent effective date.						
If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.						
Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

(Parts Ordering Process Continued . . .)

**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.**

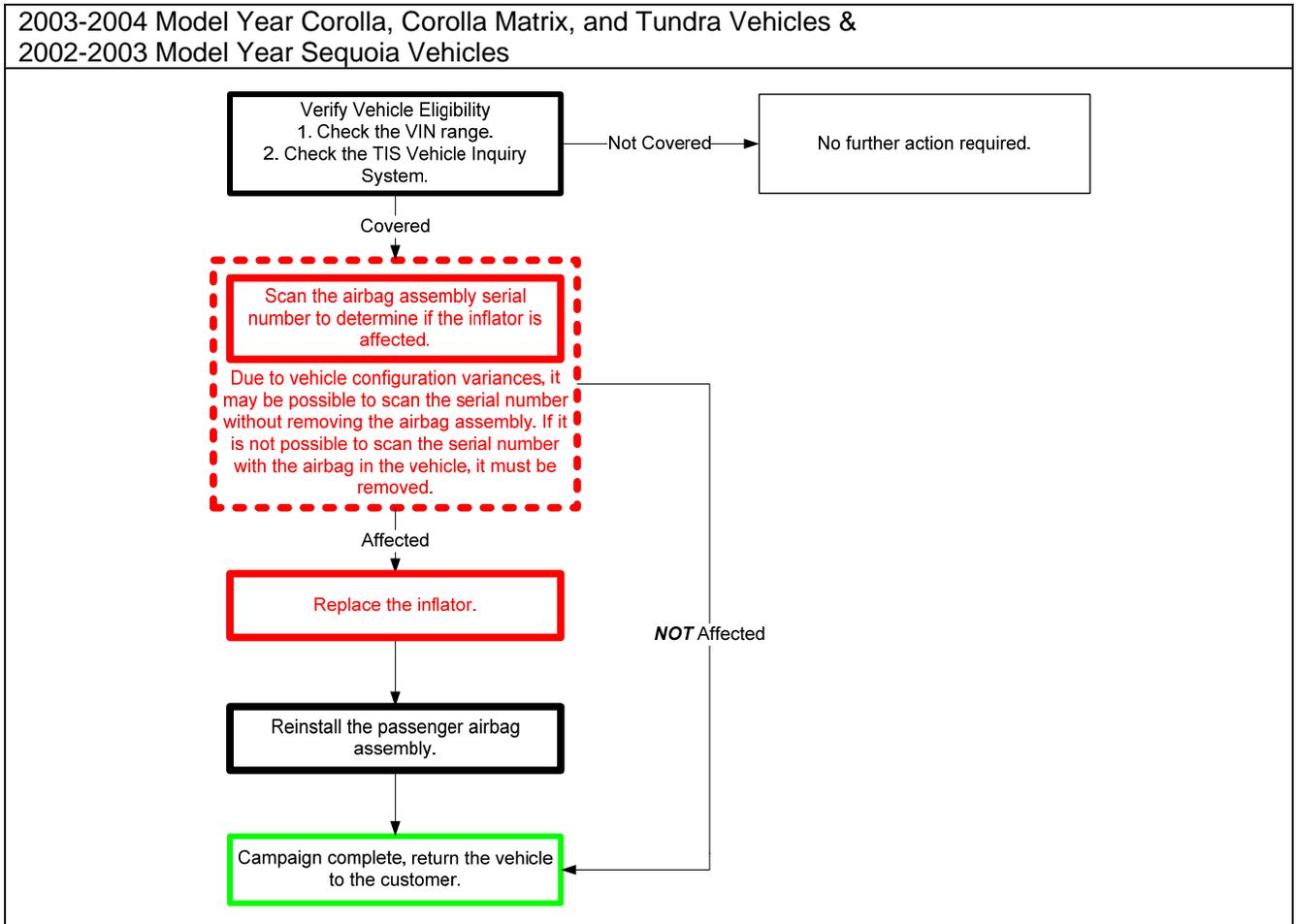
**10. Remedy Procedures**

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**

2003-2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles & 2002-2003 Model Year Sequoia Vehicles

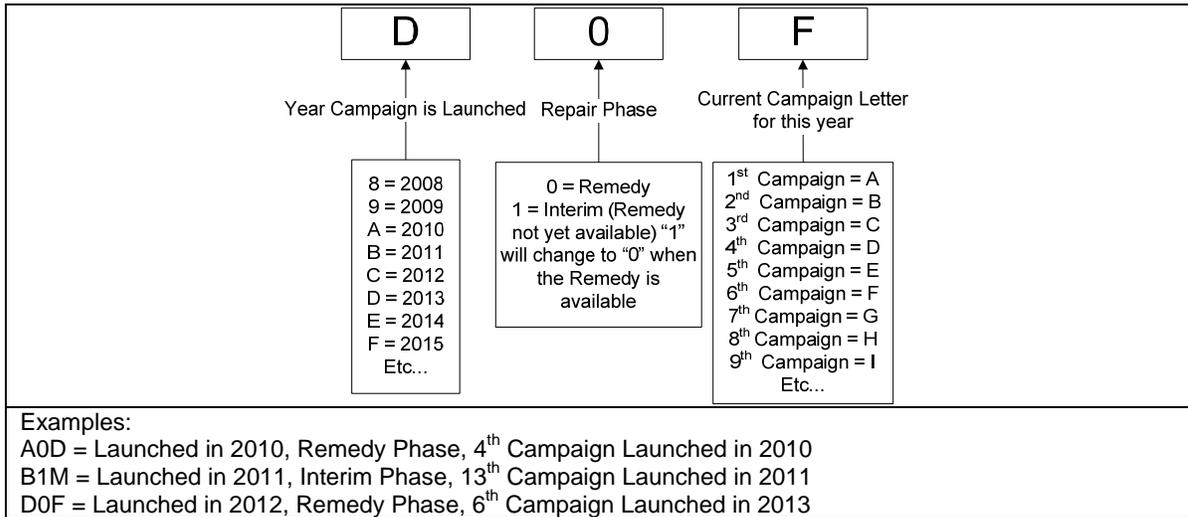


Model	Op. Code	Description	Flat Rate Hour
Corolla, Matrix, Tundra, & Sequoia	3505DA	Inspect Airbag Inflator Serial Number	0.3 hr/vehicle
Tundra & Sequoia	3505DB	Inspect and Replace Airbag Inflator Assembly	1.2 hr/vehicle
Corolla & Matrix	3505DG	Inspect and Replace Airbag Inflator Assembly	0.9 hr/vehicle

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

(Warranty Reimbursement Procedures Continued . . .)

**Campaign Designation Decoder**



**12. 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.

**13. 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.)

**14. 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 through 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 D0F – Remedy Notice**  
**2003 – 2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles**  
**2002 – Early 2004 Model Year Sequoia Vehicles**  
**Front Passenger Airbag Inflator Module**

**Customer Frequently Asked Questions**

Published early August, 2013

Toyota cares greatly about your safety. We are providing the following information to help you understand the important details about this 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 wafers. There is a small chance that improperly manufactured propellant wafers could cause the inflator to rupture due to excessive force and propel fragments toward occupants in the event of a crash, increasing the risk of serious injury.

**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 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: What is Toyota going to do?**

A2: In Mid-August, 2013 Toyota will send an owner notification by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Toyota dealer will perform an inspection and, if necessary, replace the Airbag Inflator Module at **No Charge** to you.

**Q2a: How does Toyota obtain my mailing information?**

A2a: Toyota uses industry provider who works with each states Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q2b: Do I need my owner letter to have the remedy performed?**

A2b: 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.

**Q3: Are there any warnings that this condition exists?**

A3: No. There are no warnings that this condition exists. However, the front passenger airbag is not designed to deploy unless there is an occupant in the front passenger seat (some objects could also cause it to be in a status ready for deployment). Therefore, the risks associated with this condition do not exist if the seat is empty.

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

A4: There are approximately 731,300 Toyota vehicles covered by this Safety Recall in the US. Approximately 170,000 Toyota and Lexus vehicles have the subject airbag inflator installed and will require replacement.

Model	Model Year	Appx. UIO	Production Range
Corolla	2003	330,542	Mid-December, 2001 through Early April, 2004
	2004	170,707	
Corolla Matrix	2003	87,481	Mid-December, 2001 through Late January, 2004
	2004	69	
Tundra	2003	62,728	Late May, 2002 through Early July, 2004
	2004	19	
Sequoia	2002	31,179	Early April, 2002 through Mid-July , 2004
	2003	42,243	
	2004	1	

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

A4a: Yes, there are approximately 35,000 SC430 vehicles (2002 through certain 2003 and one 2004 MY) covered by this Safety Recall in the US. Only a portion of these vehicles have the subject Airbag Inflator installed and will require replacement.

**Q5: How long will the repair take?**

A5: The repair will take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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

A6: Reimbursement consideration instruction will be provided in the remedy owner letter. Please note the dealer will need to complete the Safety Recall remedy before reimbursement consideration requests can be processed.

**Q7: What if I have additional questions or concerns?**

A7: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

**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**

**URGENT SAFETY RECALL**

This is an important Safety Recall.  
The remedy will be performed at  
**NO CHARGE** to you.

[VIN]

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 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.

**What is the Condition?**

The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant wafers. There is a small chance that improperly manufactured propellant wafers could cause the inflator to rupture due to excessive force and propel fragments toward occupants in the event of a crash, increasing the risk of serious injury.

**What will Toyota do?**

Any authorized Toyota dealer will perform an inspection and, if necessary, replace the Airbag Inflator Module at **No Charge** to you.

**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 1 hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

The front passenger airbag is not designed to deploy unless there is an occupant in the front passenger seat (some objects could also cause it to be in a status ready for deployment). Therefore, the risks associated with this condition do not exist if the seat is empty.

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 am to 6:00 pm, Saturday 7:00 am through 4:00 pm 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 <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 repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc  
Toyota Customer Experience, WC 10  
19001 South Western Avenue  
Torrance, CA 90509

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.

SAMPLE

**TECHNICAL INSTRUCTIONS**  
**FOR**  
**SAFETY RECALL D0F**  
**FRONT PASSENGER AIRBAG INFLATOR MODULE**  
**CERTAIN 2003 – CERTAIN 2004 MODEL YEAR COROLLA**  
**CERTAIN 2003 – CERTAIN 2004 MODEL YEAR MATRIX**

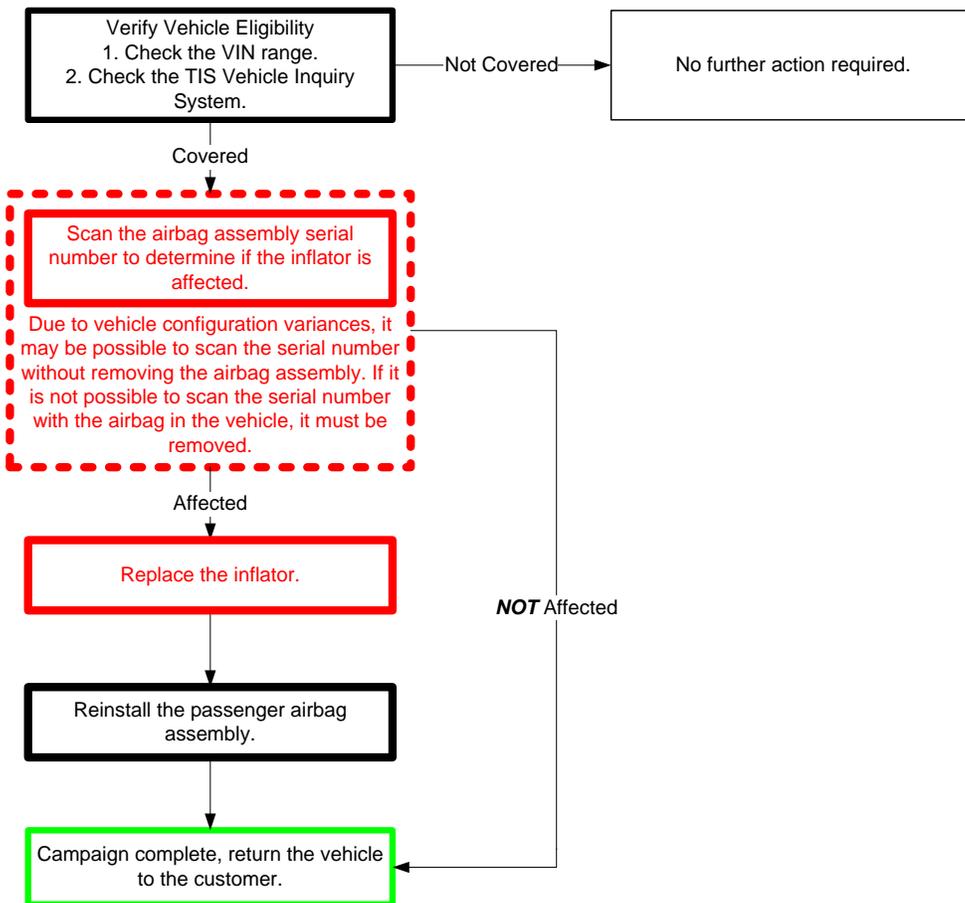
**ONLY TECHNICIANS WHO HAVE COMPLETED TRAINING COURSES SC13A, SC13B, AND HAVE THE FOLLOWING LEVEL OF CERTIFICATION CAN PERFORM THIS REPAIR:**

- **ELECTRICAL EXPERT TECHNICIANS**
- **MASTER TECHNICIANS**
- **MASTER DIAGNOSTIC TECHNICIANS**

**[Complete D0F Technical Video Supplement](#)**

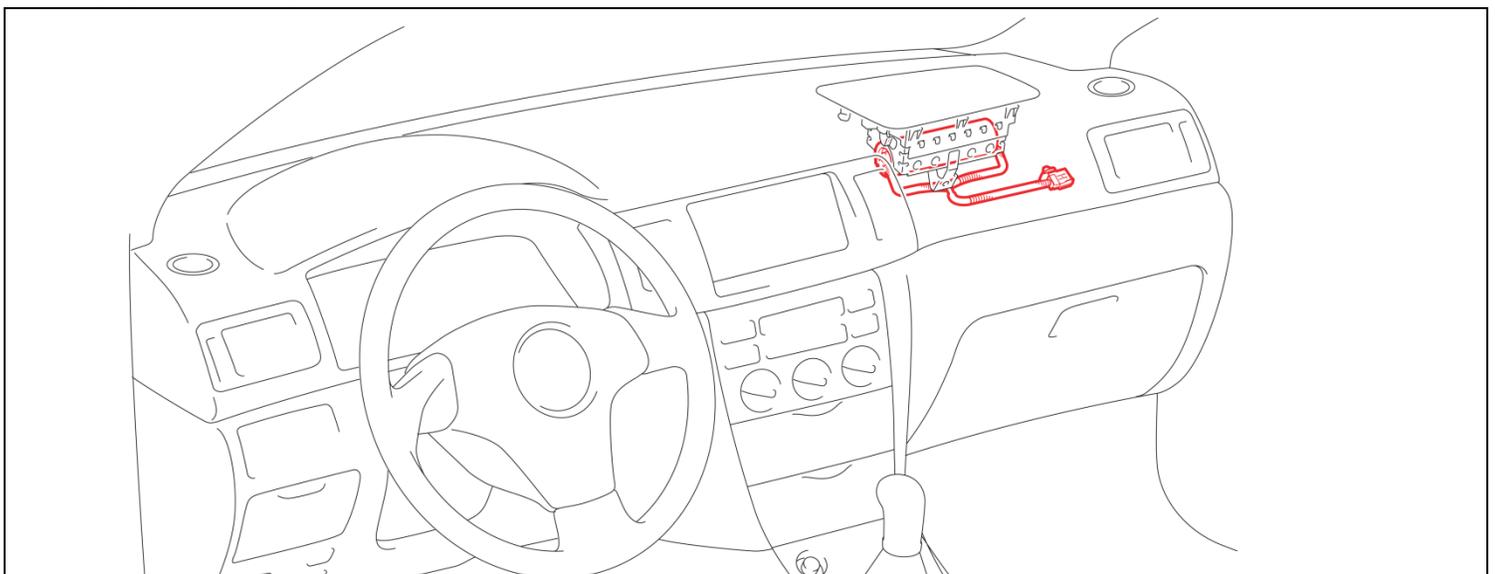
## I. OPERATION FLOW CHART

The flow chart is for reference only. **DO NOT** use it in place of the full technical instructions. Follow **ALL** steps as outlined in the full technical instructions to confirm the campaign is completed correctly.



## II. BACKGROUND

The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant wafers. Improperly manufactured propellant wafers 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.



### III. IDENTIFICATION OF AFFECTED VEHICLES

#### A. COVERED VIN RANGE

Model	WMI	Year	VIN Range	
			VDS	Range
Corolla	1NX	2003	BR32E	Z000001-ZPP4315
		2004		Z190447-Z336017
		2003	BR38E	Z000012-Z190424
		2004		Z190512-Z303812
	2T1	2003	BR32E	C000086-C778027
		2004		C165645-C815358
		2003	BR38E	C000082-C745159
		2004		C167737-C781339
	JTD	2003	BR32E	0002007-0051596
				2000003-2016855
				0051487-0053025
		2004		2016856-2044363
BR38E				0006684-0051592
				2000004-2016852
	0051779-0053026			
2016863-2044321				
Matrix	2T1	2003	KR32E	C000083-C774535
		2004		C165644-C268306
		2003	KR38E	C000094-C165424
		2004		C165737-C165757
		2003	KY32E	C000098-C700045
		2004		C165726-C171347
		2003	KY38E	C000118-C165579
		2004		C165661-C166108
		2003	LR32E	C000084-C776114
		2004		C165669-C278005
		2003	LR38E	C001163-C165585

**NOTE:**

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

## IV. PREPARATION

### A. PARTS

Model	Part Number	Part Description	Quantity
Corolla	04003-28102	Instrument Panel Airbag Inflator Kit*	1
Matrix	04003-28101	Instrument Panel Airbag Inflator Kit*	1

\*The kit above includes the following parts. Both kits include the same components, but because the components are different the kits **ARE NOT** interchangeable.

