

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 Module at **NO CHARGE** to the vehicle owner.

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

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

Toyota has completed remedy preparations 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 **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	S137473
	JTD	2003	BR32E	0002007	0051596		2003	5TB	BN441		S332744	S398296
				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					DT481	S439032	S455784
Corolla Matrix	2T1	2003	KR32E	C000083	C774535	Tundra	5TB	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				S439819		S454581	
		2003	KY38E	C000118	C165579			2003	RT381	S308386	S398306	
		2004		C165661	C166108			2004		S443733	S443733	
		2003	LR32E	C000084	C776114			2004				
		2004		C165669	C278005							
		2003	LR38E	C001163	C165585							

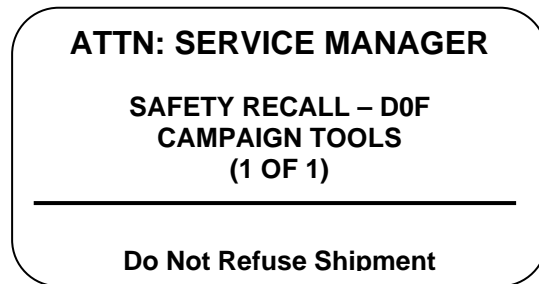
Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

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 NOT** 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 NAO 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 NAO 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.

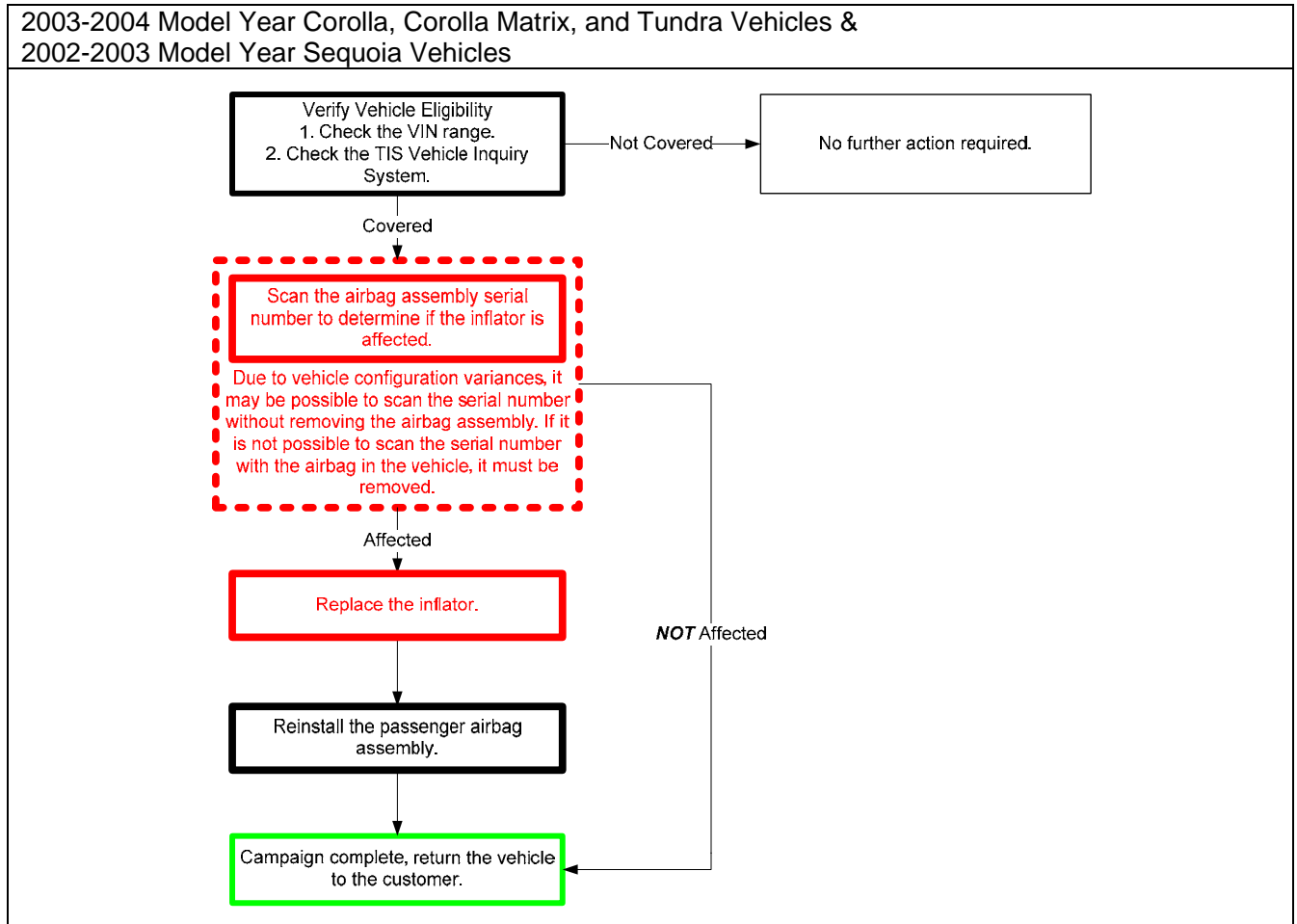
**In the limited cases, where the serial number is illegible, the Airbag Assembly will require replacement. Please contact your regional representative for further direction on vehicle repair and claim filing procedures.**

