

# ◀ IMPORTANT UPDATE ▶

*The attached Dealer Letter has been updated. Refer to the details below.*

*The most recent updates in the attached Dealer Letter will be highlighted with a red box.*

DATE	TOPIC
1/9/2019	<ul style="list-style-type: none"> <li>• <b>This Safety Recall has been expanded to include 2014 Sienna, 2014 – 2016 4Runner, and 2014 – 2015 Scion xB vehicles.</b></li> <li>• <b>Affected vehicle volume has been updated for 2010 – 2013 4Runner, 2010 – 2013 Scion xB, 2010 – 2013 Matrix, 2010 – 2013 Corolla and 2011 – 2013 Sienna.</b></li> </ul>
11/20/2018	<ul style="list-style-type: none"> <li>• Additional Information for 4Runner Part Numbers has been added.</li> </ul>
09/5/2018	<ul style="list-style-type: none"> <li>• New part numbers available for the remedy of 4Runner vehicles.</li> </ul>
07/17/2018	<ul style="list-style-type: none"> <li>• Dealer Transportation Section added with new opcode and sublet for Customer Vehicle Pickup and Delivery.</li> <li>• A new section titled “Unremedied VINs for Dealers” has been added for SOAR.</li> <li>• Additional Part Numbers added in the Non-Desiccated Part Recovery section.</li> <li>• Technician Training Requirements have been updated.</li> </ul>
4/18/2018	<ul style="list-style-type: none"> <li>• A new section titled Non-Desiccated Part Recovery, has been added.</li> <li>• Warranty Reimbursement Procedure details have been updated.</li> </ul>
2/22/2018	<ul style="list-style-type: none"> <li>• Additional Information for Matrix Part Numbers has been added.</li> </ul>
1/9/2018	<ul style="list-style-type: none"> <li>• This Safety Recall has been expanded to include 2013 Corolla, Matrix, Sienna, 4Runner, and Scion xB vehicles.</li> </ul>
11/2/2017	<ul style="list-style-type: none"> <li>• Remedy is now available for 2012 Corolla and 4Runner vehicles.</li> <li>• New part number available for the remedy of Scion xB and 4Runner vehicles.</li> </ul>
8/31/2017	<ul style="list-style-type: none"> <li>• Remedy is now available for 2011 and 2012 Scion xB vehicles.</li> <li>• Remedy is now available for 2011 and 2012 Matrix vehicles.</li> <li>• Remedy is now available for 2011 Corolla vehicles.</li> <li>• Remedy is now available for 2011 4Runner vehicles.</li> <li>• Remedy is now available for 2012 Sienna vehicles.</li> <li>• New Part Number available for the remedy of 2009-2012 Matrix vehicles.</li> <li>• Loaner Vehicle Reimbursement section updated to require invoices.</li> </ul>
6/27/2017	<ul style="list-style-type: none"> <li>• Remedy is now available for 2010 4Runner and Matrix vehicles.</li> </ul>
6/15/2017	<ul style="list-style-type: none"> <li>• Remedy is now available for 2011 Sienna.</li> </ul>
6/1/2017	<ul style="list-style-type: none"> <li>• Remedy is now available for 2010 Corolla and 2010 Scion xB.</li> </ul>
4/14/2017	<ul style="list-style-type: none"> <li>• Loaner Vehicle Reimbursement Procedure has been updated.</li> </ul>
3/30/2017	<ul style="list-style-type: none"> <li>• Remedy is now available for 2009 Corolla, 2009 Matrix, and 2008-2009 Scion xB</li> <li>• Loaner Vehicle Reimbursement section has been updated.</li> <li>• Customer Towing sublet added under Warranty Reimbursement Procedure</li> </ul>
3/10/2017	<ul style="list-style-type: none"> <li>• Estimated remedy timing for all vehicles has been added.</li> </ul>
1/12/2017	<ul style="list-style-type: none"> <li>• Additional information for Phase Two launch has been added.</li> </ul>
12/13/2016	<ul style="list-style-type: none"> <li>• Remedy is now available for Yaris Sedan.</li> <li>• Vehicle UIOs have been updated.</li> </ul>
12/1/2016	<ul style="list-style-type: none"> <li>• Loaner vehicle reimbursement section has been updated to include additional coverage.</li> <li>• Return shipping information for removed inflators/airbags has been added.</li> <li>• 2016 model year 4Runner VIN Lookup website for future phase eligibility has been highlighted.</li> </ul>

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Original Publication Date: October 13, 2016

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

Subject: Safety Recall GOP – **Remedy Notice**  
Multiple Models and Model Years  
Takata Front Passenger Airbag Inflator (**Zone A**)

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### **Background**

On May 4, 2016, the National Highway Traffic Safety Administration (NHTSA) announced an expansion of the Takata Airbag Inflator Recalls. This announcement explained that Takata will, over time, recall additional specific front airbag inflators manufactured with phase-stabilized ammonium nitrate (PSAN) propellant that does not contain a material called a “desiccant.” This expansion impacts Toyota and multiple other automotive manufacturers using specific Takata frontal airbag inflators.

On May 16, 2016, Takata filed the first of multiple Defect Information Reports (DIRs) with NHTSA to address the first phase of this expansion.

On May 23, 2016, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the first phase of the Takata recall and informing the agency of our intent to conduct a voluntary Safety Recall on the vehicles described below:

- 2006 – 2011 Yaris Hatchback
- 2007 – 2011 Yaris Sedan
- 2008 – 2011 Scion xB
- 2009 – 2011 Corolla
- 2009 – 2011 Matrix
- 2010 – 2011 4Runner
- 2011 Sienna

On January 9, 2017, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the second phase of the Takata recall and informing the agency of our intent to conduct a voluntary Safety Recall on the vehicles described below:

- 2012 Yaris Sedan
- 2012 Scion xB
- 2012 Corolla
- 2012 Matrix
- 2012 4Runner
- 2012 Sienna

On January 09, 2018, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the third phase of the Takata recall and informing the agency of our intent to conduct a voluntary Safety Recall on these vehicles. The involved vehicles are described in the attached Phase and Zone summary.

- 2013 Corolla
- 2013 Matrix
- 2013 Sienna
- 2013 4Runner
- 2013 Scion xB

On January 9, 2019, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the fourth phase of the Takata recall and informing the agency of our intent to conduct a voluntary Safety Recall on these vehicles. The involved vehicles are described in the attached Phase and Zone summary.

- 2014 Sienna
- 2014 – 2016 4Runner
- 2014 – 2015 Scion xB

**Condition**

The subject vehicles are equipped with front passenger airbag inflators produced by Takata. The propellant in these inflators may degrade after prolonged exposure to high absolute humidity and fluctuating high temperatures. Degraded propellant can cause the inflator to explode during airbag deployment. In the event of an inflator explosion, metal fragments could pass through the airbag cushion material, striking the vehicle occupants, and result in serious injury or death.

**Remedy**

The remedy will consist of the replacement of the airbag inflator or the airbag assembly, depending on the vehicle model. Refer to the table below for remedy launch date.