Inflator	1
Self Locking Nut	4
Stopper Plate	1
Position Determining Plate	1
Electro Tap	1
Felt Tape Strips	2

### B. TOOLS & EQUIPMENT

- Standard hand tools
- Torque wrench
- Molding remover set
- Techstream

**OPTIONAL SST** – This is an essential special service tool that the dealership should have. This tool is not mandatory when performing this repair.

Part Number	Part Name	Quantity
09890-47010-01	Anti-Static Mat Set	1

**CAMPAIGN TOOLS** – These tools are provided to the dealership. These tools are necessary when performing this repair.

Image	Name	Quantity
	Airbag Mounting Bracket & hardware	1
	Barcode Scanner	1

**NOTE:** These tools **CANNOT** be ordered through the parts or tools system. There is a very limited supply of tools, but if additional tools are needed, contact your regional representative.

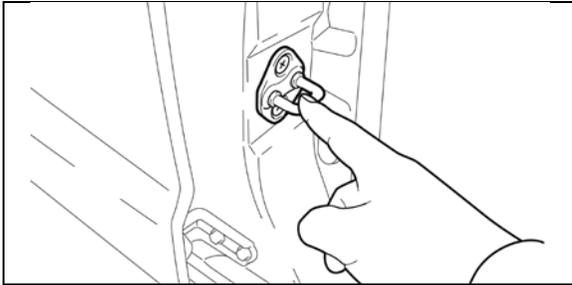
## V. SAFETY PRECAUTIONS



### CRITICAL INFORMATION – READ THOROUGHLY

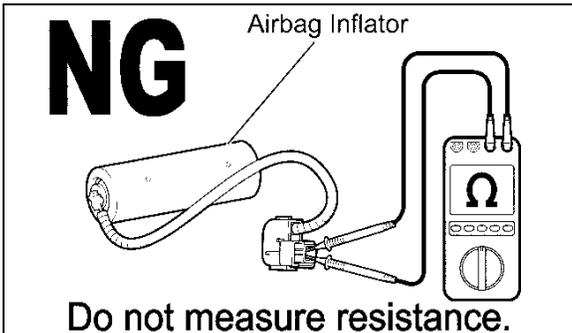


Failure to follow these procedures correctly could cause the SRS to unexpectedly deploy during servicing or the SRS may fail to operate correctly when required after reassembly. Confirm all work is performed as described in these instructions.



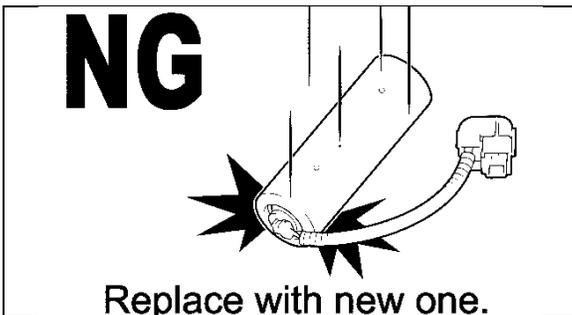
#### 1. ELIMINATE STATIC ELECTRICITY

- a) Before starting work and periodically while working on the vehicle, touch a metallic part of the vehicle to discharge static electricity in the body.



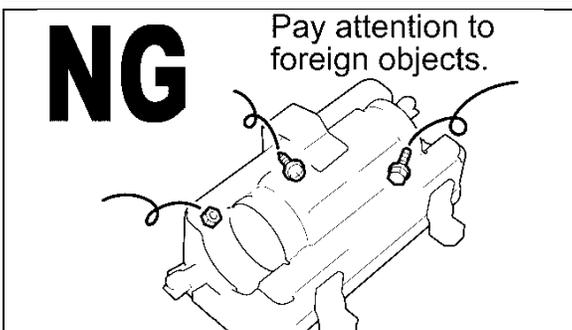
#### 2. DO NOT MEASURE RESISTANCE

- a) **DO NOT** measure resistance of airbag components, this may cause accidental activation.



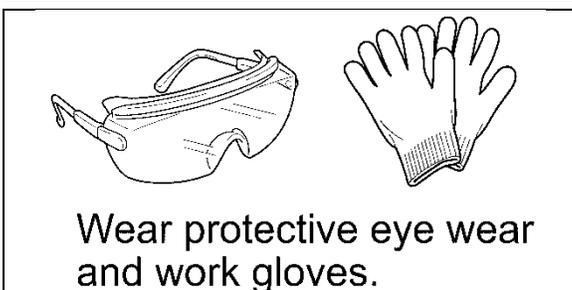
#### 3. HANDLE THE AIRBAG CAREFULLY

- a) If an inflator is dropped, replace it with a **NEW** inflator.



#### 4. DO NOT ALLOW FOREIGN OBJECTS NEAR AIRBAG

- a) Be sure to collect and account for all removed nuts/bolts to prevent them from landing in the airbag assembly.
- b) Any foreign objects in the airbag assembly may cause damage or injury if the airbag is activated.



#### 5. WEAR PROTECTIVE EQUIPMENT

- a) Always wear appropriate protective equipment when working on the SRS.

## VI. WORK AREA PREPARATION

[Video Supplement: Introduction](#)

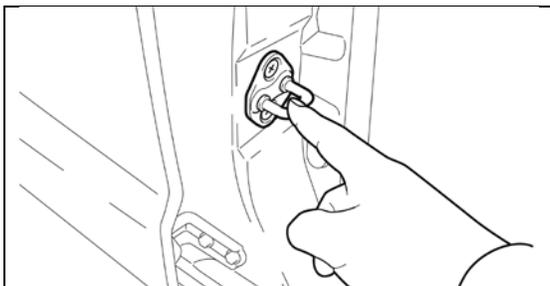
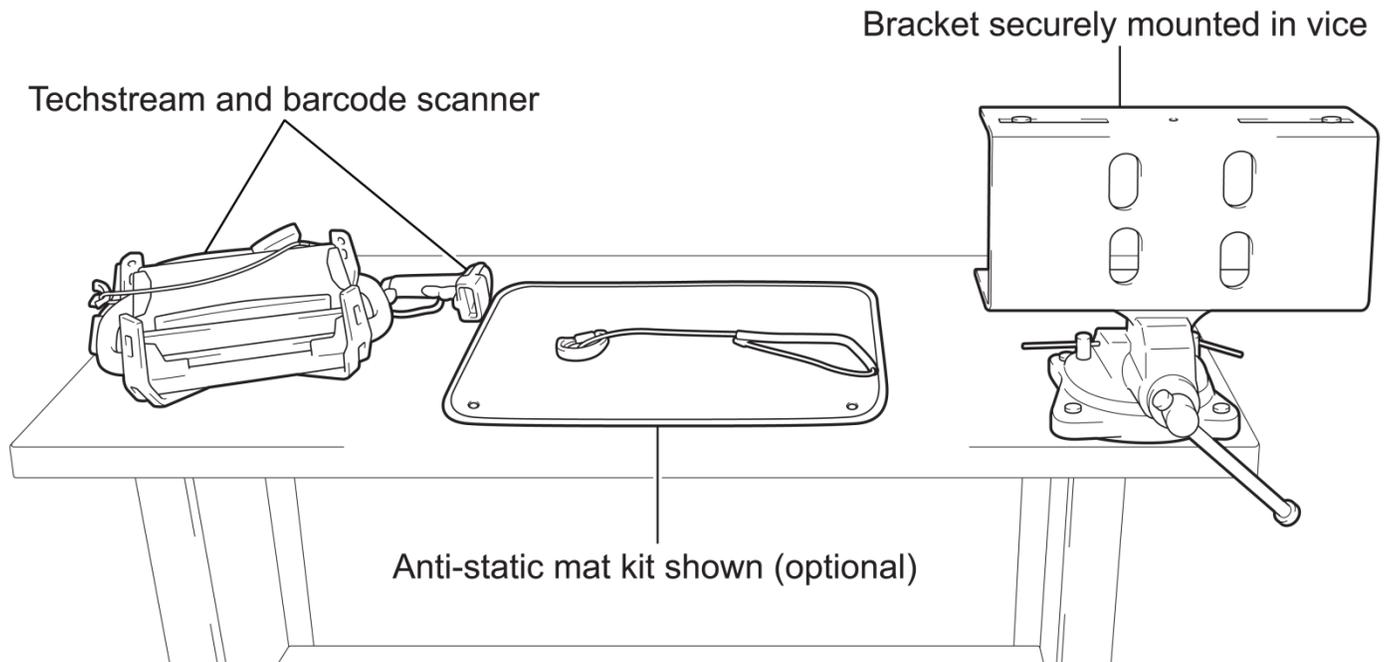


### CRITICAL INFORMATION – READ THOROUGHLY



The bracket assembly that was provided at the launch of this campaign is a critical added-safety feature that **MUST** be used when replacing the inflator module. Confirm the bracket assembly is installed securely in the vise and confirm the work area being used is appropriate. The anti-static mat set that is an essential SST may be available at your dealership and is optional to use during inflator replacement. If the anti-static kit is not available, before starting work and periodically while working on the vehicle, touch a metallic part of the vehicle to discharge static electricity in the body.

Confirm there are no loose objects or people exposed to the back side of the bracket for safety in the unlikely event of airbag deployment due to improper work procedures (Remember that the inflator **IS NOT** being replaced due to an inadvertent deployment concern).



If the anti-static kit is not available, before starting work and periodically while working on the vehicle, touch a metallic part of the vehicle to discharge static electricity in the body.

## VII. FRONT PASSENGER AIRBAG ASSEMBLY INSPECTION

### Video Supplement: Inspection

Confirm the information and press Next

Required Information:

Division: TOYOTA

Model: < Select >

Model/Year:

Engine:

Option:

Optional Information:

VIN:

Memo:

Manual Help <Back Next> Cancel

### 1. PERFORM A HEALTH CHECK

- Confirm the Techstream is connected to the dealership's internet.
- When launching the Techstream software the VIN **MUST** be entered manually.
- Perform a health check.



- The VIN **MUST** be entered manually when launching the Techstream software, the VIN **WILL NOT** auto-populate due to vehicle age.
- A health check with VIN record **MUST** be performed within the last 36 hours and recorded by TMS. If the VIN is not entered, the healthcheck will not be recognized by TMS.
- The serial number checker application will be disabled and the inspection cannot be completed if a health check is not performed and recorded by TMS.

### 2. LAUNCH THE SERIAL NUMBER CHECKER APPLICATION



- The **AIRBAG ASSEMBLY** serial number **MUST** be inspected using TIS and the barcode scanner (provided at the launch of this campaign) to determine if **INFLATOR** replacement is necessary.
- The barcode scanner application **MUST** be completed on every vehicle to obtain the Warranty Authorization #. This number **MUST** be included on every warranty claim that is submitted for inflator module replacement or the claim may be subject to debit.
- The technician performing the work **MUST** have valid TIS login credentials and an internet connection to perform the inspection and scanning process.

- Log in to TIS and input the VIN of the vehicle in the Vehicle Inquiry tab.
- Confirm the VIN is applicable and that the campaign has not been completed.
- Click on the link to launch the serial number checker application.

Home TIS TAS PRS QAT TOYOTA Help My Account Logout

Library Diagnostics Tech Assistance Vehicle Inquiry

Vehicle Identification Number Search

Enter a 17 Digit VIN below to search for applicable information:

VIN: 1NX-BR32E-000000000 Clear Lookup

a)

Vehicle Information

Division: TOYOTA	Model: Corolla	Grade: CE	Model Year: 2003
Drive Type: 2WD	Body Type: 4Dr. Sedan	Engine Family: 4-cylinder - 1ZZ	Transmission:
Date of First Use:	Production Date: 01/18/2002	Plant Code: Z - FREMONT PLANT - NUMMI	
VIN: 1NX-BR32E-000000000	Standard Equipment: <a href="#">Click here to display</a>		
Exterior Color: 03MS, SANDRIFT METALLIC	Interior Color: FA41, FA41	Interior Trim Color: FA, *	
Interior Fabric: F, *			

Vehicle accessories are not currently available. Try your query again later.

Campaign Service History Warranty DTC History Diagnostic Report

Service Campaign

Campaign Description: Safety Recall DGF Remedy Notice - 2003-2004 Model Year Corolla, Corolla Matrix, Sequoia, and Tundra Vehicles, 2002-2003 Model Year

Completion Status: Not Completed [Check applicability for VIN](#)

b) c)

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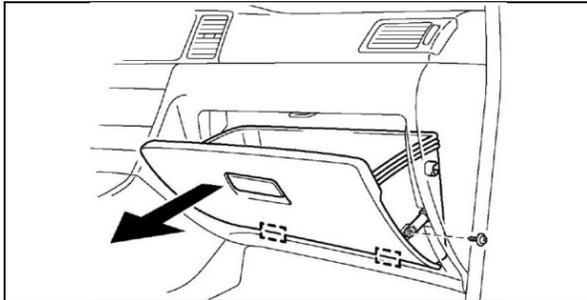
- Reenter TIS password in the serial number checker application.

**NOTE:** The person logged-in to TIS should be the person performing the repair.



**NOTE:**

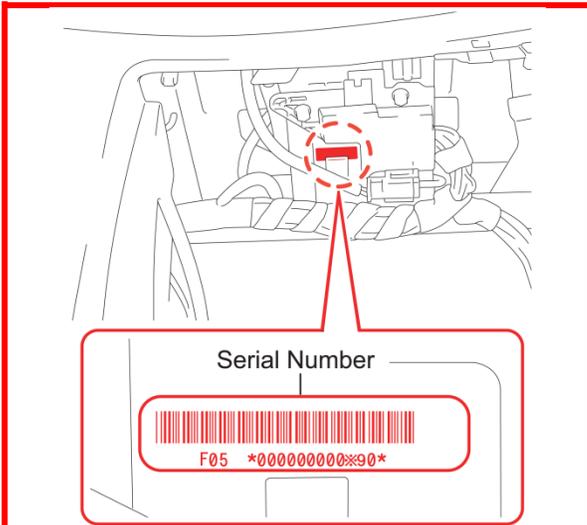
- A task status screen will populate next and at other intervals during the repair. This screen will indicate if the inspection has previously been performed, who performed it, and where it was performed; review this information and then click 'next' to proceed to the next step. This information will be used for record keeping by TMS.
- If this screen indicates that the campaign has already been completed on this VIN, there is no need to perform campaign again.



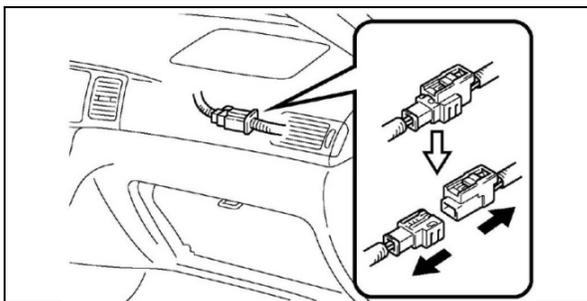
**3. REMOVE THE GLOVE BOX**

- Remove the screw and disconnect the stopper sub-assembly.
- Completely remove the glove box from the dashboard.

**4. REMOVE THE AIRBAG ASSEMBLY**



It may be possible to scan the airbag serial number without removing the airbag assembly, but due to vehicle configuration variances it will not be possible on all vehicles. If it is not possible to scan the serial number with the airbag in the vehicle, it must be removed, follow the steps below for airbag removal.

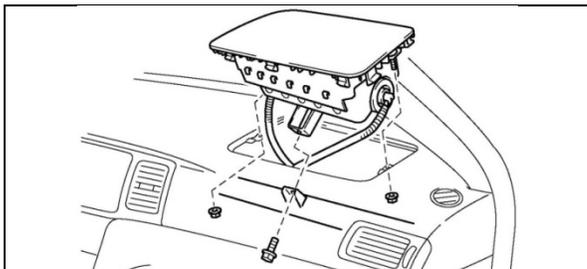


- Disconnect the negative battery cable.

**STOP**

- Wait at least 90 seconds after disconnecting the cable from the negative battery terminal to prevent airbag and seat belt pretensioner deployment.
- Follow all precautions as outlined on TIS before servicing the SRS system.

- Disconnect the airbag connector.



- Remove the bolt and 2 nuts and remove the airbag assembly.
- NOTE:** Use caution to avoid scratching or damaging the dashboard assembly, place protective tape on the dashboard if needed.

## 5. CONNECT THE BARCODE SCANNER

- Connect the barcode scanner to the USB port on the Techstream.
- The scanner will automatically connect and a beep will be heard when the scanner is ready.

### NOTE:

- The scanner is included in the campaign tool kit.
- The scanner works best in low light conditions.
- Always hold the scanner directly in front of and parallel to the barcode label.

## 6. INSPECT AND SCAN THE AIRBAG SERIAL NUMBER

- Scan the **AIRBAG ASSEMBLY** serial number 2 times.
  - Confirm the cursor is in the first serial number box then scan the serial.
  - Position the cursor in the second serial number box then scan the serial.
- Click validate to determine if the inflator is affected.

### NOTE:

- If both serial numbers that are entered do not match, confirm and reenter.
- If the serial number barcode will not scan, it can be entered manually.
- If the serial number and barcode are not legible or are not present, contact your regional representative.



The **AIRBAG ASSEMBLY** serial number and the **INFLATOR** serial number are **DIFFERENT**. The **AIRBAG ASSEMBLY** serial number **MUST** be scanned to determine if **INFLATOR** replacement is required.