**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**

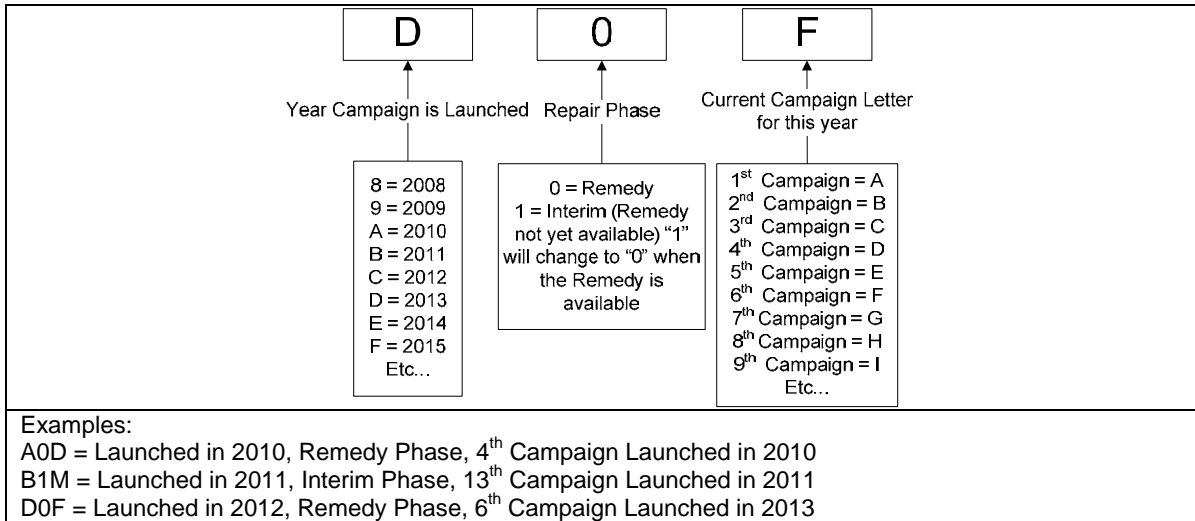


Model	Op. Code	Description	Flat Rate Hour
Corolla, Matrix, Tundra, & Sequoia	3505DA	Inspect Airbag Inflator Assembly Serial Number	0.3 hr/vehicle
Tundra & Sequoia	3505DB	Inspect and Replace Airbag Inflator Module	1.2 hr/vehicle
Corolla & Matrix	3505DG	Inspect and Replace Airbag Inflator Module	0.9 hr/vehicle

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

(Warranty Reimbursement 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