<b>G0P Status Chart</b>				
<b>Zone</b>	<b>Model Name</b>	<b>Model Year</b>	<b>Anticipated Remedy Date</b>	<b>Approximate UIO</b>
<b>A</b>	Yaris Hatchback	2006 – 2011	<b>Remedy Available Now</b> (Launched Mid-October 2016)	95,100
	Yaris Sedan	2007 – 2011	<b>Remedy Available Now</b> (Launched Mid-December 2016)	168,700
		2012	<b>Remedy Available Now</b> (Launched Mid-January 2017)	28,000
	Scion xB	2008 – 2009	<b>Remedy Available Now</b> (Launched Late March 2017)	54,900
		2010	<b>Remedy Available Now</b> (Launched Early June 2017)	12,200
		2011	<b>Remedy Available Now</b> (Launched Late August 2017)	11,900
		2012	<b>Remedy Available Now</b> (Launched Late August 2017)	18,400
		2013	<b>Remedy Available Now</b> (Launched Early January 2018)	10,200
		2014-2015	<b>Remedy Available Now</b> (Launched Early January 2019)	19,100
	Matrix	2009	<b>Remedy Available Now</b> (Launched Late March 2017)	28,500
		2010	<b>Remedy Available Now</b> (Launched Late June 2017)	14,700
		2011	<b>Remedy Available Now</b> (Launched Late August 2017)	3,100
		2012	<b>Remedy Available Now</b> (Launched Late August 2017)	1,400
		2013	<b>Remedy Available Now</b> (Launched Early January 2018)	1,200
	Corolla	2009	<b>Remedy Available Now</b> (Launched Late March 2017)	194,200
		2010	<b>Remedy Available Now</b> (Launched Early June 2017)	271,800
		2011	<b>Remedy Available Now</b> (Launched Late August 2017)	141,200
		2012	<b>Remedy Available Now</b> (Launched Early November 2017)	119,200
		2013	<b>Remedy Available Now</b> (Launched Early January 2018)	186,000
	4Runner	2010	<b>Remedy Available Now</b> (Launched Late June 2017)	21,000
2011		<b>Remedy Available Now</b> (Launched Late August 2017)	29,000	
2012		<b>Remedy Available Now</b> (Launched Early November 2017)	20,700	
2013		<b>Remedy Available Now</b>	27,900	

			(Launched Early January 2018)	
		2014-2016	<b>Remedy Available Now</b> (Launched Early January 2019)	146,300
	Sienna	2011	<b>Remedy Available Now</b> (Launched Mid-June 2017)	89,800
		2012	<b>Remedy Available Now</b> (Launched Late August 2017)	54,700
		2013	<b>Remedy Available Now</b> (Launched Early January 2018)	62,100
		2014	<b>Remedy Available Now</b> (Launched Early January 2019)	59,900

**Note:**

- Vehicles open for the remedy can have the repair performed at any authorized Toyota dealership **regardless of geographical location.**

**Covered Vehicles**

This Safety Recall currently covers the first, second, third and fourth phases of Zone A.

- Phase One includes approximately 1,136,400 Toyota and Scion vehicles in this Safety Recall, including approximately 94,300 vehicles in Puerto Rico.
- Phase Two includes approximately 242,400 Toyota and Scion vehicles in this Safety Recall, including approximately 13,300 vehicles in Puerto Rico.
- Phase Three includes approximately 287,400 Toyota and Scion vehicles in this Safety Recall, including approximately 9,100 vehicles in Puerto Rico.
- Phase Four includes approximately 225,200 Toyota and Scion vehicles in this Safety Recall, including approximately 2,100 vehicles in Puerto Rico.

Refer to the table in the previous section for additional UIO information.

**Zone Descriptions**

Time, temperature, and humidity have been found by NHTSA and multiple independent investigations to contribute to significant propellant degradation that can lead to an unreasonable risk of inflator rupture. Based on this information, NHTSA has identified the specific states and U.S. territories for each of the three Zones.

**ZONE A: G0P (Interim G1P):** Zone A vehicles are identified as having been originally sold, currently registered, or previously registered in a Zone A state or US territory: AL, CA, FL, GA, HI, LA, MS, SC, TX, American Samoa, Guam, Puerto Rico, Saipan, and the US Virgin Islands. These states and U.S. territories have been identified as having high temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at between 6-9 years.

**ZONE B: G0R (Interim G1R):** Zone B vehicles are identified as having been originally sold, currently registered, or previously registered in a Zone B states: AZ, AR, DE, IL, IN, KS, KY, MD, MO, NE, NV, NJ, NM, NC, OH, OK, PA, TN, VA, WV, and the District of Columbia. These states have been identified as having moderate temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at between 10-15 years.

**ZONE C: H0A (Interim H1A):** Zone C vehicles are identified as having not been originally sold in zone A or B, not currently registered in Zone A or B, and never previously registered in Zone A or B. Zone C states are: AK, CO, CT, ID, IA, ME, MA, MI, MN, MT, NH, NY, ND, OR, RI, SD, UT, VT, WA, WI, and WY. These states have been identified as having lower temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at between 15-20 years.

**Refer to the attached Takata Phase and Zone Summary for additional details on involved vehicles and zones as well as other projected future Safety Recall applicability for additional Toyota vehicles.**

**Owner Letter Mailing Date**

Toyota will begin to notify owners of vehicles open for remedy approximately one week after the remedy is made available. Samples of the owner notification letters have been included for your reference. **Refer to the table in the Remedy section of this letter for remedy owner notification timing.**

*Toyota makes significant effort to obtain current customer name and address information from each state through industry resources 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.*

**New Vehicles in Dealership Inventory - Reminder**

Toyota has not identified any new vehicles in dealership inventory that are covered by this Safety Recall. However, below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

**NOTE:** Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

**Current Phase (Phases 1, 2, 3 and 4) - Pre-Owned Vehicles in Dealer Inventory**

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Toyota expects dealers to use the attached Pre-Owned Vehicle-Safety Recall Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form – G0P" and include the VIN.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be designated, sold or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

**Toyota Rent-A-Car (TRAC) & Service Loaners**

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

**Loaner Vehicle Reimbursement Procedure**

**For vehicles currently involved in Safety Recall G0P:** For the customer's convenience, a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day. Dealers may also provide alternative transportation such as a taxi, Uber or Lyft.

***Starting April 17, 2017, the rental claim filing process has been changed. All rental claims for vehicles currently involved in G1P and G0P will need to be filed under a new campaign designation using new opcodes. Follow the guidelines below for claim filing.***



1. Claims for G1P and G0P rental must be filed under campaign designation **GCP**.
2. Dealers must continue to use the correct opcode in sequence based on the number of days the customer has been using the rental.
  - Example: Rental claim is covering days 91-120, dealer should use opcode AGGG0D. **These opcodes must be used in the correct sequence or the claim will be rejected.**
3. Refer to the table below to determine the correct opcode for the claim.

<b>Op. Code File under GCP designation</b>	<b>Description</b>
AGGG0A	Vehicle Rental: 1-30 Days
AGGG0B	Vehicle Rental: 31-60 Days
AGGG0C	Vehicle Rental: 61-90 Days
AGGG0D	Vehicle Rental: 91-120 Days
AGGG0E	Vehicle Rental: 121-150 Days
AGGG0F	Vehicle Rental: 151-180 Days
AGGG0G	Vehicle Rental: 181-210 Days
AGGG0H	Vehicle Rental: 211-240 Days
AGGG0J	Vehicle Rental: 241-270 Days
AGGG0K	Vehicle Rental: 271-300 Days
AGGG0L	Vehicle Rental: 301-330 Days
AGGG0M	Vehicle Rental: 331-360 Days
AGGG0N	Vehicle Rental: 361-390 Days
AGGG0P	Vehicle Rental: 391-420 Days
AGGG0Q	Vehicle Rental: 421-450 Days
AGGG0R	Vehicle Rental: 451-480 Days
AGGG0S	Vehicle Rental 481-500 Days

**NOTE: Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

### **Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials”. To ensure that all vehicles have the repair performed correctly, technicians performing this recall repair are required to have successfully completed E-Learning course SC18A (if you had previously completed E-Learning Course SC13B, you do not have to take SC18A), in addition to “Safety Recall and Service Campaign Essentials”, and currently hold at least one of the following certifications levels:

- Toyota Certified (Electrical)
- Toyota Expert (Any Specialty)
- Master Technician
- Master Diagnostic Technician (MDT)

Always check which technicians can perform the recall remedy by logging on to <https://www.uotdealerreports.com>. It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this 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.