The diagram shows a car's front passenger airbag area with a red circle around the barcode label. A red line points from the label to a screenshot of the TIS software interface. The screenshot shows the 'Front Passenger Airbag Inflator Module - Safety Recall SSC - D0F' screen. The 'Airbag Assembly Serial Number' field is highlighted with a red circle and labeled 'a)'. The 'Reconfirm Airbag Assembly Serial Number' field is also highlighted with a red circle and labeled 'b)'. The 'Validate' button is also highlighted with a red circle.

### CONDITION 1

#### Inflator replacement **REQUIRED**

The screenshot shows the TIS software interface for 'Front Passenger Airbag Inflator Module - Safety Recall SSC - D0F'. The 'Airbag Assembly Serial Number' field is highlighted with a red circle and labeled 'a)'. The 'Reconfirm Airbag Assembly Serial Number' field is also highlighted with a red circle and labeled 'b)'. The 'Validate' button is highlighted with a red circle. The text 'Airbag inflator module REPLACEMENT IS REQUIRED' is circled in red.

The inflator is affected and replacement is required. Proceed to **STEP VIII.** for instructions on inflator replacement.

### CONDITION 2

#### **NO NEED** to replace inflator

The screenshot shows the TIS software interface for 'Front Passenger Airbag Inflator Module - Safety Recall SSC - D0F'. The 'Airbag Assembly Serial Number' field is highlighted with a red circle and labeled 'a)'. The 'Reconfirm Airbag Assembly Serial Number' field is also highlighted with a red circle and labeled 'b)'. The 'Validate' button is highlighted with a red circle. The text 'Airbag inflator module REPLACEMENT NOT REQUIRED' is circled in red.

The inflator **IS NOT** affected and **DOES NOT** need to be replaced. Complete the following steps:

- Record the Warranty Authorization # provided at the end of the serial number checker application to be included in the warranty claim.
- Reassemble the vehicle.
- Perform a health check on the vehicle.

## VIII. INFLATOR REPLACEMENT

[Video Supplement: Inflator Replacement](#)



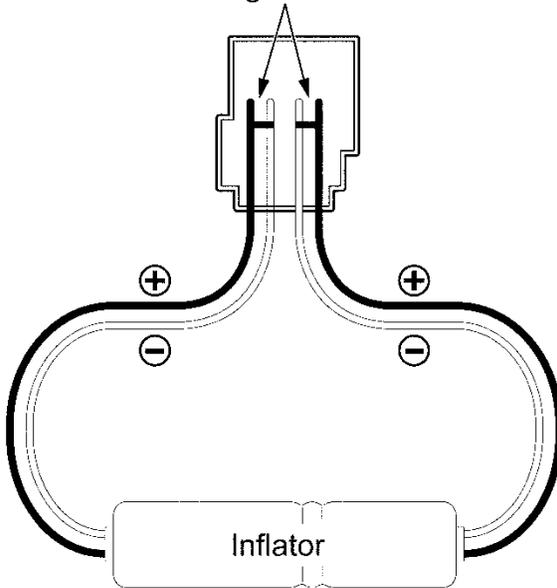
### CRITICAL INFORMATION – READ THOROUGHLY



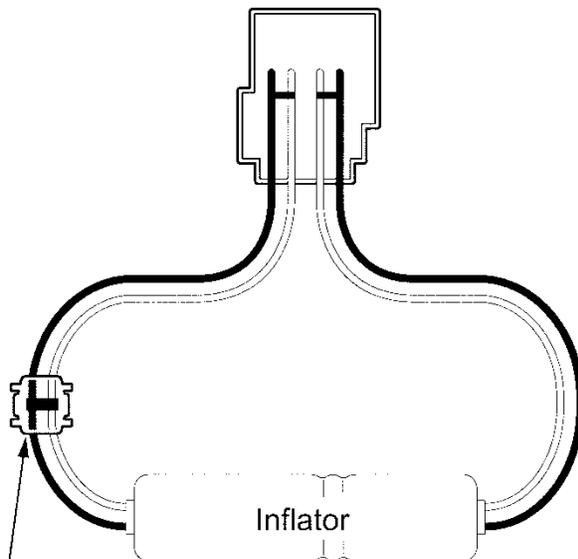
The connector of the inflator module contains a short circuiting mechanism to eliminate voltage variances when the connector(1) is disconnected. To allow for the replacement of the inflator module, a new short circuit(2) **MUST** be created before cutting the wires(3) and removing the inflator. The following steps **MUST** be followed exactly as described to ensure the work is completed correctly and safely.

(1)

Short circuiting on both sides.

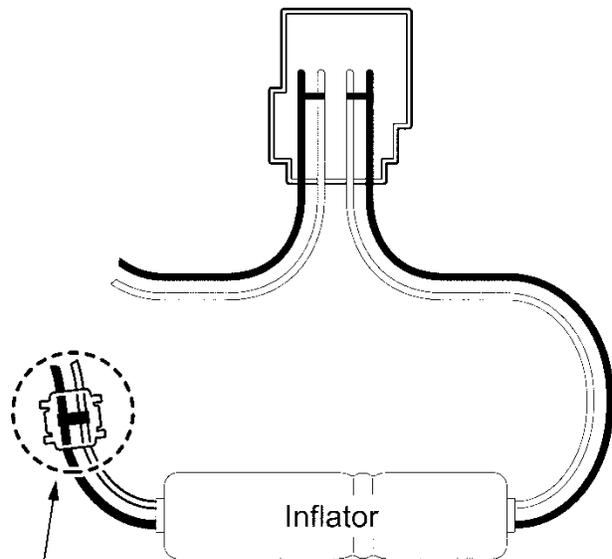


(2)



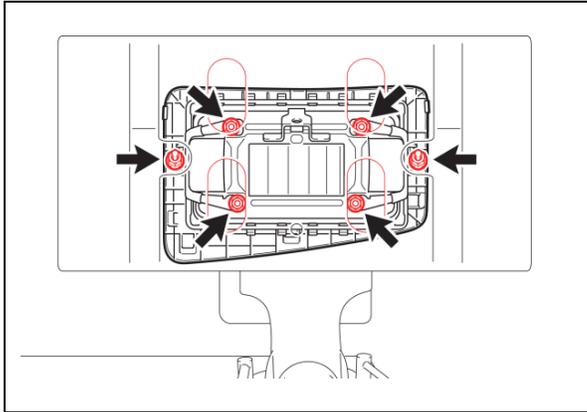
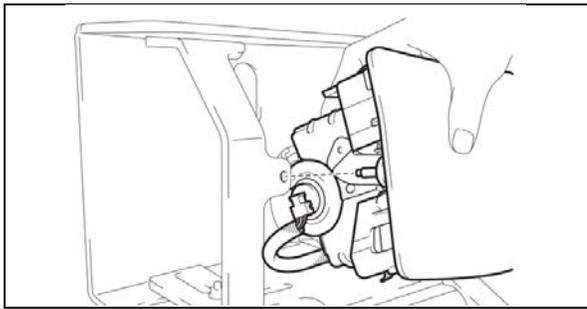
Create new short circuit using electro tap.

(3)



Short circuiting is maintained even after cutting harness.

R1302250036E



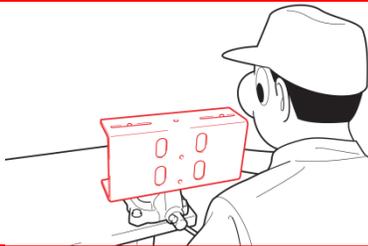
## 1. MOUNT THE AIRBAG IN THE MOUNTING BRACKET

- Position the two mounting studs on the airbag assembly into the holes on the bracket support bars.
- Install the airbag to the support bars with the nuts supplied in the bracket kit.
- Position the airbag so that all four stopper plate nuts can be removed through the access holes.
- Tighten the nuts holding the support bars to the mounting bracket.
- Confirm the following:
  - Mounting bracket is secure in the vise.
  - Airbag is secure in the support bars.
  - The center mounting bracket on the airbag assembly is facing upward.
  - Support bars are secure on the mounting bracket using 1 bolt/nut at the top of each support bar and 2 nuts/bolts at the bottom of each support bar.

**STOP**

## CRITICAL INFORMATION – READ THOROUGHLY

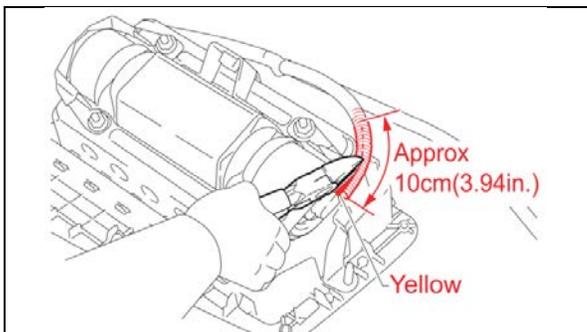
**STOP**



**ALWAYS** keep as much of your body as possible in front of the bracket when working on the airbag assembly.



**Remember to periodically touch a metallic part of the vehicle to discharge static electricity in the body if the anti-static kit is not being used.**

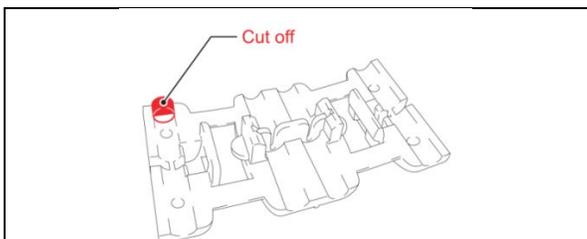


## 2. PREPARE TO INSTALL THE SHORT CIRCUIT

- Cut the yellow corrugated tube on the harness approximately 4 inches (10 cm) using nippers.

**STOP**

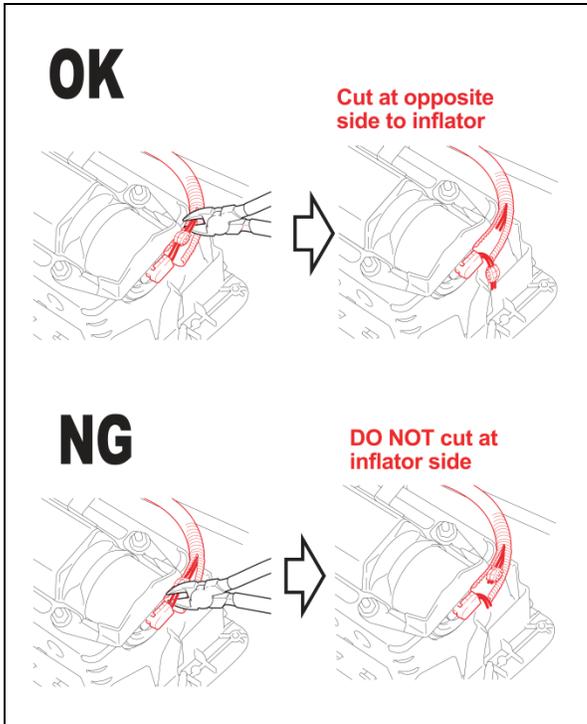
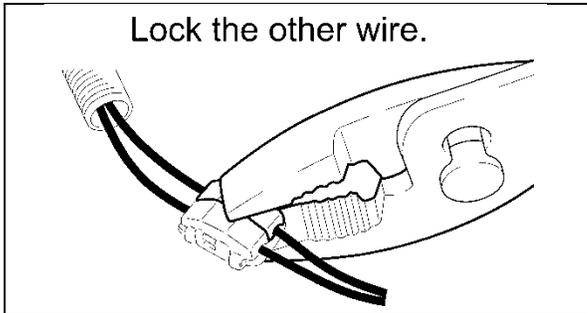
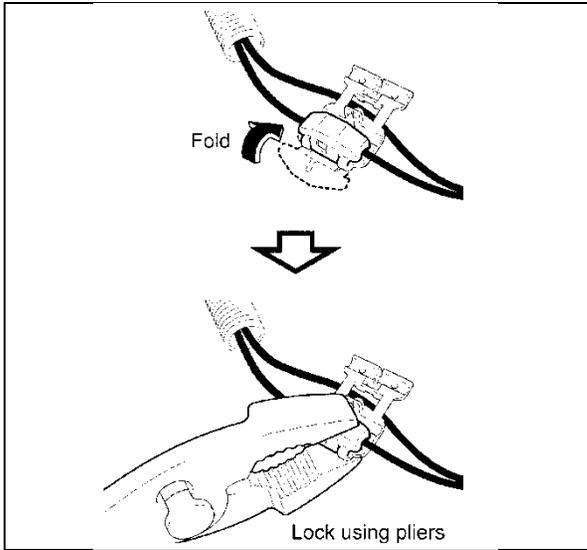
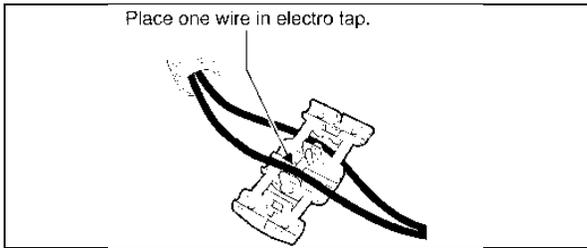
- DO NOT** damage the wires in the tube.
- DO NOT** use a knife or razor blade to cut the tube to avoid damaging the wires.
- This may be performed on either end of the inflator.



- Cut off the tab of the electro tap shown in the illustration.  
**NOTE: The electro tap is included in the inflator parts kit.**

**STOP**

This tab **MUST** be removed to ensure a good short.



### 3. CREATE A NEW SHORT CIRCUIT IN THE INFLATOR HARNESS

- a) Place one wire in the electro tap as shown in the illustration.
- b) Fold and pinch the half of the electro tap with the wire and use pliers to lock the electro tap.

#### NOTE:

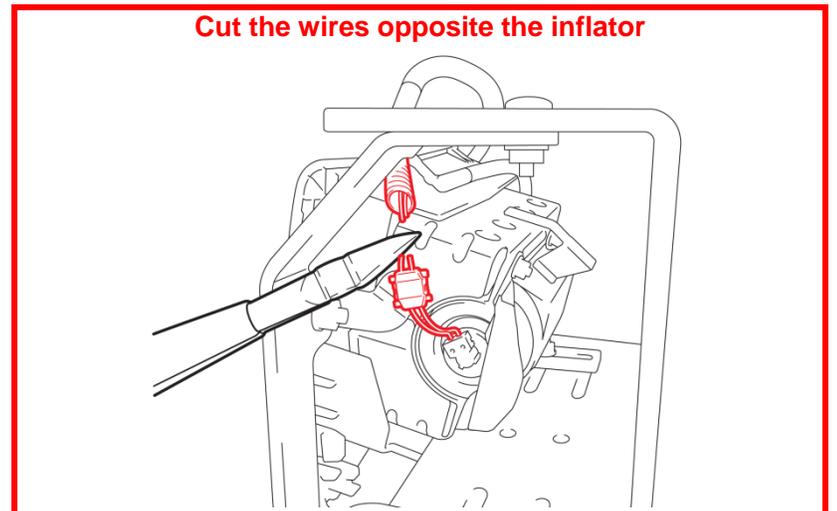
- **DO NOT** work on both wires at the same time to avoid errors.
- Pliers **MUST** be used to confirm the electro tap is firmly locked in place.

- c) Set the other wire in the electro tap and lock it in place using pliers.

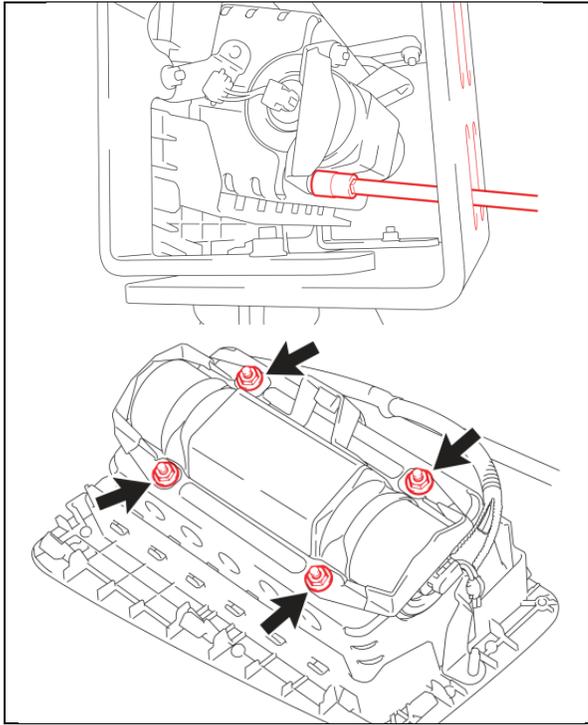
**STOP** **DO NOT** measure resistance of the inflator wires, this may cause accidental activation.

### 4. CUT THE INFLATOR WIRES

- a) Cut the 2 wires at the side of the electro tap that is farthest away from the inflator.



**STOP** **DO NOT** measure resistance of the inflator wires, this may cause accidental activation.

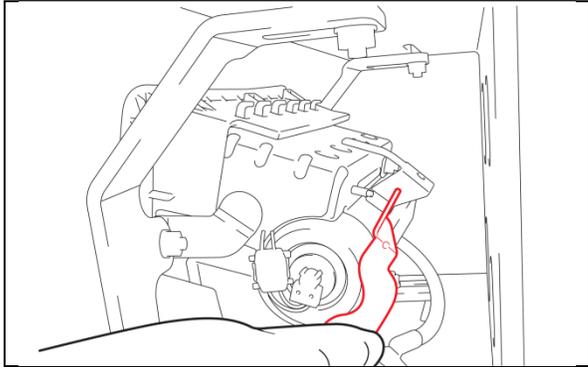


## 5. REMOVE THE SELF LOCKING NUTS

a) Use the access holes in the bracket to remove the 4 nuts.

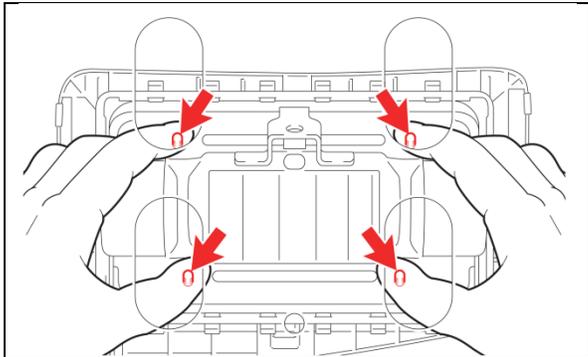
### NOTE:

- **DO NOT** use power tools.
- The bracket support bars may need to be repositioned to remove the nuts through the access holes.



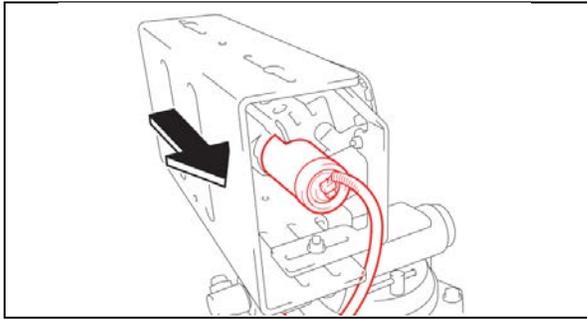
b) Remove the stopper plates.

c) Discard the 4 nuts and 2 stopper plates as they are not to be reused.



## 6. REMOVE THE INFLATOR

a) Gently push in the 4 studs to loosen the inflator for removal.



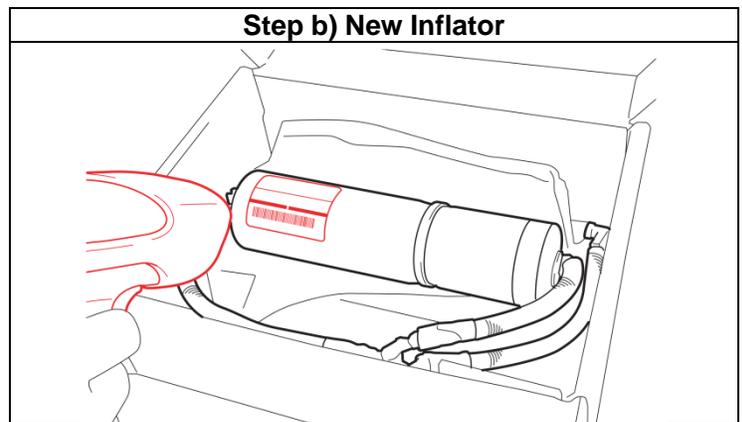
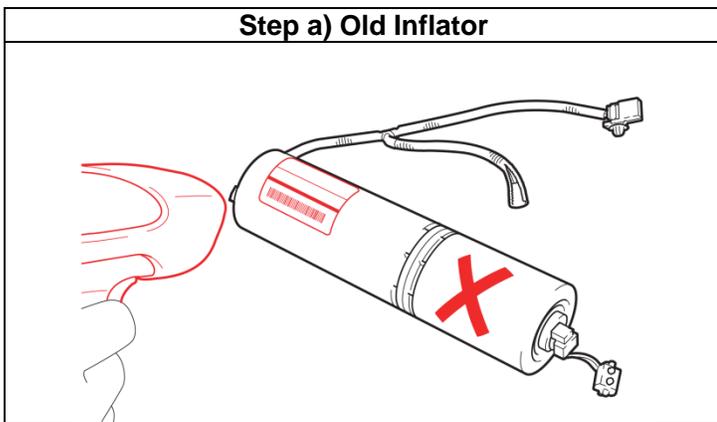
b) Remove the inflator from the airbag assembly and place it on a safe work surface.

## 7. SCAN THE OLD AND NEW INFLATOR SERIAL NUMBER

- Scan the **OLD** inflator serial number and mark the old inflator so that it will not be reused.
- Scan the **NEW** inflator serial number.

**NOTE: This information is CRITICAL**

- It is used to confirm the correct inflator is removed from the vehicle.
- It is recorded by TMS to trace the return parts shipment.
- It is used to track new the inflator that is being installed on the vehicle.



- Confirm agreement by checking the two boxes.
- Record the Warranty Authorization # to be included in the warranty claim.
- Place the old inflator in the parts box and take it immediately to the parts department.

**NOTE:**

- Confirm the cursor is in the correct serial number input box before scanning.
- If the serial number barcode will not scan, it can be entered manually.
- If there are any difficulties or concerns with this process, email [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com) with details.

**Step c)**

TIS - Technical Information System

Front Passenger Airbag Inflator Module – Safety Recall  
SSC – D0F

User ID : jjohn Technician Name: John Johnson  
Dealer Code: 00000 Dealer Name : Toyota  
Time: 03/03/2013 09:30 AM PST Airbag Serial #: \*\*\*\*\*45  
VIN: 1NX BR32E 000000000 [2003 Corolla SANDRIFT METALLIC]

Inflator Module REPLACEMENT IS REQUIRED under the safety recall. Follow the technical instructions and acknowledge the following statements.

If manually typing serial number, you MUST include all leading zeros. (if applicable)

Original Inflator Serial #: IABC1234  
If original inflator serial number is not visible or missing, check this box.

\*Replacement Inflator Serial #: IAZ5678

If you have a concern with the inflator serial numbers, please email [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com) with details.

I agree to complete the safety recall's remaining technical instructions.  
 I agree to perform a vehicle Health Check with Techstream upon completion of the safety recall's technical instructions.

(\*) - Indicates Required Field(s)

Back Clear Submit

**Step d)**

TIS - Technical Information System

Front Passenger Airbag Inflator Module – Safety Recall  
SSC – D0F

User ID : jjohn Technician Name: John Johnson  
Dealer Code: 00000 Dealer Name : Toyota  
Time: 03/03/2013 09:39 AM PST Airbag Serial #: \*\*\*\*\*45  
Original Inflator Serial #: IABC1234 Replacement Inflator Serial #: IAZ5678

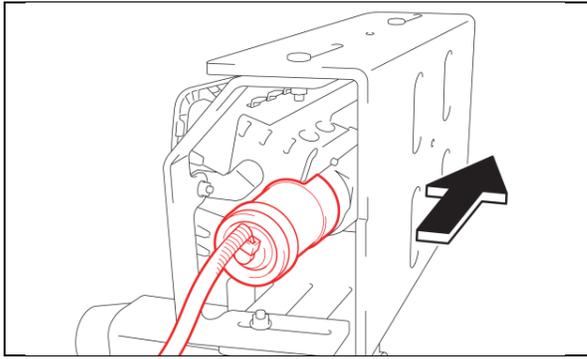
John Johnson has agreed to the following terms and conditions on 03/03/2013 09:39 AM PST.

I agree to complete the safety recall's remaining technical instructions.  
 I agree to perform a vehicle Health Check with Techstream upon completion of the safety recall's technical instructions.

John Johnson has successfully confirmed completion of Airbag Inflator Module Safety Recall for  
VIN – 1NX BR32E 000000000 [2003 Corolla SANDRIFT METALLIC].  
**Warranty Authorization # 142957**

Airbag inflator module replacement WAS required under this safety recall.  
Print this page for your records and then click 'Close' to resume working.

Close

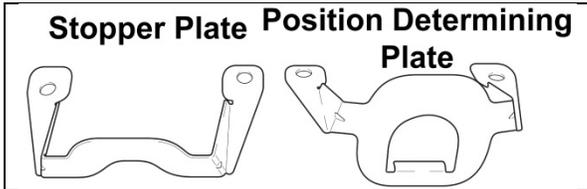


## 8. INSTALL THE **NEW** INFLATOR

- a) Carefully slide the new inflator into the airbag assembly.

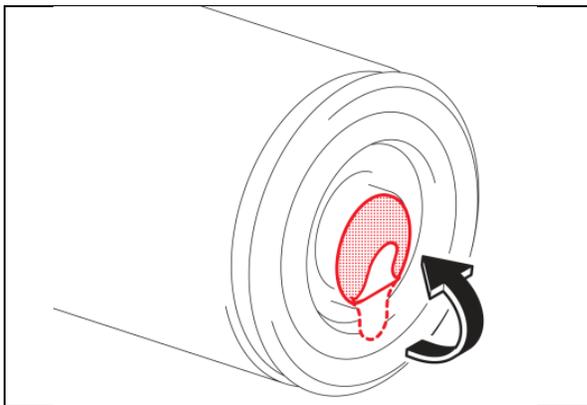


- **DO NOT** connect the inflator harness at this time. It is **CRITICAL** to install the plates first to confirm the inflator is installed in the correct position before connecting the harness.



## 9. CONFIRM THE **NEW** PLATES

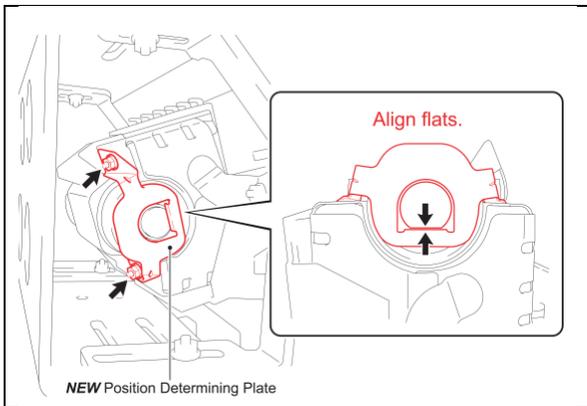
- a) Confirm the identification of the stopper plate and the position determining plate, **THEY ARE DIFFERENT**.



## 10. FOLD THE CONNECTOR SEAL

- a) Fold the seal in order to prevent it from being caught under the position determining plate in the next step.

**NOTE: DO NOT** fully remove the seal until just before connecting the harness.

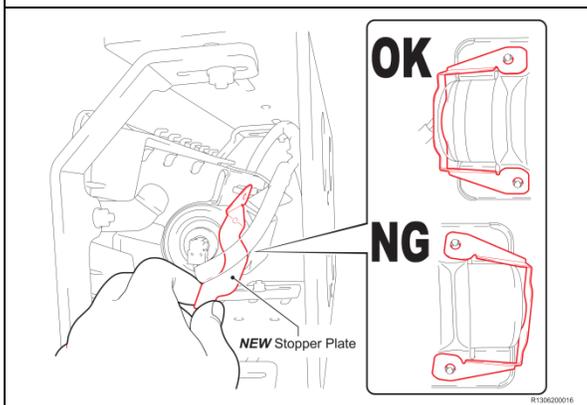


## 11. INSTALL THE **NEW** POSITION DETERMINING PLATE

- a) Place the **NEW** position determining plate on the airbag assembly on the side with the connector seal.  
b) Install **NEW** nuts by hand.



- Confirm the flats on the position determining plate and inflator are aligned.
- **DO NOT** pinch the harness between the inflator and the plate.

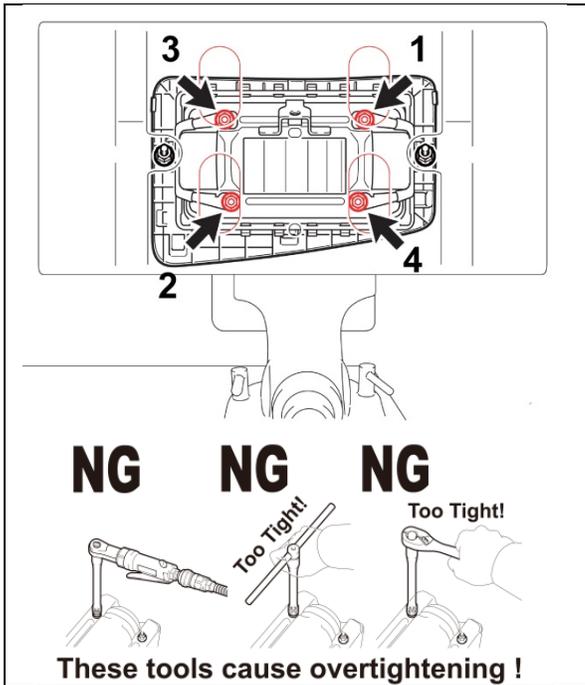


## 12. LOOSELY INSTALL A **NEW** STOPPER PLATE.

- a) Place the **NEW** stopper plate on the airbag assembly on the side where the harness is already connected.  
b) Confirm the end of the inflator sits flat against the stopper plate. If they do not align the inflator is installed backward.  
c) Install **NEW** stopper plate nuts by hand. They will be torqued on a later step.



- Confirm the stopper plate to inflator fitment is correct.
- **DO NOT** pinch the harness between the inflator and the stopper plate.



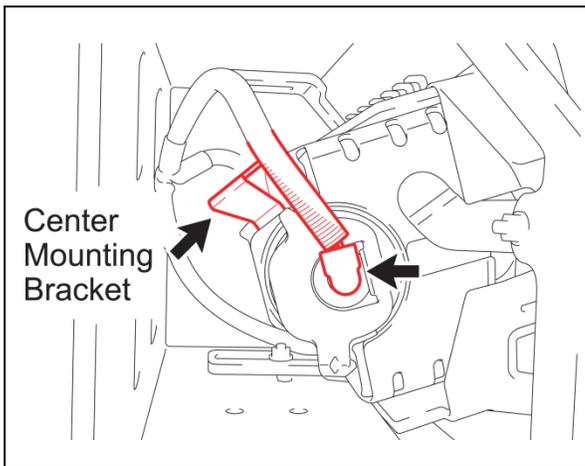
### 13. TORQUE THE PLATE NUTS

- a) Tighten the nuts evenly in two increments following the sequence shown in the illustration. Use a socket driver or torque wrench to tighten the nuts.

**Torque: 35in. lbf (3.9N·m)**



- There will be some resistance when tightening the nuts because they are self-locking, confirm the nuts are tightened correctly.
- DO NOT** use a power tool, T-handle, or ratchet when tightening the nuts to avoid overtightening.



### 14. CONNECT THE INFLATOR CONNECTOR

- a) Remove the connector seal from the inflator.
- b) Confirm the alignment of the harness connector as shown in the illustration, then connect the harness. The connector wires should lead toward the center mounting bracket on the airbag assembly.



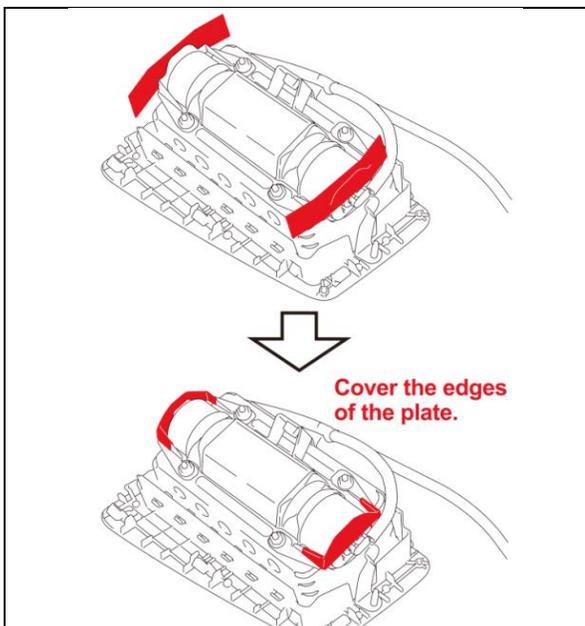
- The connector should be connected **IMMEDIATELY** after removing the seal.
- The connector is one-way, once it is installed it **CANNOT** be removed.
- If the connector is installed in the incorrect orientation the terminals may be bent or the connector may not fully engage.

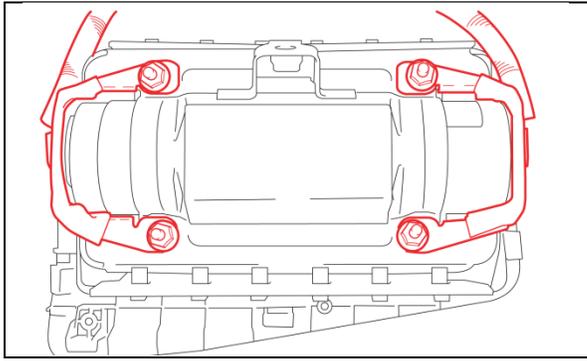
### 15. REMOVE THE AIRBAG ASSEMBLY FROM THE BRACKET

- a) Remove the two nuts and the airbag assembly, then place the assembly on a cloth or the anti-static mat if it being used.

### 16. ATTACH THE FELT TAPE

- a) Attach the felt tape to the edges of the stopper and position determining plate.





## 17. INSPECT THE AIRBAG BEFORE INSTALLATION

- Confirm that the 4 **NEW** plate nuts are installed and tight.
- Confirm the **NEW** stopper and position determining plates are installed.
- Confirm the flats on the position determining plate and inflator are aligned.
- Confirm the orientation of the inflator wire harness.