### **Campaign Specific Part Associate E-Learning Training Requirement**

The airbag inflator assembly being replaced during this campaign is a Class 9 Hazmat part. Therefore, Parts Associates involved in this recall are required to complete E-Learning Module (E2140 “Safety Recall D0F – Front Passenger Airbag Inflator” found on [www.uotdealer.com](http://www.uotdealer.com)). This E-Learning Module will explain the proper procedure for documenting and returning the airbag inflator assembly to TK Holdings Incorporated.

**Shipping Information for Removed Inflators and Airbag Assemblies**

This parts return procedure is applicable to removed airbag inflators, airbag modules, and airbag assemblies. With this process, each dealer will be required to perform the following:

- Apply a return address label to the outside of each inflator/module/assembly box (**label provided by Takata in the new part box**).
- Store the old parts on a pallet until 100 are accumulated or whatever amount is collected after 30 days.
- **Keep a running log of how many of each type of inflator/module/assembly are on the pallet.**
- Secure the parts on the pallet with shrink wrap.
- Contact Takata at 1-877-650-9409 to arrange LTL pick-up.
- Place an over-pack label on the palletized load and provide the LTL driver with the pre-filled out documentation that will be sent to the dealer by Takata.

This process will not require the dealer to fill out any paperwork. All documents will be filled out by Takata and returned to the dealer.

Refer to the Job Aid available on TIS for more details on this process and how to get more labels.

In addition, to compensate dealers for purchasing pallets and shrink wrap, a sublet claim of 0.20 cents per vehicle may be applied to each inflator replacement warranty claim.

NOTE: This updated inflator recovery program only applies to the continental 48 states. Alaska, Hawaii and the US Territories must contact the following Takata USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5078 or e-mail: MLGTakataRestraints\_International@menloworldwide.com.

**Remedy Procedures**

Please refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

**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.

**Parts Ordering Process - Non SET and GST Parts Ordering Process**

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on TIS, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

*All Safety Recall, Service Campaign (SSC/LSC) 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 for additional details.*

**Non-Desiccated Part Recovery**

**Dealers should discontinue the installation of the non-desiccated parts listed below for recall, customer pay repairs AND over-the-counter sales (if applicable).**

Model	Model Year	Part Number	Part Description
Yaris HB	2006-2011	73960-52030	AIR BAG ASSY, INSTR PNL PASS L/DOOR
Yaris Sedan	2007-2012	73960-52080	
Corolla	2009-2010	73960-12130	
		73960-12160	
	2011-2013	73960-02140 73960-02120	
Sienna	2011-2014	73960-08050	
		73960-08060	
4Runner	2010-2016	73960-35080	
		73960-35081	
Matrix	2009-2013	73970-02090	AIR BAG ASSY, INSTR PNL PASS
Scion xB	2008-2015	73970-12140	

**Toyota requires all dealers to return any parts listed above that still remain in dealer inventory by utilizing the Hazmat Part Return Program available. Dealers will be issued a refund for all part returns. This part return program is outlined in *PANT Bulletin 2014-042*.**

**Important Note:**

In order to return the inflator, packages must **NOT** be opened/tampered with.

**Parts**

Model/Model Year	Part Number	Part Description	Quantity
2006 – 2011 Yaris Hatchback	04005-23752	Instrument Panel Airbag Module	1
	04005-28352	Wire Harness	1
	Local Source	Tie-wrap	2

Model/Model Year	Part Number	Part Description	Quantity
2007 – 2012 Yaris Sedan	04006-39252	Instrument Panel Airbag Module	1
	04005-28352	Wire Harness	1
	Local Source	Tie-wrap	2

Model/Model Year	Part Number	Part Description	Quantity
2009-2013 Corolla	04007-06512	Instrument Panel Airbag Inflator Kit	1
	04006-66108	A-Pillar Garnish Clip Kit (Vehicles with Side Curtain Shield Airbag Only)	1

Model/Model Year	Part Number	Part Description	Quantity
2009-2013 Matrix	04007-06512	Instrument Panel Airbag Inflator Kit	1
	04006-66108	A-Pillar Garnish Clip Kit (Vehicles with Side Curtain Shield Airbag Only)	1
	*04007-15112	Bracket Kit	1
	<b>-OR-</b>		
	04007-27112	Instrument Panel Airbag Inflator Kit (Includes necessary bracket)	1
	04006-66108	A-Pillar Garnish Clip Kit (Vehicles with Side Curtain Shield Airbag Only)	1

**Note:**  
\*04007-15112 is no longer available to order from your facing PDC. This part number is still valid for the repair however. If you have remaining inventory at your dealer, please continue to use in conjunction with inflator 04007-06512 when repairing Matrix vehicles until your inventory has been depleted. Once gone, start using 04007-27112 for the repair.



Model/Model Year	Part Number	Part Description	Quantity
2008 - 2015 Scion xB	04007-06812	Instrument Panel Airbag Inflator	1
	04006-66108	A-Pillar Garnish Clip Kit	1




Model/Model Year	Part Number	Part Description	Quantity
2011 - 2014 Sienna	04007-06645	Instrument Panel Airbag Inflator Kit	1
	62217-06010	A-Pillar Garnish Clip Kit	2

Model/Model Year	Part Number	Part Description	Quantity
2010 - 2016 4Runner	*04007-58135	Instrument Panel Airbag Module	1
	**04007-1U135-B0 - Light Gray Interior Or **04007-1U135-E0 - Sand Beige Interior	A-Pillar Garnish	1

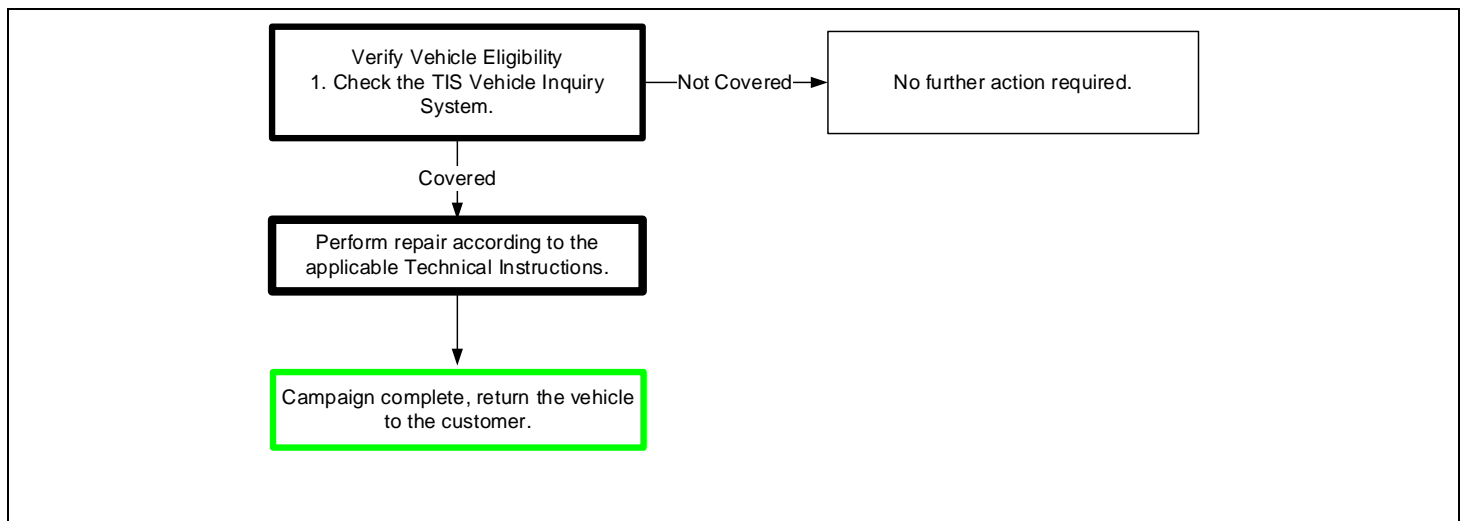
**Note:**  
 \*04007-14335 is no longer available to order from your facing PDC. This part number is still valid for the repair however. If you have remaining inventory at your dealer, please continue to use in conjunction with the above A-Pillar garnishes (if required) when repairing 4Runner vehicles until your inventory has been depleted. Once gone, start using 04007-58135 for the repair.