## IX. FRONT PASSENGER AIRBAG ASSEMBLY INSTALLATION

### 1. REINSTALL THE AIRBAG ASSEMBLY

- Refer to TIS for instructions on airbag installation: [Corolla](#), [Matrix](#)

### 2. RECONNECT THE NEGATIVE BATTERY CABLE

### 3. PERFORM A HEALTH CHECK

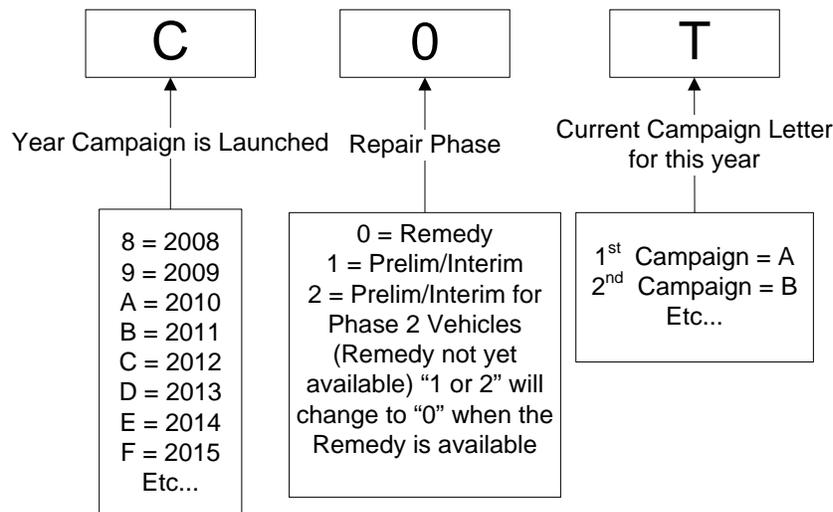
## ◀ VERIFY REPAIR QUALITY ▶

- Confirm all precautions are followed to ensure safety during the repair
- Confirm the entire serial number checker application is completed and the warranty authorization # is recorded on **EVERY** vehicle
- Confirm the old inflator is handled safely and given to the appropriate parts professional for shipment
- Confirm the inflator harness connector is fully engaged and that the stopper plate and position determining plate are installed correctly

If you have any questions regarding this update, please contact your regional representative.

## X. APPENDIX

### A. CAMPAIGN DESIGNATION DECODER



### B. CAMPAIGN PARTS DISPOSAL

**ALL** inflators that are removed from vehicles under this campaign **MUST** be packaged and shipped back to the inflator manufacturer following the manufacturer's instructions. The instructions can be found in the following locations:

- Attached to the dealer letter
- Included in the parts box
- On the laminated aid that was provided at the launch of the campaign

**TECHNICAL INSTRUCTIONS**  
**FOR**  
**SAFETY RECALL D0F**  
**FRONT PASSENGER AIRBAG INFLATOR MODULE**  
**CERTAIN 2003 – 2004 MODEL YEAR TUNDRA**  
**2002 – EARLY 2004 MODEL YEAR SEQUOIA**

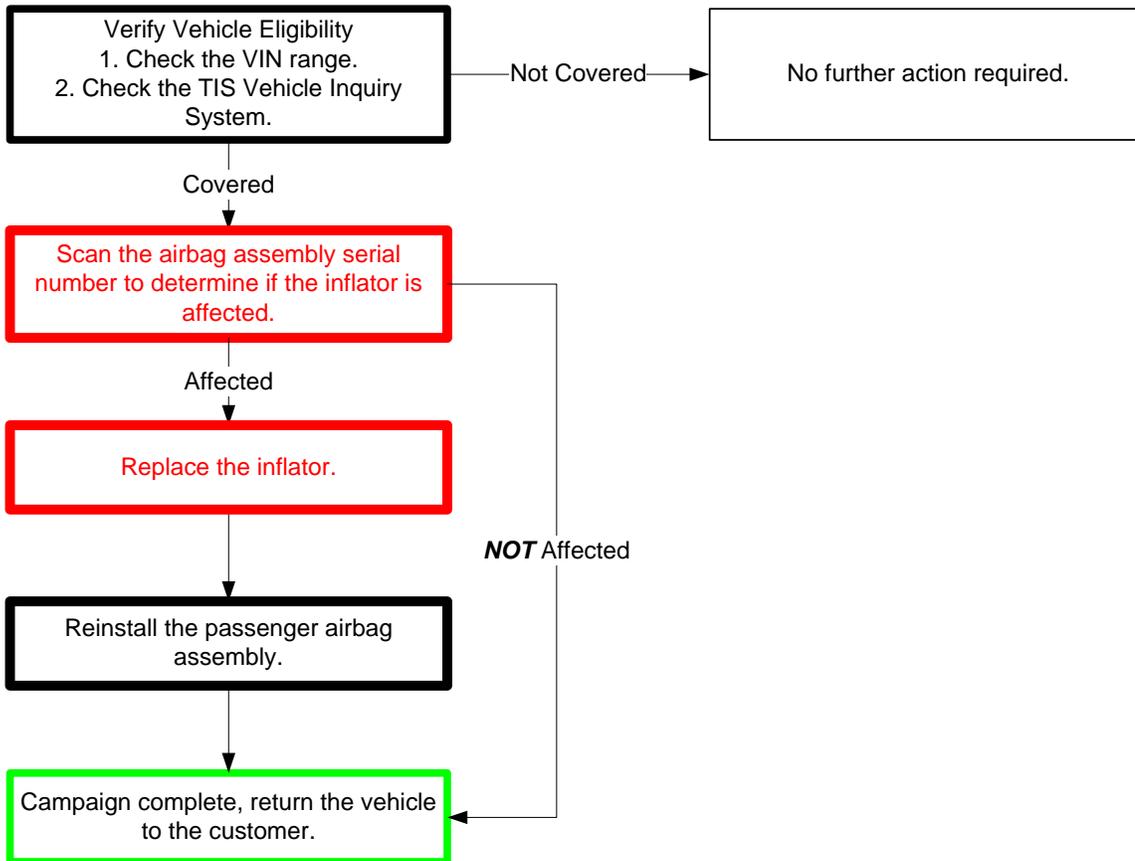
**ONLY TECHNICIANS WHO HAVE COMPLETED TRAINING COURSES SC13A, SC13B, AND HAVE THE FOLLOWING LEVEL OF CERTIFICATION CAN PERFORM THIS REPAIR:**

- **ELECTRICAL EXPERT TECHNICIANS**
- **MASTER TECHNICIANS**
- **MASTER DIAGNOSTIC TECHNICIANS**

**[Complete D0F Technical Video Supplement](#)**

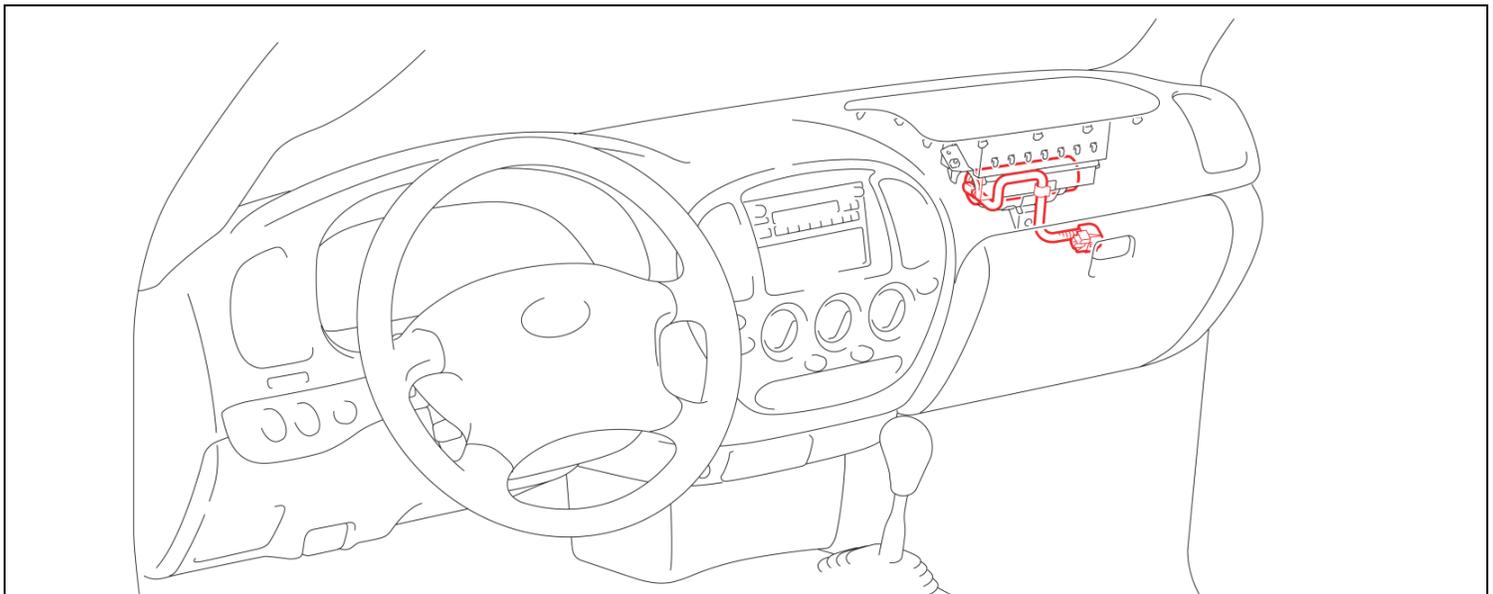
## I. OPERATION FLOW CHART

The flow chart is for reference only. **DO NOT** use it in place of the full technical instructions. Follow **ALL** steps as outlined in the full technical instructions to confirm the campaign is completed correctly.



## II. BACKGROUND

The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant wafers. Improperly manufactured propellant wafers 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.



### III. IDENTIFICATION OF AFFECTED VEHICLES

#### A. COVERED VIN RANGE

Model	WMI	Year	VIN Range	
			VDS	Range
Sequoia	5TD	2002	BT44A	S105679-S137479
		2003		S101211-S181304
		2002	BT48A	S105332-S137474
		2003		S100652-S181302
		2002	ZT34A	S105617-S137484
		2003		S100034-S181311
		2004		S237174-S237174
		2002	ZT38A	S105454-S137473
		2003		S100343-S181296
Tundra	5TB	2003	BN441	S332744-S398296
		2004		S435495-S435495
		2003	BT441	S316368-S425621
		2004		S442936-S442936
		2003	BT481	S306031-S398309
		2004		S445112-S445112
			DT441	S439597-S460798
			DT481	S439032-S455784
			ET341	S461298-S461298
		2003	JN321	S332745-S398299
			KT441	S330788-S398060
			RN341	S307943-S398308
			RT341	S306032-S398301
		2004	RT341	S439819-S454581
		2003	RT381	S308386-S398306
		2004		S443733-S443733

**NOTE:**

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

## IV. PREPARATION

### A. PARTS

Part Number	Part Description	Quantity
04003-2810C	Instrument Panel Airbag Inflator Kit*	1
*The kit above includes the following parts.		
	Inflator	1
	Self Locking Nut	4
	Electro Tap	1
	Stopper Plate	1

### B. TOOLS & EQUIPMENT

- Standard hand tools
- Molding remover set
- Torque wrench
- Techstream

**OPTIONAL SST** – This is an essential special service tool that the dealership should have. This tool is not mandatory when performing this repair.

Part Number	Part Name	Quantity
09890-47010-01	Anti-Static Mat Set	1

**CAMPAIGN TOOLS** – These tools are provided to the dealership. These tools are necessary when performing this repair.

Image	Name	Quantity
	Airbag Mounting Bracket & hardware	1
	Barcode Scanner	1

**NOTE:** These tools **CANNOT** be ordered through the parts or tools system. There is a very limited supply of tools, but if additional tools are needed, contact your regional representative.

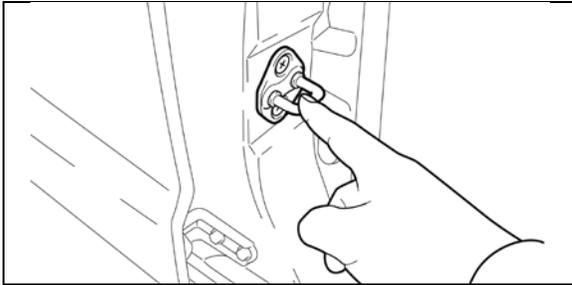
## V. SAFETY PRECAUTIONS



### CRITICAL INFORMATION – READ THOROUGHLY

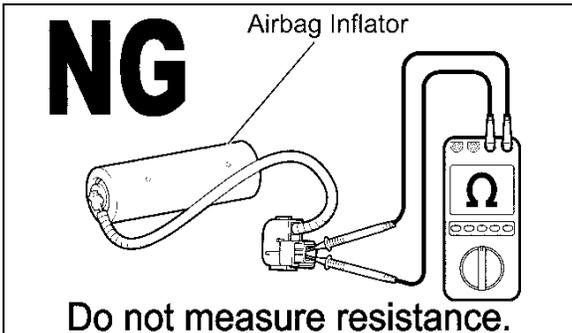


Failure to follow these procedures correctly could cause the SRS to unexpectedly deploy during servicing or the SRS may fail to operate correctly when required after reassembly. Confirm all work is performed as described in these instructions.



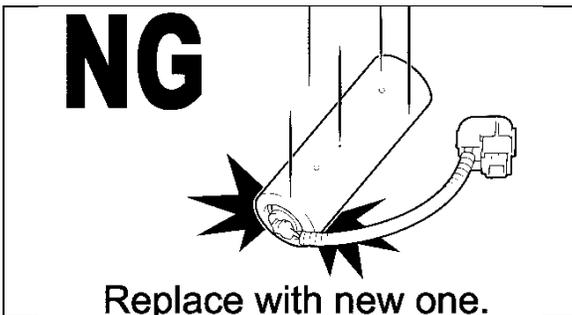
#### 1. ELIMINATE STATIC ELECTRICITY

- a) Before starting work and periodically while working on the vehicle, touch a metallic part of the vehicle to discharge static electricity in the body.



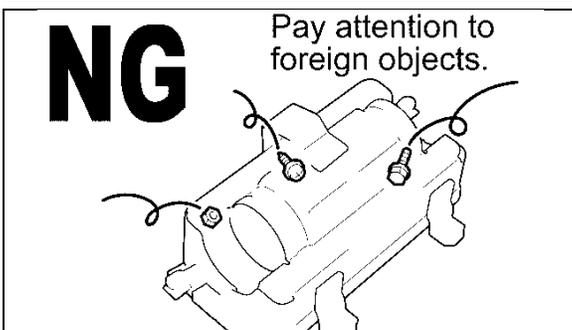
#### 2. DO NOT MEASURE RESISTANCE

- a) **DO NOT** measure resistance of airbag components, this may cause accidental activation.



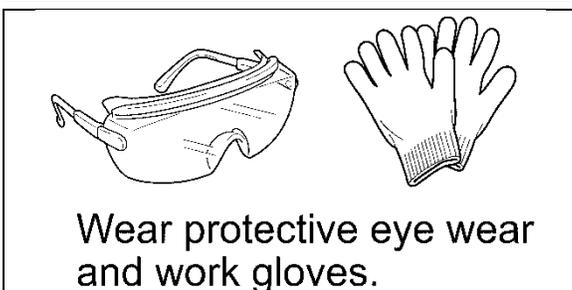
#### 3. HANDLE THE AIRBAG CAREFULLY

- a) If an inflator is dropped, replace it with a **NEW** inflator.



#### 4. DO NOT ALLOW FOREIGN OBJECTS NEAR AIRBAG

- a) Be sure to collect and account for all removed nuts/bolts to prevent them from landing in the airbag assembly.
- b) Any foreign objects in the airbag assembly may cause damage or injury if the airbag is activated.



#### 5. WEAR PROTECTIVE EQUIPMENT

- a) Always wear appropriate protective equipment when working on the SRS.

## VI. WORK AREA PREPARATION

[Video Supplement: Introduction](#)

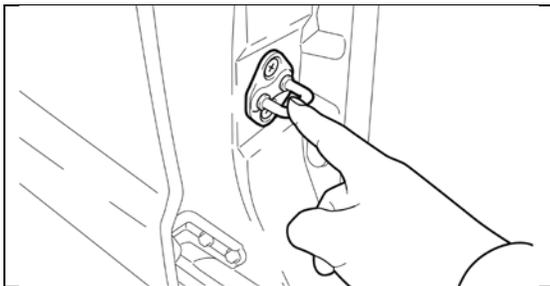
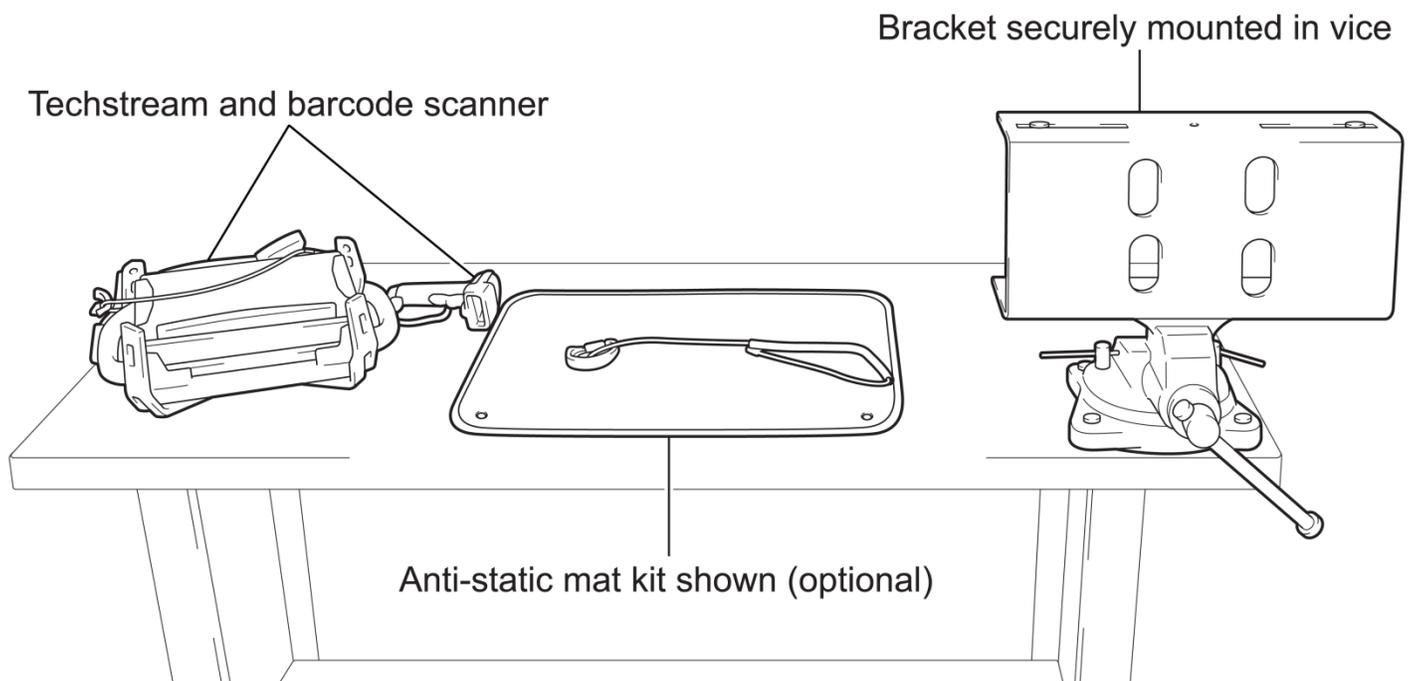


### CRITICAL INFORMATION – READ THOROUGHLY



The bracket assembly that was provided at the launch of this campaign is a critical added-safety feature that **MUST** be used when replacing the inflator module. Confirm the bracket assembly is installed securely in the vise and confirm the work area being used is appropriate. The anti-static mat set that is an essential SST may be available at your dealership and is optional to use during inflator replacement. If the anti-static kit is not available, before starting work and periodically while working on the vehicle, touch a metallic part of the vehicle to discharge static electricity in the body.

Confirm there are no loose objects or people exposed to the back side of the bracket for safety in the unlikely event of airbag deployment due to improper work procedures (Remember that the inflator **IS NOT** being replaced due to an inadvertent deployment concern).



If the anti-static kit is not available, before starting work and periodically while working on the vehicle, touch a metallic part of the vehicle to discharge static electricity in the body.

## VII. FRONT PASSENGER AIRBAG ASSEMBLY INSPECTION

### Video Supplement: Inspection

Confirm the information and press Next

Required Information

Division: TOYOTA

Model: < Select >

Model/Year: < Select >

Engine: < Select >

Option: < Select >

Optional Information

VIN:

Menu:

Manual Help Back Next Cancel

#### 1. PERFORM A HEALTH CHECK

- Confirm the Techstream is connected to the dealership's internet.
- When launching the Techstream software the VIN **MUST** be entered manually.
- Perform a health check.



- The VIN **MUST** be entered manually when launching the Techstream software, the VIN **WILL NOT** auto-populate due to vehicle age.
- A health check with VIN record **MUST** be performed within the last 36 hours and recorded by TMS. If the VIN is not entered, the healthcheck will not be recognized by TMS.
- The serial number checker application will be disabled and the inspection cannot be completed if a health check is not performed and recorded by TMS.

#### 2. LAUNCH THE SERIAL NUMBER CHECKER APPLICATION



- The **AIRBAG ASSEMBLY** serial number **MUST** be inspected using TIS and the barcode scanner (provided at the launch of this campaign) to determine if **INFLATOR** replacement is necessary.
- The barcode scanner application **MUST** be completed on every vehicle to obtain the Warranty Authorization #. This number **MUST** be included on every warranty claim that is submitted for inflator module replacement or the claim may be subject to debit.
- The technician performing the work **MUST** have valid TIS login credentials and an internet connection to perform the inspection and scanning process.

- Log in to TIS and input the VIN of the vehicle in the Vehicle Inquiry tab.
- Confirm the VIN is applicable and that the campaign has not been completed.
- Click on the link to launch the serial number checker application.

Home TIS TAS PRS QAT TOYOTA Help My Account Logout

Library Diagnostics Tech Assistance Vehicle Inquiry

Vehicle Identification Number Search

Enter a 17 Digit VIN to search for applicable information:

VIN:

a)

Vehicle Information

Division: TOYOTA Model: Corolla Grade: CE Model Year: 2003

Drive Type: 2WD Body Type: 4Dr. Sedan Engine Family: 4-cylinder - 1ZZ Transmission:

Date of First Use: Production Date: 01/18/2002 Plant Code: Z - FREMONT PLANT - NUMPT

VIN: 1NK-BR32E-00000000 Standard Equipment: Click here to display

Exterior Color: 03MS, SANDRIFT METALLIC Interior Color: FA41, FA41 Interior Trim Color: FA, \* Interior Fabric: F, \*

Vehicle accessories are not currently available. Try your query again later.

Campaign Service History Warranty DTC History Diagnostic Report

Service Campaign

Campaign Description: Safety Recall DPF Remedy Notice - 2003-2004 Model Year Corolla, Corolla Matrix, Sequoia, and Tundra Vehicles, 2002-2003 Model Year

Completion Status:   b) c)

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- Reenter TIS password in the serial number checker application.

**NOTE: The person logged-in to TIS should be the person performing the repair.**

TIS - Technical Information System

Front Passenger Airbag Inflator Module - Safety Recall  
SSC - DPF

User ID : john Technician Name : John Johnson

Dealer Code : 00000 Dealer Name : Toyota

Time : 03/03/2013 09:30 AM PST Airbag Serial #: \*\*\*\*\*PQ

Original Inflator Serial #: Replacement Inflator Serial #:

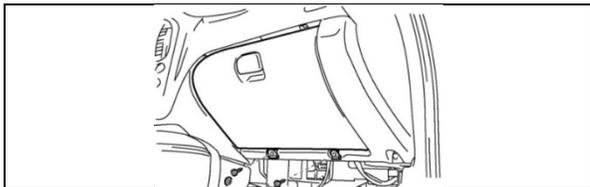
VIN : 1NK BR32E 00000000 [2003 Corolla SANDRIFT METALLIC]

Task	Dealer	User	Time	Status
Airbag # Validation	00000	john	04/12/2013 11:45 AM PST	Completed
Inflator # Record				Not Started
Terms & Conditions				Not Started

Next

#### NOTE:

- A task status screen will populate next and at other intervals during the repair. This screen will indicate if the inspection has previously been performed, who performed it, and where it was performed; review this information and then click 'next' to proceed to the next step. This information will be used for record keeping by TMS.
- If this screen indicates that the campaign has already been completed on this VIN, there is no need to perform campaign again.



### 3. REMOVE THE GLOVE BOX AND FINISH PANEL

- Remove the 2 screws and the glove box.
- Remove the 3 screws, disconnect the courtesy light connector and remove the lower No.2 finish panel that is behind the glove box.

### 4. CONNECT THE BARCODE SCANNER

- Connect the barcode scanner to the USB port on the Techstream.
- The scanner will automatically connect and a beep will be heard when the scanner is ready.

#### NOTE:

- The barcode scanner is included in the campaign tool kit.
- The barcode scanner works best in low light conditions.
- Always hold the scanner directly in front of and parallel to the barcode label.

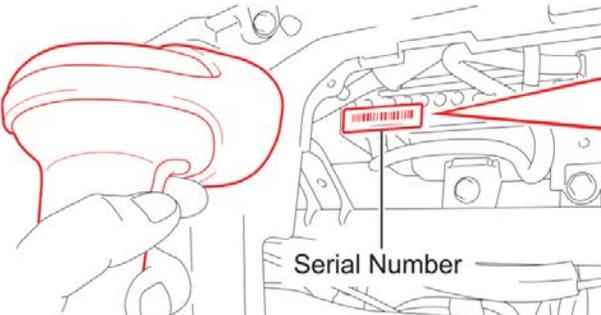
### 5. INSPECT AND SCAN THE AIRBAG SERIAL NUMBER

- Scan the **AIRBAG ASSEMBLY** serial number 2 times.
  - Confirm the cursor is in the first serial number box then scan the serial.
  - Position the cursor in the second serial number box then scan the serial.
- Click validate to determine if the inflator is affected.

#### NOTE:

- If both serial numbers that are entered do not match, confirm and reenter.
- If the serial number barcode will not scan, it can be entered manually.
- If the serial number and barcode are not legible or are not present, contact your regional representative.

The **AIRBAG ASSEMBLY** serial number and the **INFLATOR** serial number are **DIFFERENT**. The **AIRBAG ASSEMBLY** serial number **MUST** be scanned to determine if **INFLATOR** replacement is required.



TS - Technical Information System

Front Passenger Airbag Inflator Module - Safety Recall  
SSC - DOF

User ID : john      Technician Name : John Johnson  
Dealer Code : 00000      Dealer Name : Toyota  
Time : 03/03/2013 09:30 AM PST

VIN : 1NX BR32E 000000000 [2003 Toyota SANDRIFT METALLIC]

Complete the following fields to determine if Airbag Inflator Module replacement is required.

Use of a barcode scanner is strongly recommended when entering Airbag Assembly Serial Number.  
If manually typing serial number, you **MUST** include all leading zeros. (If applicable)

\*Airbag Assembly Serial Number:  **a)**

\*Reconfirm Airbag Assembly Serial Number:  **b)**

Back   Clear   **Validate**

(\*) - Indicates Required Field(s)

### CONDITION 1

## Inflator replacement **REQUIRED**

TS - Technical Information System

Front Passenger Airbag Inflator Module - Safety Recall  
SSC - DOF

User ID : john      Technician Name : John Johnson  
Dealer Code : 00000      Dealer Name : Toyota  
Time : 03/03/2013 09:30 AM PST

VIN : 1NX BR32E 000000000 [2003 Corolla SANDRIFT METALLIC]

Complete the following fields to determine if Airbag Inflator Module replacement is required.

\*Airbag Assembly Serial Number:

\*Reconfirm Airbag Assembly Serial Number:

Airbag Inflator module REPLACEMENT **IS REQUIRED** for the Safety Recall. Click Next for further instructions.

Back   Clear   Next

(\*) - Indicates Required Field(s)

The inflator is affected and replacement is required. Proceed to **STEP VIII.** for instructions on inflator replacement.

### CONDITION 2

## NO NEED to replace inflator

TS - Technical Information System

Front Passenger Airbag Inflator Module - Safety Recall  
SSC - DOF

User ID : john      Technician Name : John Johnson  
Dealer Code : 00000      Dealer Name : Toyota  
Time : 03/03/2013 09:30 AM PST

VIN : 1NX BR32E 000000000 [2003 Corolla SANDRIFT METALLIC]

Complete the following fields to determine if the Airbag Inflator Module replacement is required.

\*Airbag Assembly Serial Number:

\*Reconfirm Airbag Assembly Serial Number:

Airbag Inflator module REPLACEMENT **IS NOT REQUIRED** for the safety recall. Click "Next" for further instructions and Warranty Authorization.

Back   Clear   Next

(\*) - Indicates Required Field(s)

The inflator **IS NOT** affected and **DOES NOT** need to be replaced. Complete the following steps:

- Record the Warranty Authorization # provided at the end of the serial number checker application to be included in the warranty claim.
- Reassemble the vehicle.
- Perform a health check on the vehicle.

## VIII. FRONT PASSENGER AIRBAG ASSEMBLY REMOVAL

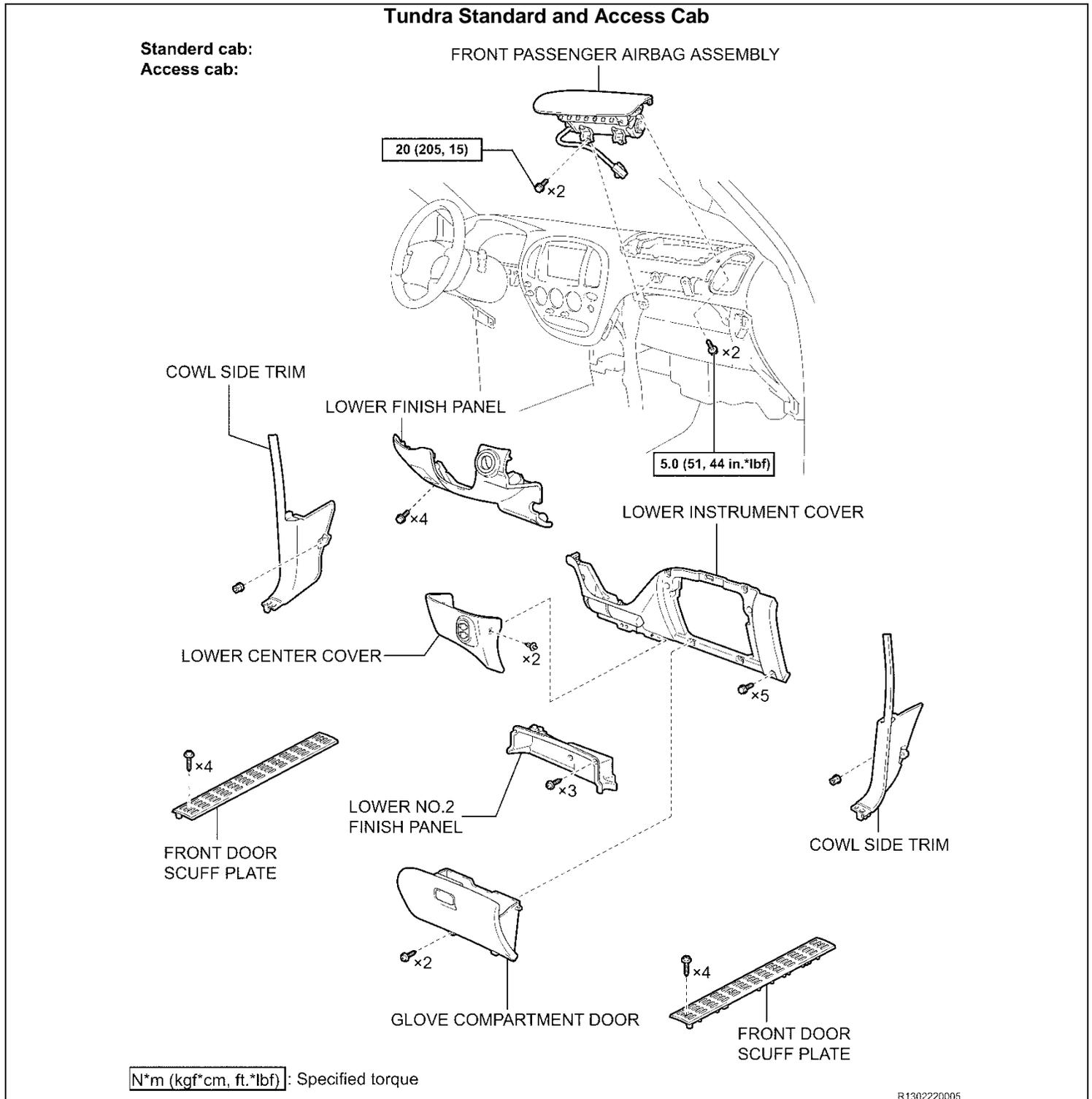
### 1. DISCONNECT THE NEGATIVE BATTERY CABLE



- Wait at least 90 seconds after disconnecting the cable from the negative battery terminal to prevent airbag and seat belt pretensioner deployment.
- Follow all precautions as outlined on TIS before servicing the SRS system.