\*\*62220-35030-B0 and 62220-35030-E0 are no longer available to order for this safety recall. Please begin using the campaign specific part numbers 04007-1U135-B0 and 04007-1U135-E0 when replacing the A-Pillar Garnish.

\*\*Only 2010 to Certain 2013 Model Year 4Runner vehicles require A-Pillar garnish replacement. If you have a 2013 – 2016 4Runner that contains an A- Pillar garnish that is bolted in at the top, the A-Pillar **DOES NOT** require replacement. See photos below for reference.

REPLACE	RE-USE GARNISH
<p>Part manufactured before August 2013:</p>  <p style="text-align: center; color: red; font-weight: bold;">● FRONT PILLAR GARNISH LH</p>	<p>Part manufactured after August 2013:</p> <p>No. 1 FRONT PILLAR GARNISH COVER LH</p>  <p style="text-align: center;">FRONT PILLAR GARNISH LH</p>
	

**Warranty Reimbursement Procedure**



Model	Op. code	Description	Flat Rate Hours
2006 – 2011 Yaris Hatchback 2007 – 2012 Yaris Sedan	BGG23J	Replace Instrument Panel Airbag Module	0.8 hrs/veh
2009-2013 Corolla	AGGC7K	Replace Instrument Panel Airbag Inflator Kit	1.7 hrs/veh
2009-2013 Matrix	AGGC7K	Replace Instrument Panel Airbag Inflator Kit	1.7 hrs/veh
2008-2015 Scion xB	AGGC7D	Replace Instrument Panel Airbag Inflator	1.0 hrs/veh
2011-2014 Sienna	AGGC7U	Replace Instrument Panel Airbag Inflator Kit	2.7 hrs/veh
2010-2016 4Runner	AGGC7V	Replace Instrument Panel Airbag Module	3.0 hrs/veh

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Dealers may claim the cost for 2 plastic ties and the cost for materials needed for inflator return shipping under Op. code BGG23J, AGGC7K, AGGC7D, AGGC7U and AGGC7V at a maximum rate of \$0.70 per vehicle as sublet type “ZZ.”
- Towing may be offered to the customer and can be claimed under Op. Code BGG23J, AGGC7K, AGGC7D, AGGC7U and AGGC7V as sublet type “TW”. The customer may request vehicle pick up if they reside in areas where dealerships are not located within reasonable traveling distance or if the customer is not comfortable driving their vehicle.
- If towing expenses are greater than \$250, the dealer’s DSPM should provide authorization.

**Dealer Transportation - Customer Vehicle Pickup and Delivery**

- **Dealer Transportation Opcode is only to be used if the customer’s vehicle was delivered to and from the dealer. Transportation sublet is not to exceed \$120. These claims may be subject to debit if it is determined that the vehicle was not picked up or delivered.**
- Dealers will determine the transportation cost, which they are allowed to claim as sublet “DE”, under the Dealer Transportation op code by multiplying their dealer labor rate by 0.7 hours (ex. \$100 x 0.7 = \$70 Dealer Transportation).

Model	Repair Op Code	Dealer Transportation Op Code	Sublet	\$ Amount to be Included on Claim for Dealer Transportation Cost
2006 – 2011 Yaris Hatchback 2007 – 2012 Yaris Sedan	BGG23J	GOPTRA	DE	0.7hr x Dealer Labor Rate (ex: \$100 x 0.7 = \$70)
2009-2013 Corolla 2009-2013 Matrix	AGGC7K			
2008-2015 Scion xB	AGGC7D			
2011-2014 Sienna	AGGC7U			
2010-2016 4Runner	AGGC7V			

**Claim Filing Accuracy and Correction Requests**

It is the dealer’s responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect opcode or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

**Unremedied VIN List:**

Toyota is committed to increasing Safety Recall completion rates. Engaging dealerships in customer outreach efforts is of vital importance to achieving this goal. To this end, dealers who utilize the Service Opportunity Access for Retention (SOAR) system can access a list of incomplete VINs in their area for campaign GOP. This information is to be used to contact customers about open recalls ONLY. DO NOT use this information for any other purpose.

For the Takata recall, communications to customers are coordinated with the National Highway Traffic Safety Administration (NHTSA). To promote clear and consistent messages, Toyota has developed templates for dealers to use in communications with customers. Dealers may add their logos and contact information in the spaces provided on the templates. These templates have been provided to the OCPe NBP vendors and will also be available for download in SOAR.

Please refer to the special **Takata Unrepaired VINs for Dealers FAQ** included in the dealer package for further details.

**Media Contacts**

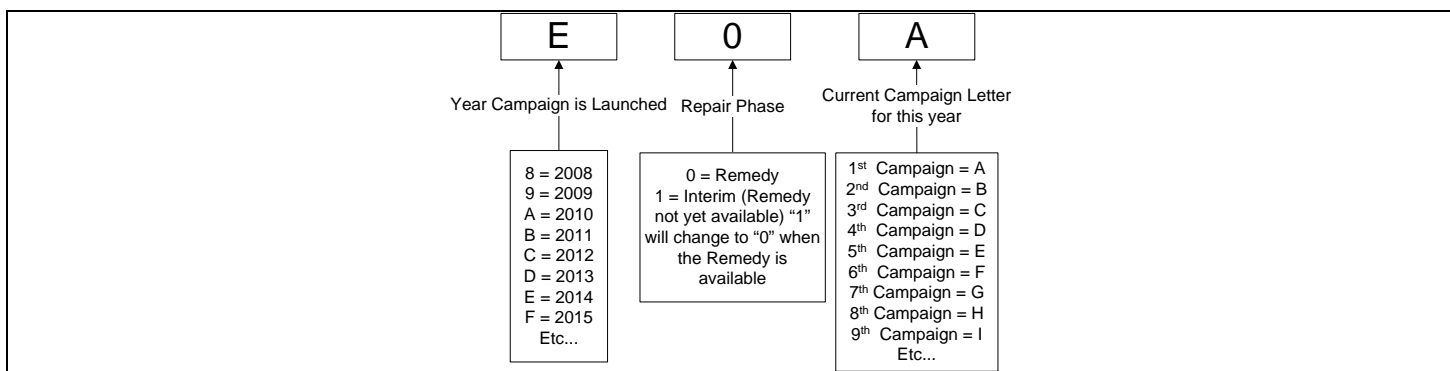
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to **Tania Saldana (859) 815-9968** in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media associates.

**Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A document is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 AM to 7:00 PM, Saturday 7:00 AM to 4:30 PM Central Time.

**Campaign Designation Decoder**



**Examples:**

- A0D = Launched in 2010, Remedy Phase, 4<sup>th</sup> Campaign Launched in 2010
- C1B = Launched in 2012, Interim Phase, 2<sup>nd</sup> Campaign Launched in 2012
- E0A = Launched in 2014, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2014

***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 Recalls G0P, G0R, H0A – **Remedy Notice**  
Multiple Models and Model Years  
Takata Front Passenger Airbag Inflator

**Frequently Asked Questions**  
Published January 09, 2019

The most recent update will be **highlighted with a red box.**

# ◀ IMPORTANT UPDATE ▶

DATE	TOPIC
January 9, 2019	<ul style="list-style-type: none"><li>• <b>Zone A has been expanded to include 2014 Sienna, 2014 – 2016 4Runner and 2014 – 2015 Scion xB vehicles.</b></li><li>• <b>Zone B has been expanded to include 2011 – 2013 Corolla, 2011 – 2013 Matrix, 2011 – 2014 Sienna, 2011 – 2016 4Runner, and 2011 – 2015 Scion xB vehicles.</b></li><li>• <b>Zone C has been expanded to include 2010 – 2013 Corolla, 2010 – 2013 Matrix, 2011 – 2014 Sienna, 2010 – 2016 4Runner and 2010 – 2015 Scion xB vehicles.</b></li><li>• <b>Affected vehicle volume has been updated for 2010 – 2013 4Runner, 2010 – 2013 Scion xB, 2010 – 2013 Matrix, 2010 – 2013 Corolla and 2011 – 2013 Sienna for Zone A.</b></li><li>• <b>Affected vehicle volume has been updated for 2010 Scion xB, 2010 4Runner, 2010 Corolla and 2010 Matrix for Zone B.</b></li></ul>

## **Background**

On May 4, 2016, the National Highway Traffic Safety Administration (NHTSA) announced an expansion of the Takata Airbag Inflator Recalls. This announcement explained that Takata will, over time, recall additional specific front airbag inflators manufactured with phase-stabilized ammonium nitrate (PSAN) propellant that does not contain a material called a “desiccant.” This expansion impacts Toyota and multiple other automotive manufacturers using specific Takata frontal airbag inflators.

On May 16, 2016, Takata filed the first of multiple Defect Information Reports (DIRs) with NHTSA to address the first phase of this expansion.

On May 23, 2016, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the first phase of the Takata recall and informing the agency of our intent to conduct a voluntary Safety Recall on these vehicles.

On January 9, 2017, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the second phase of the Takata recall and informing the agency of our intent to conduct a voluntary Safety Recall on these vehicles. The involved vehicles are described in the attached Phase and Zone summary.

On January 9, 2018, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the third phase of the Takata recall and informing the agency of our intent to conduct a voluntary Safety Recall on these vehicles. Select vehicles in the fourth phase are also being opened for remedy. The involved vehicles are described in the attached Phase and Zone summary.

**On January 9, 2019, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) identifying the vehicles involved in the fourth phase of the Takata recall and informing the agency of our intent to conduct a voluntary Safety Recall on these vehicles. The involved vehicles are described in the attached Phase and Zone summary.**

**Q1: What is the condition?**

A1: The subject vehicles are equipped with front passenger airbag inflators produced by Takata. The propellant in these inflators may degrade after prolonged exposure to high absolute humidity and fluctuating high temperatures. Degraded propellant can cause the inflator to explode during airbag deployment. In the event of an inflator explosion, metal fragments could pass through the airbag cushion material, striking the vehicle occupants, and result in serious injury or death.

**Q2: Why is Takata recalling all frontal airbag inflators manufactured with phase-stabilized ammonium nitrate (PSAN) propellant that do not also include a desiccant?**

A2: Multiple independent investigations and NHTSA's independent expert concluded that the ammonium nitrate propellant in non-desiccated, frontal Takata airbag inflators degrades over time. The degradation is the result of various factors existing in the location where the vehicle containing the inflators is principally operated, including long-term exposure to environmental moisture and fluctuating high temperatures.

**Q2a: What is the inflator?**

A2a: The inflator is a device contained within the airbag assembly. It contains propellant which is ignited to initiate airbag deployment. When ignited, the propellant expands into an inert gas, inflating the airbag.

**Q2b: What happens when the non-desiccated propellant degrades?**

A2b: If the propellant degrades substantially, the inflators can become over-pressurized and explode during airbag deployment.

**Q2c: What is a desiccant?**

A2c: A desiccant is a material that acts as a drying agent. Desiccants collect moisture present in their immediate environment, helping to limit moisture absorption by other nearby materials, such as propellant in an airbag inflator.

**Q3: Which airbags in Toyota and Scion vehicles are affected by this Safety Recall?**

A3: This Safety Recall only includes certain Takata-produced front Passenger airbag inflators. No front Driver airbags in these Toyota and Scion vehicles are included.

**Q4: Does this involve other airbags in the vehicles?**

A4: No. The announcement made by NHTSA only applies to certain front Passenger airbag inflators manufactured and installed in certain Toyota and Scion vehicles. Other airbags in the vehicles will not be affected by this announcement or subsequent Safety Recalls involving Toyota and Scion vehicles.

**Q5: Which vehicles are involved in this Safety Recall?**

A5: Refer to the attached Takata Phase and Zone summary for details on involved vehicles. Also, customers can refer to [Toyota.com/recall](http://Toyota.com/recall) and select the Takata Information link to see applicable models and zones.

**Q5a: How are the zones identified, and which zone am I located in?**

A5a: Refer to the attached Takata Phase and Zone Summary for details on zones.

**Q6: Are there any warnings that this condition exists?**

A6: No. There are no warnings or other indicators that this condition exists. However, the condition **does not cause the front Passenger airbag to activate when it should not**. Also, the front Passenger airbag is designed to inflate only in certain moderate to severe crashes, and only when a passenger is occupying the front passenger seat. Therefore, Toyota recommends that no one occupy the front passenger seat until the remedy is performed.

Further, NHTSA has concluded that the non-desiccated frontal Takata airbag inflators do not pose an unreasonable risk to safety until they reach a certain level of propellant degradation, which is the result of time, temperature and environmental moisture, which depends on the vehicle's location.

**Q7: What is Toyota going to do?**

Refer to the table below for remedy launch dates. Remedy owner notifications will begin approximately one week after the anticipated remedy launch.