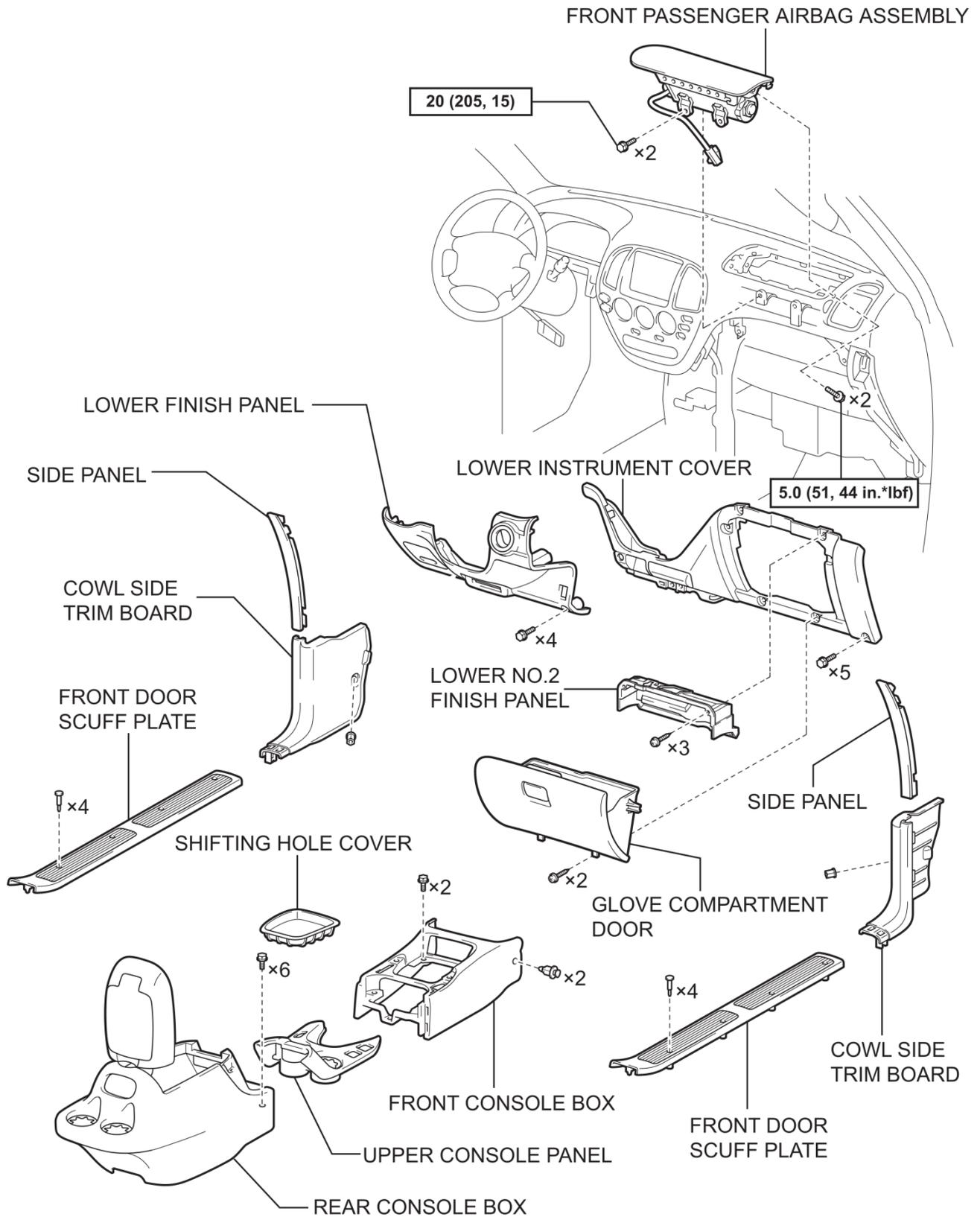
### 2. REMOVE THE PASSENGER AIRBAG ASSEMBLY

- a) Refer to TIS for instructions on airbag removal: [Tundra](#), [Sequoia](#)



# Sequoia, Tundra Double Cab

Double cab:



**N\*m (kgf\*cm, ft.\*lbf)** : Specified torque

R1302220006

## IX. INFLATOR REPLACEMENT

[Video Supplement: Inflator Replacement](#)

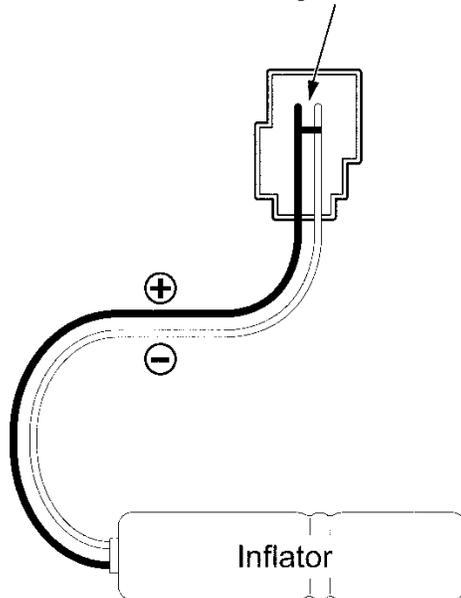


### CRITICAL INFORMATION – READ THOROUGHLY

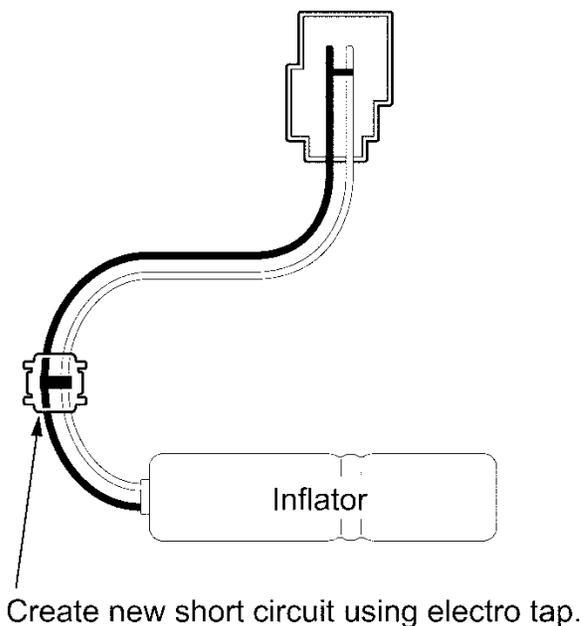


The connector of the inflator module contains a short circuiting mechanism to eliminate voltage variances when the connector(1) is disconnected. To allow for the replacement of the inflator module, a new short circuit(2) **MUST** be created before cutting the wires(3) and removing the inflator. The following steps **MUST** be followed exactly as described to ensure the work is completed correctly and safely.

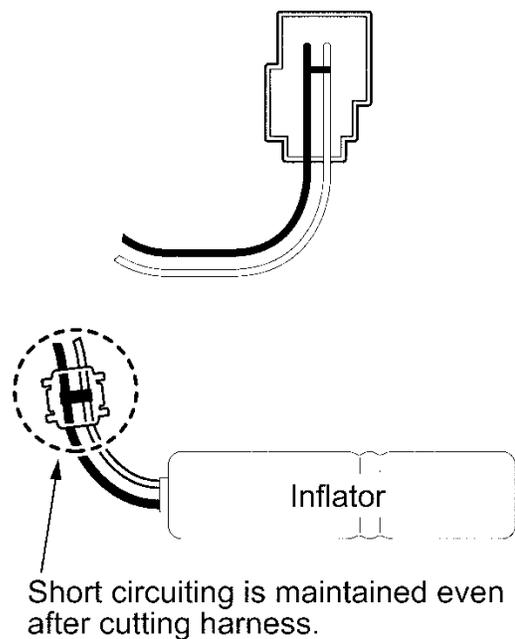
(1)  
Short circuiting on both sides.

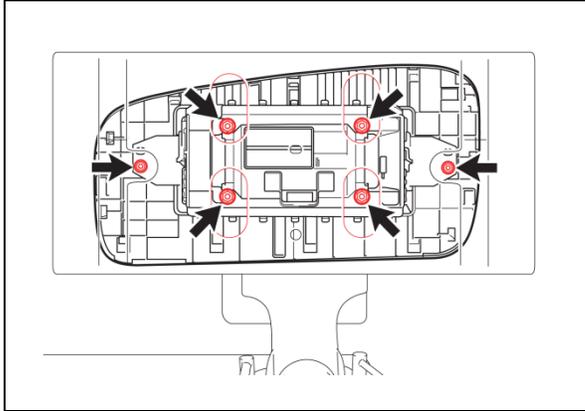
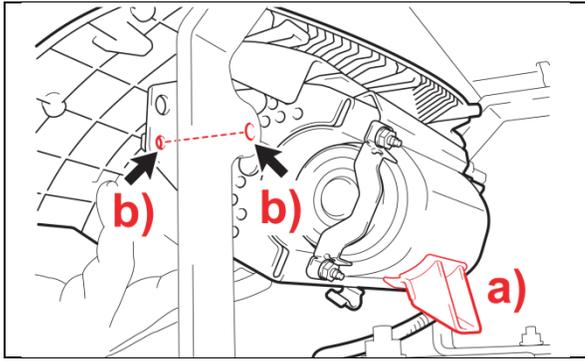


(2)



(3)





## 1. MOUNT THE AIRBAG IN THE MOUNTING BRACKET

- a) Position the airbag assembly so that the center mounting bracket is facing towards the ground.
- b) Install the airbag to the support bars with the bolts supplied in the bracket kit.

**NOTE:** The airbag assembly will only fit on the support brackets one way.

- c) Position the airbag so that all four stopper plate nuts can be removed through the access holes.
- d) Tighten the bolts holding the support bars to the mounting bracket.
- e) Confirm the following:
  - Mounting bracket is secure in the vise.
  - Airbag is secure in the support bars.
  - The center mounting bracket on the airbag assembly is facing downward.
  - Support bars are secure on the mounting bracket using 1 bolt/nut at the top of each support bar and 2 nuts/bolts at the bottom of each support bar.



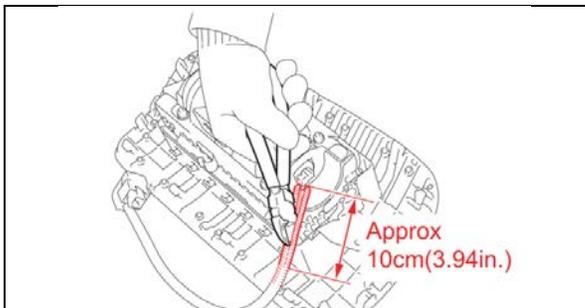
## CRITICAL INFORMATION – READ THOROUGHLY



**ALWAYS** keep as much of your body as possible in front of the bracket when working on the airbag assembly.



**Remember to periodically touch a metallic part of the vehicle to discharge static electricity in the body if the anti-static kit is not being used.**

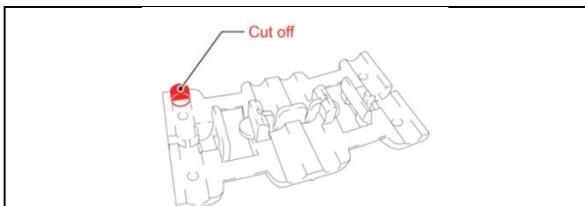


## 2. PREPARE TO INSTALL THE SHORT CIRCUIT

- a) Cut the yellow corrugated tube on the harness approximately 4 inches (10 cm) using nippers.



- **DO NOT** damage the wires in the tube.
- **DO NOT** use a knife or razor blade to cut the tube to avoid damaging the wires.
- This may be performed on either end of the inflator.

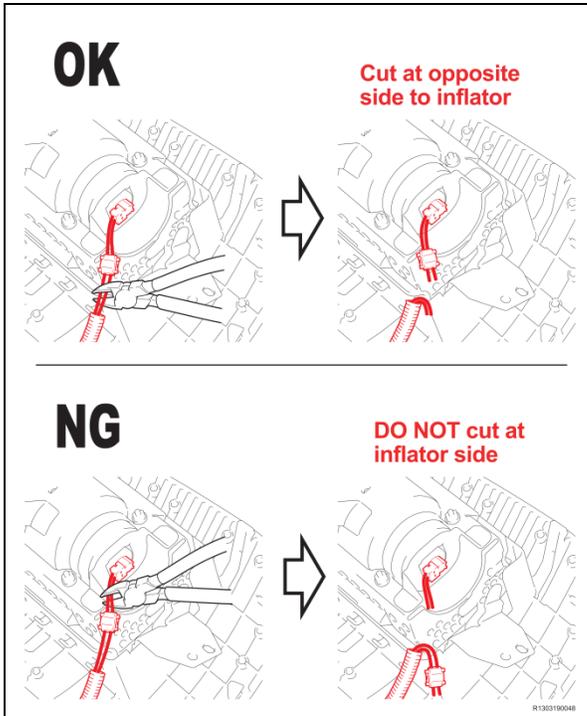
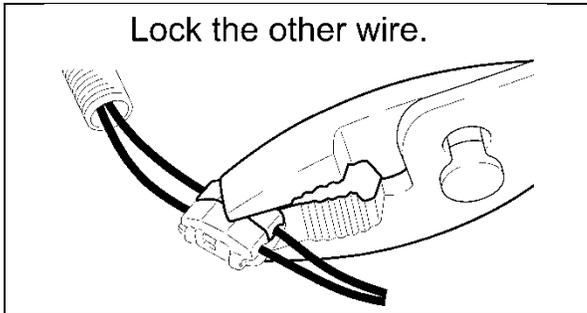
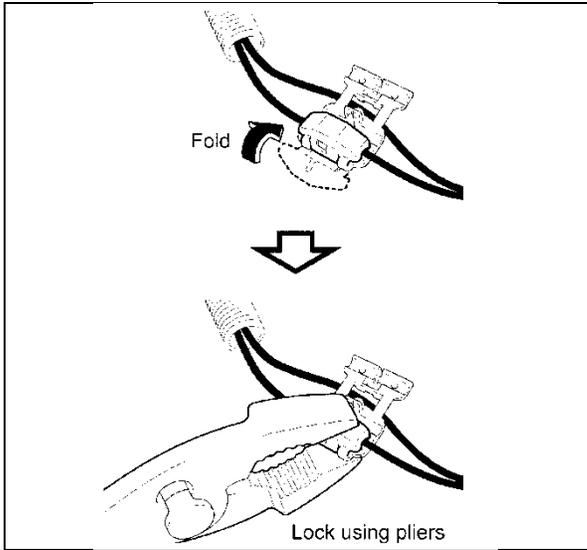
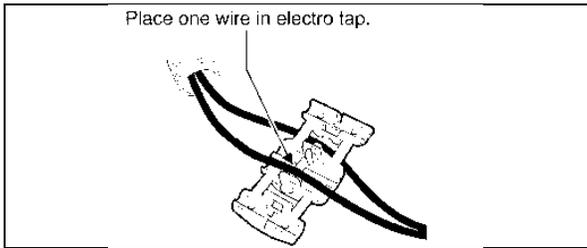


- b) Cut off the tab of the electro tap shown in the illustration.

**NOTE:** The electro tap is included in the inflator parts kit.



This tab **MUST** be removed to ensure a good short.



### 3. CREATE A NEW SHORT CIRCUIT IN THE INFLATOR HARNESS

a) Place one wire in the electro tap as shown in the illustration.

b) Fold and pinch the half of the electro tap with the wire and use pliers to lock the electro tap.

#### NOTE:

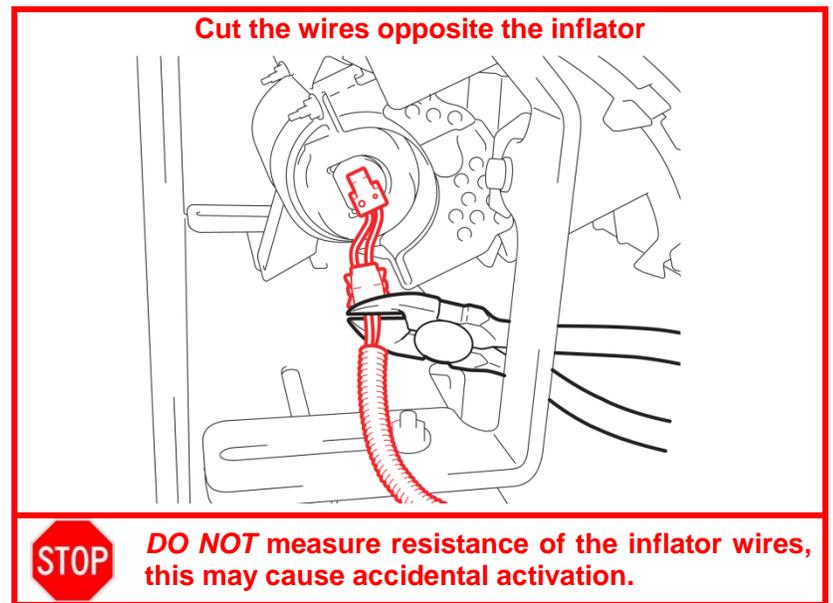
- **DO NOT** work on both wires at the same time to avoid errors.
- Pliers **MUST** be used to confirm the electro tap is firmly locked in place.

c) Set the other wire in the electro tap and lock it in place using pliers.

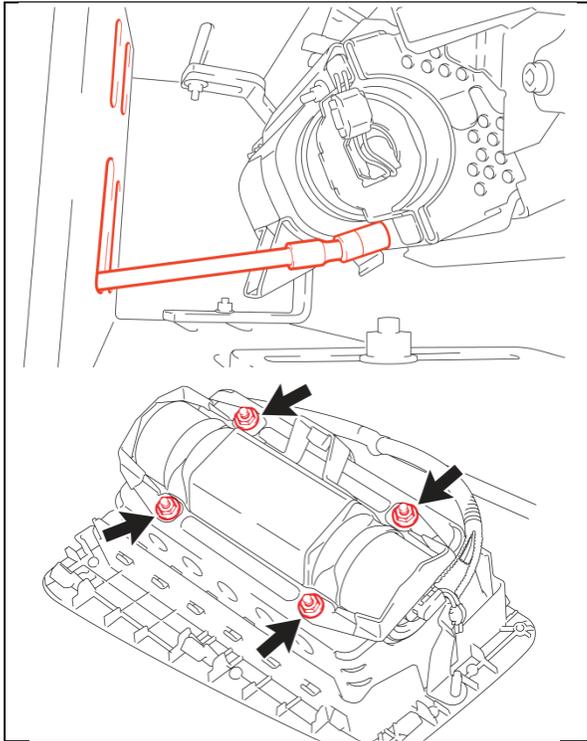
**STOP** **DO NOT** measure resistance of the inflator wires, this may cause accidental activation.

### 4. CUT THE INFLATOR WIRES

a) Cut the 2 wires at the side of the electro tap that is farthest away from the inflator.



**STOP** **DO NOT** measure resistance of the inflator wires, this may cause accidental activation.

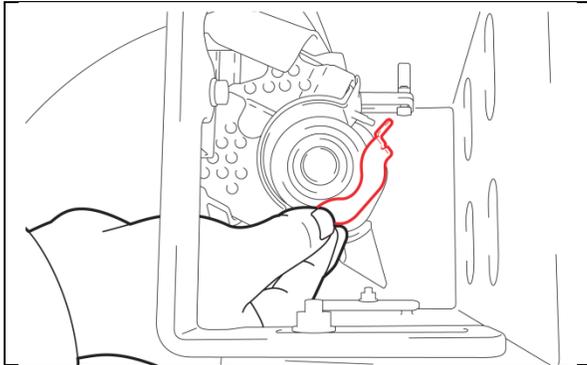


## 5. REMOVE THE SELF LOCKING NUTS

a) Use the access holes in the bracket to remove the 4 nuts.

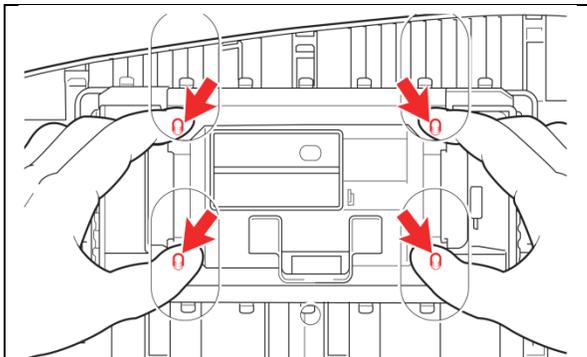
### NOTE:

- **DO NOT** use power tools.
- The bracket support bars may need to be repositioned to remove the nuts through the access holes.



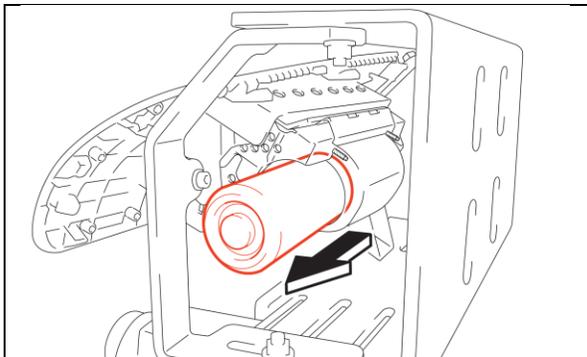
b) Remove the stopper plate.

c) Discard the 4 nuts and stopper plate as they are not to be reused.



## 6. REMOVE THE INFLATOR

a) Gently push in the 4 studs to loosen the inflator for removal.



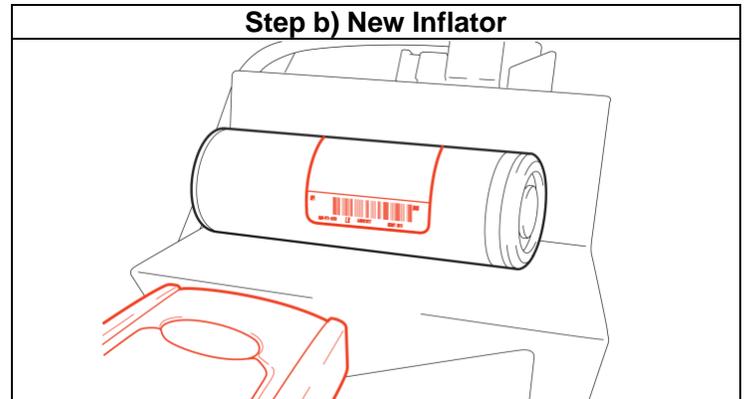
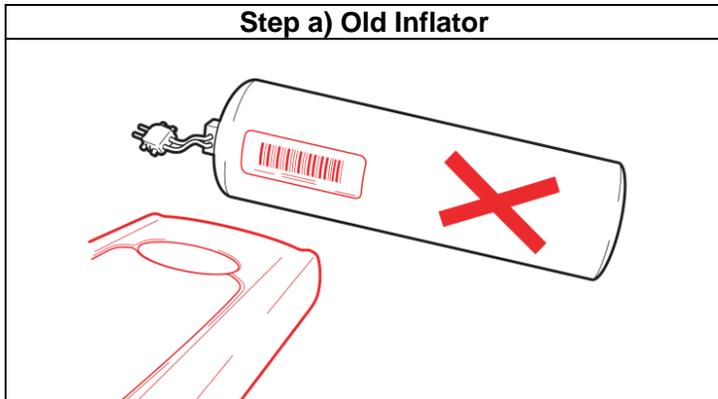
b) Remove the inflator from the airbag assembly and place it on a safe work surface.

## 7. SCAN THE OLD AND NEW INFLATOR SERIAL NUMBER

- Scan the **OLD** inflator serial number and mark the old inflator so that it will not be reused.
- Scan the **NEW** inflator serial number.

**NOTE: This information is CRITICAL**

- It is used to confirm the correct inflator is removed from the vehicle.
- It is recorded by TMS to trace the return parts shipment.
- It is used to track new the inflator that is being installed on the vehicle.



- Confirm agreement by checking the two boxes.
- Record the Warranty Authorization # to be included in the warranty claim.
- Place the old inflator in the parts box and take it immediately to the parts department.

**NOTE:**

- Confirm the cursor is in the correct serial number input box before scanning.
- If the serial number barcode will not scan, it can be entered manually.
- If there are any difficulties or concerns with this process, email [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com) with details.

Step c)

TIS - Technical Information System

Front Passenger Airbag Inflator Module – Safety Recall  
SSC – D0F

User ID : jjohn Technician Name : John Johnson  
Dealer Code : 00000 Dealer Name : Toyota  
Time : 03/03/2013 09:30 AM PST Airbag Serial # : \*\*\*\*\*45  
VIN : 1NX BR32E 000000000 [2003 Corolla SANDRIFT METALLIC]

Inflator Module REPLACEMENT IS REQUIRED under the safety recall. Follow the technical instructions and acknowledge the following statements.

If manually typing serial number, you MUST include all leading zeros. (If applicable)

Original Inflator Serial #: IABC1234  
If original inflator serial number is not visible or missing, check this box.

\*Replacement Inflator Serial #: IAZ5678

If you have a concern with the inflator serial numbers, please email [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com) with details.

\* I agree to complete the safety recall's remaining technical instructions.  
 \* I agree to perform a vehicle Health Check with Techstream upon completion of the safety recall's technical instructions.

(\*) - Indicates Required Field(s)

Back Clear Submit

Step d)

TIS - Technical Information System

Front Passenger Airbag Inflator Module – Safety Recall  
SSC – D0F

User ID : jjohn Technician Name : John Johnson  
Dealer Code : 00000 Dealer Name : Toyota  
Time : 03/03/2013 09:39 AM PST Airbag Serial # : \*\*\*\*\*45  
Original Inflator Serial #: IABC1234 Replacement Inflator Serial #: IAZ5678

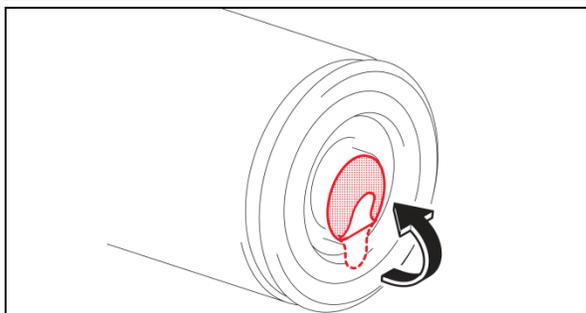
jjohn has agreed to the following terms and conditions on 03/03/2013 09:39 AM PST.

\* I agree to complete the safety recall's remaining technical instructions.  
 \* I agree to perform a vehicle Health Check with Techstream upon completion of the safety recall's technical instructions.

John Johnson has successfully confirmed completion of Airbag Inflator Module Safety Recall for  
VIN – 1NX BR32E 000000000 [2003 Corolla SANDRIFT METALLIC].  
Warranty Authorization # 142957

Airbag inflator module replacement WAS required under this safety recall.  
Print this page for your records and then click 'Close' to resume working.

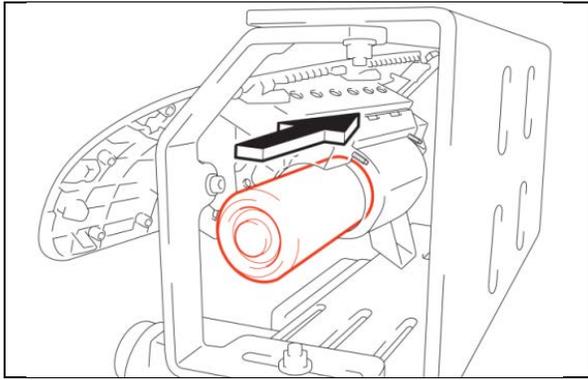
Close



## 8. FOLD THE CONNECTOR SEAL

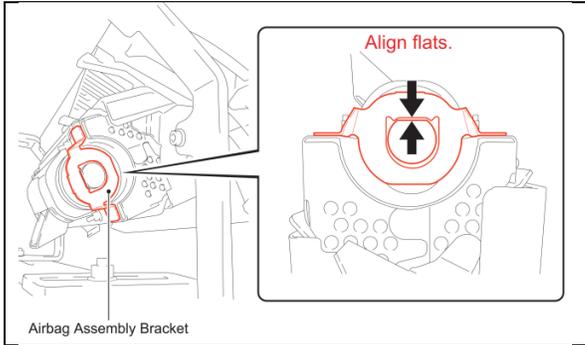
- Fold the seal in order to prevent it from being caught under the airbag assembly bracket in the next step.

**NOTE: DO NOT** fully remove the seal until just before connecting the harness.



## 9. INSTALL THE **NEW** INFLATOR

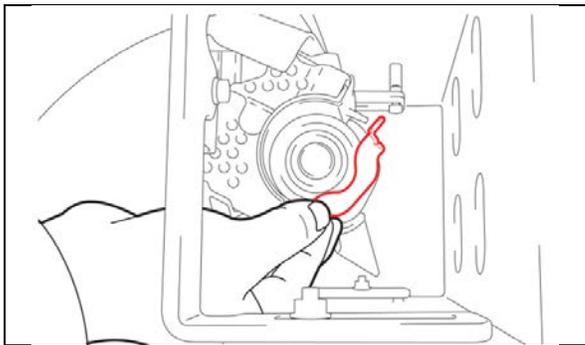
- a) Carefully slide the new inflator into the airbag assembly.



## 10. CONFIRM THE INFLATOR ALIGNMENT

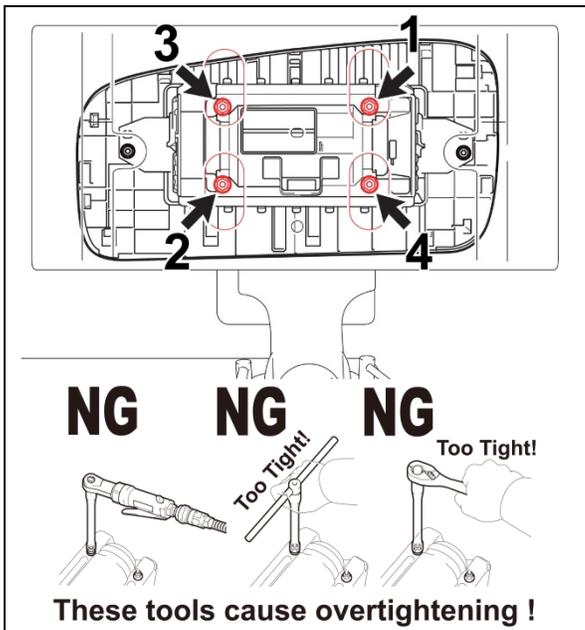
- a) Align the flat on the inflator with the flat on the airbag assembly bracket.

**STOP** Confirm the flats on the airbag assembly and inflator are aligned.



## 11. INSTALL THE **NEW** STOPPER PLATE.

- a) Place the **NEW** stopper plate on the airbag assembly.
- b) Install **NEW** stopper plate nuts by hand. They will be torqued on a later step.
- c) Install the **NEW** nuts on the airbag assembly bracket by hand. They will be torqued on a later step.



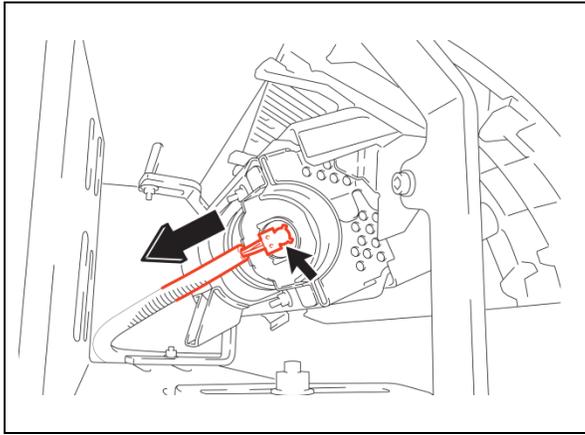
## 12. TORQUE THE PLATE NUTS

- a) Tighten the nuts evenly in two increments following the sequence shown in the illustration. Use a socket driver or torque wrench to tighten the nuts.

**Torque: 35in. lbf (3.9N·m)**

**STOP**

- There will be some resistance when tightening the nuts because they are self-locking, confirm the nuts are tightened correctly.
- **DO NOT** use a power tool, T-handle, or ratchet when tightening the nuts to avoid overtightening.

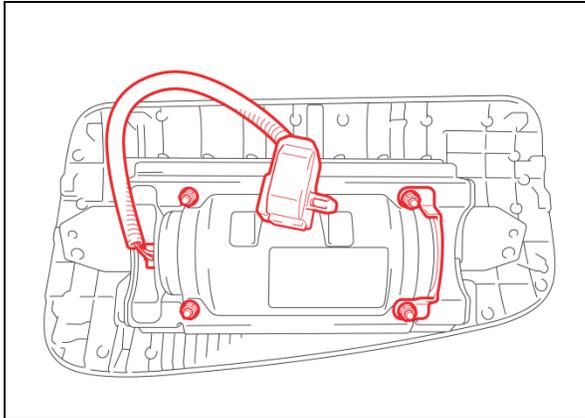


### 13. CONNECT THE INFLATOR CONNECTOR

- a) Remove the connector seal from the inflator.
- b) Confirm the alignment of the harness connector as shown in the illustration, then connect the harness. The connector wires should lead away from the dashboard pad.



- The connector should be connected **IMMEDIATELY** after removing the seal.
- The connector is one-way, once it is installed it **CANNOT** be removed.
- If the connector is installed in the incorrect orientation the terminals may be bent or the connector may not fully engage.



### 14. REMOVE THE AIRBAG ASSEMBLY FROM THE BRACKET

- a) Remove the two bolts and the airbag assembly, then place the assembly on a cloth or the anti-static mat if it being used.

### 15. INSPECT THE AIRBAG BEFORE INSTALLATION

- a) Confirm that the 4 **NEW** nuts are installed and tight.
- b) Confirm the **NEW** stopper plate is installed.
- c) Confirm the flats on the airbag assembly bracket and inflator are aligned.
- d) Confirm the inflator harness connector is secure and installed in the correct direction.
- e) Confirm that the harness is engaged in the clamp.

## X. FRONT PASSENGER AIRBAG ASSEMBLY INSTALLATION

### 1. REINSTALL THE AIRBAG ASSEMBLY

- b) Refer to TIS for instructions on airbag installation: [Tundra](#), [Sequoia](#)

### 2. RECONNECT THE NEGATIVE BATTERY CABLE

### 3. PERFORM A HEALTH CHECK

**NOTE:** Enter the VIN when performing the health check in order for the data to be recorded by TMS.

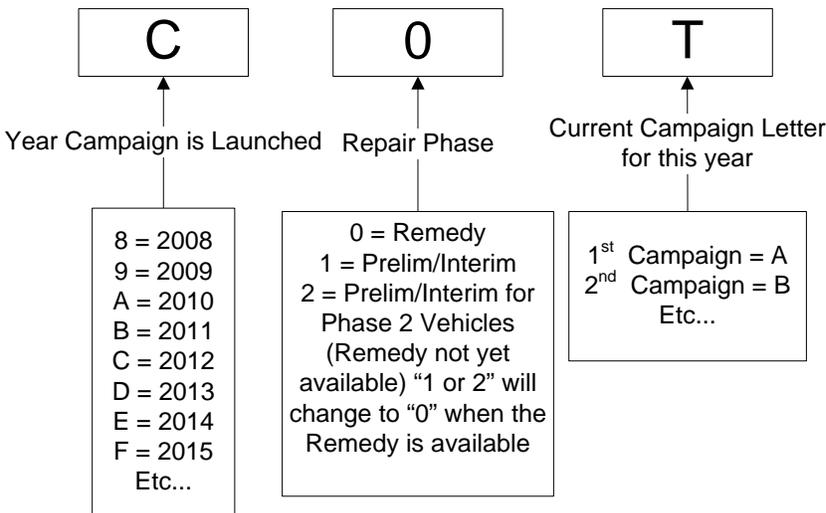
## ◀ VERIFY REPAIR QUALITY ▶

- Confirm all precautions are followed to ensure safety during the repair
- Confirm the entire serial number checker application is completed and the warranty authorization # is recorded on *EVERY* vehicle
- Confirm the old inflator is handled safely and given to the appropriate parts professional for shipment
- Confirm the inflator harness connector is fully engaged and that the stopper plate is installed correctly

If you have any questions regarding this update, please contact your area representative.

## XI. APPENDIX

### A. CAMPAIGN DESIGNATION DECODER



### B. CAMPAIGN PARTS DISPOSAL

**ALL** inflators that are removed from vehicles under this campaign **MUST** be packaged and shipped back to the inflator manufacturer following the manufacturer's instructions. The instructions can be found in the following locations:

- Attached to the dealer letter
- Included in the parts box
- The laminated aid that was provided at the launch of the campaign

Lonnie Peterson / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
August 08, 2013  
Approved By: Bob Waltz

To: All Toyota Dealers  
From: Product Support Division

**Safety Recall D0F – *Remedy Available***  
**2003-2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles**  
**2002- Early 2004 Model Year Sequoia Vehicles**  
**Front Passenger Airbag Inflator Module**

As previously announced, in April, 2013, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on 2003-2004 Model Year Corolla, Corolla Matrix, Tundra, and 2002-Early 2004 Model Year Sequoia vehicles.

- **Toyota has completed remedy preparations and will begin to notify owners in Mid-August, 2013.**
- A Dealer Letter containing additional information (i.e. Technical Instructions, reimbursement procedures, parts ordering information, etc.) has been posted on TIS.
- ***Please refer to TIS for vehicle applicability and additional information.***

**Customer and Media Contacts**

- A FAQ has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.
- 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. Please direct all media contacts to Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)