## GOP Status Chart

Zone	Model Name	Model Year	Anticipated Remedy Date	Approximate UIO
A	Yaris Hatchback	2006 – 2011	<b>Remedy Available Now</b> (Launched Mid-October 2016)	95,100
	Yaris Sedan	2007 – 2011	<b>Remedy Available Now</b> (Launched Mid-December 2016)	168,700
		2012	<b>Remedy Available Now</b> (Launched Mid-January 2017)	28,000
	Matrix	2009	<b>Remedy Available Now</b> (Launched Late March 2017)	28,500
		2010	<b>Remedy Available Now</b> (Launched Late June 2017)	14,700
		2011	<b>Remedy Available Now</b> (Launched Late August 2017)	3,100
		2012	<b>Remedy Available Now</b> (Launched Late August 2017)	1,400
		2013	<b>Remedy Available Now</b> (Launched Early January 2018)	1,200
	Scion xB	2008 – 2009	<b>Remedy Available Now</b> (Launched Late March 2017)	54,900
		2010	<b>Remedy Available Now</b> (Launched Early June 2017)	12,200
		2011	<b>Remedy Available Now</b> (Launched Late August 2017)	11,900
		2012	<b>Remedy Available Now</b> (Launched Late August 2017)	18,400
		2013	<b>Remedy Available Now</b> (Launched Early January 2018)	10,200
		2014 – 2015	<b>Remedy Available Now</b> (Launched Early January 2019)	19,100
	Corolla	2009	<b>Remedy Available Now</b> (Launched Late March 2017)	194,200
		2010	<b>Remedy Available Now</b> (Launched Early June 2017)	271,800
		2011	<b>Remedy Available Now</b> (Launched Late August 2017)	141,200
		2012	<b>Remedy Available Now</b> (Launched Early November 2017)	119,200
		2013	<b>Remedy Available Now</b> (Launched Early January 2018)	186,000
	4Runner	2010	<b>Remedy Available Now</b> (Launched Late June 2017)	21,000
		2011	<b>Remedy Available Now</b> (Launched Late August 2017)	29,000
		2012	<b>Remedy Available Now</b> (Launched Early November 2017)	20,600
		2013	<b>Remedy Available Now</b> (Launched Early January 2018)	27,900
		2014 – 2016	<b>Remedy Available Now</b> (Launched Early January 2019)	146,300
	Sienna	2011	<b>Remedy Available Now</b> (Launched Mid-June 2017)	89,800
		2012	<b>Remedy Available Now</b> (Launched Late August 2017)	54,710
		2013	<b>Remedy Available Now</b> (Launched Early January 2018)	62,100



		2014	<b>Remedy Available Now</b> (Launched Early January 2019)	59,900
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<b>G0R Status Chart</b>				
<b>Zone</b>	<b>Model Name</b>	<b>Model Year</b>	<b>Anticipated Remedy Date</b>	<b>Approximate UIO</b>
<b>B</b>	Yaris Hatchback	2007 – 2008	<b>Remedy Available Now</b> (Launched Mid-October 2016)	30,000
		2009	<b>Remedy Available Now</b> (Launched Mid-January 2017)	9,400
		2010-2011	<b>Remedy Available Now</b> (Launched Early January 2018)	11,200
	Yaris Sedan	2007 – 2008	<b>Remedy Available Now</b> (Launched Mid-December 2016)	49,900
		2009	<b>Remedy Available Now</b> (Launched Mid-January 2017)	9,300
		2010-2012	<b>Remedy Available Now</b> (Launched Early January 2018)	8,700
	Scion xB	2008	<b>Remedy Available Now</b> (Launched Early June 2017)	18,100
		2009	<b>Remedy Available Now</b> (Launched Late August 2017)	11,400
		2010	<b>Remedy Available Now</b> (Launched Early January 2018)	6,300
		2011 – 2015	<b>Remedy Available Now</b> (Launched Early January 2019)	30,200
	Sienna	2011 – 2014	<b>Remedy Available Now</b> (Launched Early January 2019)	185,300
	4Runner	2010	<b>Remedy Available Now</b> (Launched Early January 2018)	13,700
		2011 – 2016	<b>Remedy Available Now</b> (Launched Early January 2019)	135,100
	Matrix	2009	<b>Remedy Available Now</b> (Launched Late August 2017)	18,300
		2010	<b>Remedy Available Now</b> (Launched Early January 2018)	6,900
		2011 – 2013	<b>Remedy Available Now</b> (Launched Early January 2019)	2,500
Corolla	2009	<b>Remedy Available Now</b> (Launched Early November 2017)	110,800	
	2010	<b>Remedy Available Now</b> (Launched Early January 2018)	135,000	
	2011 – 2013	<b>Remedy Available Now</b> (Launched Early January 2019)	188,600	

<b>H0A Status Chart</b>				
<b>Zone</b>	<b>Model Name</b>	<b>Model Year</b>	<b>Anticipated Remedy Date</b>	<b>Approximate UIO</b>
<b>C</b>	Yaris Hatchback	2007 – 2008	<b>Remedy Available Now</b> (Launched Mid-January 2017)	16,400
		2009-2011	<b>Remedy Available Now</b> (Launched Early January 2018)	11,400
	Yaris Sedan	2007 – 2008	<b>Remedy Available Now</b> (Launched Mid-January 2017)	24,700
		2009-2012	<b>Remedy Available Now</b> (Launched Early January 2018)	9,300
	Scion xB	2008	<b>Remedy Available Now</b>	8,600

		(Launched Late August 2017)	
	2009	<b>Remedy Available Now</b> (Launched Early January 2018)	4,600
	2010 - 2015	<b>Remedy Available Now</b> (Launched Early January 2019)	14,000
Matrix	2009	<b>Remedy Available Now</b> (Launched Early January 2018)	11,600
	2010 – 2013	<b>Remedy Available Now</b> (Launched Early January 2019)	7,400
Corolla	2009	<b>Remedy Available Now</b> (Launched Early January 2018)	59,700
	2010 – 2013	<b>Remedy Available Now</b> (Launched Early January 2019)	164,200
Sienna	2011 – 2014	<b>Remedy Available Now</b> (Launched Early January 2019)	97,800
4Runner	2010 – 2016	<b>Remedy Available Now</b> (Launched Early January 2019)	87,100

Note: Vehicles opened for the remedy can have the repair performed at any authorized Toyota dealership **regardless of geographical location.**

**Q8: Until the recall is completed, are there any steps I can take to minimize the occurrence of this condition?**

**A8: The condition does not cause the front Passenger airbag to activate when it should not.** Also, the front Passenger airbag is designed to inflate only in certain moderate to severe crashes, and only when a passenger is occupying the front passenger seat. Therefore, Toyota recommends that no one occupy the front passenger seat until the remedy is performed.

Further, based on multiple independent investigations and NHTSA's independent expert, NHTSA has concluded that the non-desiccated frontal Takata airbag inflators do not pose an unreasonable risk to safety until they reach a certain level of propellant degradation after long-term exposure to environmental moisture and fluctuating high temperatures. NHTSA and Takata are prioritizing the expanded inflator recalls based on when involved inflators are more likely to pose an unreasonable risk to safety, considering time, temperature, and environmental moisture, which depends on a vehicle's location.

**Q9: Are there any indicators that my vehicle is equipped with an affected Takata inflator?**

**A9:** No. There are no indicators. See the Takata Recall Phase and Zone Summary for details on involved vehicles.

**Q10: Are any vehicles currently being manufactured by Toyota, Lexus, or Scion being equipped with Takata frontal airbag inflators manufactured with PSAN propellant that does not include a desiccant?**

**A10:** No. Toyota, Lexus, and Scion are no longer manufacturing any vehicles with PSAN propellant that does not include a desiccant.

**Q11: How does Toyota obtain my mailing information?**

**A12:** Toyota uses an industry provider who works with each state's 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.

**Q12: What if I have additional questions or concerns?**

**A13:** If you have additional questions or concerns go to [www.toyota.com/recall](http://www.toyota.com/recall), or please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.



## Safety Recalls E04, DSF, F0L – Takata Unrepaired VINs for Dealers

### Frequently Asked Questions

**Q1: Why is Toyota providing unrepaired VINs to dealers?**

A1: Toyota is making every effort to increase the completion rate for the Takata recall. Engaging dealerships in this effort is of vital importance. Toyota recognizes that dealers have local expertise for their market areas and need to know what unrepaired vehicles are in their area in order to provide assistance in our efforts.

**Q2: How will Toyota provide unrepaired VINs to dealers?**

A2: Toyota is developing an integration within the Service Opportunity Access for Retention (SOAR) system to provide unrepaired VINs and customer contact information to dealers.

**Q2a: What if my dealership doesn't use SOAR today?**

A2a: At this time, we can only provide this data through the SOAR system. However, SOAR is free to access for all dealers. If your dealership would like to obtain access, find and click the SOAR link on the Service menu in Dealer Daily and follow the instructions to sign up. Note that SET dealers are not involved in the SOAR program.

**Q2b: What if I don't have access to SOAR?**

A2b: If your dealership is not a current SOAR user, please contact the Dealer Daily administrator within your dealership to gain access. Only users who have a business need to access the data within SOAR should be provided access.

**Q3: Are there any special conditions or terms of use involved with this data?**

A3: Yes, each time a dealer accesses the data in SOAR, they will be required to agree to a series of terms and conditions. The use of this data is strictly prohibited for any purpose other than contacting customers about the incomplete recall on their vehicle. It cannot be used for marketing of any kind.

**Q4: Can I download the data and provide to members of my dealership to reach out to customers?**

A4: Yes, we encourage you to use the data to reach customers in your area for the purpose of informing them about an open recall. We ask that you keep in mind that Terms and Conditions state that you may not load this data into any other database and you may not retain the data for longer than is necessary to reach out to customers for that purpose.

**Q5: Will I be able to use my OCPe National Business Partner (Epsilon, AutoPoint, Gulf States Marketing) to reach out to customers in my area?**

A5: Yes. A similar integration with National Business Partners which exists today in SOAR will be available for the Takata unrepaired VINs.

**Q5a: Can I provide the data to other Third-Party Vendors?**

A5a: Yes, but any Third-Party Vendor which receives this data must be contractually bound in writing to the same Terms and Conditions which dealers agree to when accessing the data.

**Q6: Will Toyota purge the list of unrepaired VINs in my area as they are repaired?**

A6: Yes, each night SOAR will be purged of any VINs for which repair warranty claims were received on the previous day.

**Q7: What data will be available in SOAR?**

A7: VIN, customer name, address, phone number, and email address. Note that phone number and email address may not be available for all VINs.

**Q8: What can I send to customers to notify them about their open recall?**

A8: Toyota has created specific templates. Dealers **MUST** use these templates for all communications. These communications have been designed so that dealers can incorporate their own logo, contact information, and links to online scheduling systems.

**Q8a: Where can I obtain the communication templates?**

A8a: Communication templates will be available within SOAR for download.

**Q8b: Can I change the content of the templates?**

A8b: No. These specific templates have been reviewed as part of the National Highway Traffic Safety Administration's (NHTSA) Coordinated Remedy Program. Consistent messaging in communications about the Takata recalls is important. Dealers should not change the content of the template aside from adding their dealer logo and contact information. Links to online appointment scheduling can be added as well as service hours if desired by the dealer.

**Q9: What are the terms and conditions of use?**

A9: Terms and conditions are shown below. Dealers will be required to agree to these terms and conditions each time they access this data on VINs with unrepaired Takata inflators in SOAR. Failure to adhere to any of these terms can result in being denied access to unrepaired VIN information.

In my capacity as a duly-authorized representative of my dealership ("**Dealer**"), and in my individual capacity, I understand that by clicking 'I Agree' below, I hereby accept, agree and acknowledge on behalf of myself and Dealer that:

- a. Dealer is authorized to download and use the Recall Customer Data (as defined below) solely in connection with the applicable Toyota, Lexus, and Scion recalls only for owners or lessees of Toyota, Lexus or Scion brand motor vehicles that have registration addresses located within the Dealer's Primary Market Area, as further modified with actual service customers of Dealer (collectively, "**Customers**"), and only to call Customers, or send to Customers direct mail or email reminders, to notify them there is an open recall for their applicable Toyota, Lexus or Scion vehicle (the "**Permitted Purpose**").
- b. "**Recall Customer Data**" means customer (including Customer) first and last name, physical address, phone number, email address, other contact information, and VIN numbers associated with an open recall.
- c. Neither I nor Dealer shall use any Recall Customer Data information for marketing of any kind, nor shall we include any sales, service or other retail marketing messages in recall reminder communications.
- d. I understand that all Recall Customer Data is confidential and proprietary to Toyota Motor Sales, U.S.A., Inc. and its designees ("**Toyota**"), and neither I nor Dealer shall disclose it to any person or entity, unless approved in advance and in writing by Toyota. None of the Recall Customer Data shall be accessed, used or stored outside of the United States.
- e. I shall protect and shall not share my access credentials to this Recall Customer Data with anyone (other than, if necessary, with Dealer's systems administrator solely for the limited purpose of supporting the Permitted Purpose).
- f. I shall not access or use this Recall Customer Data for unauthorized, fraudulent or malicious purposes, or in a manner that could damage, disable, overburden or impair any of the systems in which the Recall Customer Data is being provided.
- g. I understand that storage of the Recall Customer Data within any database or other methodology (including, but not limited to, on printed materials) for any activity beyond the Permitted Purpose is prohibited. In particular, none of the Recall Customer Data shall be shared, stored, published, sold or used for any marketing purposes (including, but not limited to, not used to 'cleanse' or validate information in any marketing or customer database). None of the Recall Customer Data shall be comingled with data in any of Dealer's database systems.
- h. Neither I nor Dealer shall retain the Recall Customer Data for more than the period of time necessary to ensure completion of the applicable open recall.
- i. Dealer shall require each personnel of Dealer who is given access to the Recall Customer Data to agree that he/she shall (i) use the Recall Customer Data solely as necessary to accomplish his/her work responsibilities related to the open recalls applicable to such Recall Customer Data, and not for any other purposes or personal reasons; (ii) maintain the secrecy of any password or code that is provided for access to the Recall Customer Data; and (iii) not attempt to download or copy the Recall Customer Data onto portable devices or otherwise transfer or disclose the Recall Customer Data for any use not set forth above. Without limiting my agreement to the other items of this agreement, I hereby agree to each of the items (i) through (iii) of this item i.

- j. Dealer shall keep records of any individuals who are given access to the Recall Customer Data for a period of no less than 5 years, and shall provide copies of such records to Toyota upon request.
- k. Neither I nor Dealer may share the Recall Customer Data with any third party whatsoever, except as follows:
  - a. If Dealer has an active agreement with one of the approved National Business Partners identified by Toyota through the Owner Communication Program Essentials program (or any successor program regarding vendor 'partnerships' for digital and print communication fulfillment identified by Toyota from time to time) (herein the "**OCPE Program**"), Dealer may provide Recall Customer Data only of Dealer's Customers to such OCPE Program National Business Partner via the Service Opportunity Access for Retention (or "**SOAR**") portal, solely to conduct Customer notifications for open recalls applicable to such Recall Customer Data, on Dealer's behalf for the Permitted Purpose (and for no other purpose).
  - b. If Dealer wishes to have a third party that is not an OCPE Program National Business Partner access the Recall Customer Data, Dealer may (A) only provide Recall Customer Data only of Dealer's Customers to such third party for the purpose of conducting Customer notifications on Dealer's behalf for the Permitted Purpose, and (B) only permit access if such third-party has signed a Third Party Processor Agreement with R. L. Polk & Co. ("**IHS Markit**") (and any state-designated or required documentation) permitting access to such Recall Customer Data. If Dealer elects to proceed in this manner, please contact [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com) for further details and instructions.
- l. I and Dealer shall follow all other instructions that Toyota may issue from time to time about the use of the Recall Customer Data and respond in a timely, complete, and accurate manner to any inquiries from Toyota regarding usage of the Recall Customer Data (including, but not limited to, making such information available to IHS Markit).
- m. I acknowledge that use of the data other than for the Permitted Purpose may violate State or Federal laws (or both), including but not limited to the Driver's Privacy Protection Act of 1994, 18 U.S.C. §§ 2721–25. I and Dealer shall comply with all applicable laws, including, but not limited to the Driver's Privacy Protection Act of 1994.
- n. By accessing or otherwise using the Recall Customer Data, Dealer agrees to defend, indemnify and hold harmless IHS Markit, Toyota, and their respective parents, affiliates and subsidiaries, and their respective agents, employees, representatives, contractors, officers, directors, principals, attorneys, shareholders, and the predecessors, successors, beneficiaries, and assigns of each of them, from any claims arising out of or related to Dealer's (or my) retention, comingling, or other unauthorized use of the Recall Customer Data. I and Dealer acknowledge and agree that IHS Markit is an intended third-party beneficiary of this agreement, and therefore has the right to directly enforce the provisions of this agreement.
- o. Dealer and I understand and agree that Toyota may suspend or terminate access to the Recall Customer Data at any time, with or without cause, and with or without prior notice. Dealer and I acknowledge and agree that Toyota shall have no liability for any such suspension or termination. TO THE GREATEST EXTENT PERMITTED BY LAW, THE RECALL CUSTOMER DATA IS PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS, AND THERE ARE NO WARRANTIES, EXPRESS, IMPLIED AND/OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, NO WARRANTY AS TO THE ACCURACY, COMPLETENESS OR TIMELINESS OF THE RECALL CUSTOMER DATA OR OTHER INFORMATION, AND NO WARRANTY AS TO MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.
- p. No oral or prior written commitments of Toyota shall be deemed a part or modification of this agreement. Invalidity, illegality or unenforceability of any provision or any part of any provision of this agreement shall not affect or impair the validity, legality or enforceability of any other provision or any part of any other provision of this agreement. This agreement is governed by and construed in accordance with the laws of the State of Texas, without regard to conflicts of law principles thereunder. Notwithstanding the governing law provisions of this agreement, the application of the Uniform Computer Information Transactions Act in whatever form it may be adopted and/or enacted, is specifically excluded under this agreement. This agreement shall be construed according to its fair meaning and as if prepared by all parties. All actions or proceedings arising in connection with this agreement shall be tried and litigated exclusively in either the State courts of Texas in the County of Collin, or in the Federal courts of the Northern District of Texas, Dallas Division, Dallas County, and this choice of venue is intended to be mandatory and not permissive in nature. Each party hereby waives any right to assert the doctrine of forum non conveniens or similar doctrine, or to object to venue. The parties hereby stipulate that the State courts of Texas in the County of Collin County, and the Federal courts of the Northern District of Texas, Dallas Division, Dallas County have in personam jurisdiction and venue over each of them for the purpose of litigating any dispute, controversy or proceeding arising out of or related to this agreement.

I UNDERSTAND AND DO LEGALLY BIND THE DEALER AND MYSELF TO ALL OF THE FOREGOING TERMS AND CONDITIONS.

# NHTSA-Takata Airbag Inflator Expansion Summary of Phases / Zones

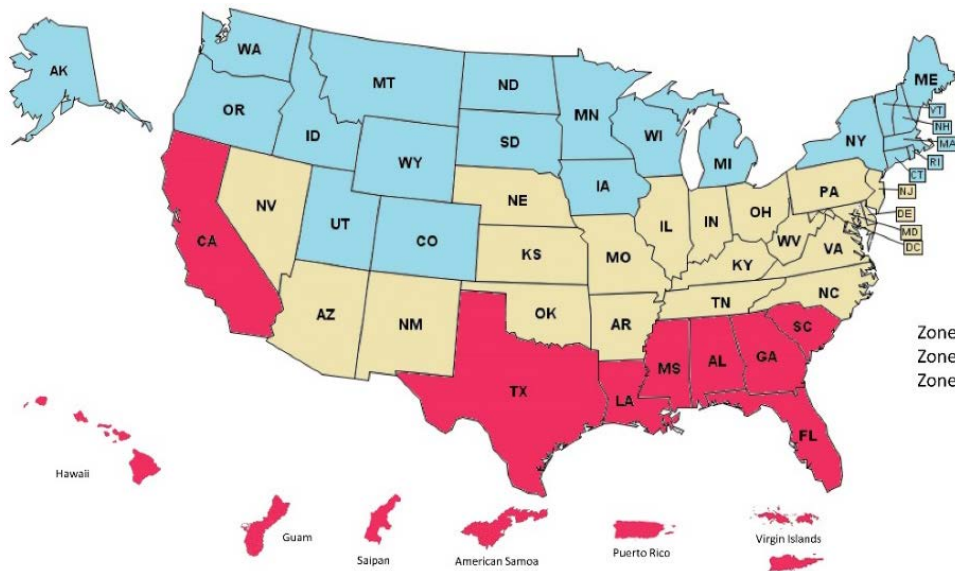


These Safety Recalls have been structured with multiple phases across three geographic zones. Time, Temperature, and Humidity have been found by NHTSA and multiple independent investigations to contribute to significant Takata airbag inflator propellant degradation that can lead to an unreasonable risk of inflator rupture.

**ZONE A:** Includes states with high temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at 6-9 years.

**ZONE B:** Includes states with moderate temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at 10-15 years.

**ZONE C:** Includes states with lower temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at 15-20 years.



Follow the steps below to understand if your vehicle may be involved in a current or future Safety Recall:

1. Identify the geographic zone where you live or principally operate the vehicle; A, B, or C.
2. Locate your applicable Zone Table and the vehicle model and model year.
3. Refer to the Phase Definition at the bottom of each table for the Phase and Safety Recall Timing.

*Note: The vehicle models and model years described on this document represent the best information currently available to Toyota and are subject to change if additional information is identified by Toyota, Takata, or NHTSA. In addition, all remedy launch targets are subject to change.*

Full Model Year Involved in current Safety Recall – **Remedy**



Partial Model Year Involved in current Safety Recall – **Remedy**



ZONE A - G0P (Interim G1P)												
Model	Model Year											
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	
Corolla												
Matrix												
Yaris (Hatchback)												
Yaris (Sedan)												
Sienna												
4Runner												
Scion xB												
<b>Phase</b>	<b>Phase 1</b>						<b>Phase 2</b>		<b>Phase 3</b>		<b>Phase 4</b>	

ZONE B - G0R (Interim G1R)												
Model	Model Year											
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	
Corolla												
Matrix												
Yaris (Hatchback)												
Yaris (Sedan)												
Sienna												
4Runner												
Scion xB												
<b>Phase</b>	<b>Phase 1</b>			<b>Phase 2</b>		<b>Phase 3</b>		<b>Phase 4</b>				

ZONE C - H0A (Interim H1A)											
Model	Model Year										
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Corolla											
Matrix											
Yaris (Hatch Back)											
Yaris (Sedan)											
Sienna											
4Runner											
Scion xB											
<b>Phase</b>	<b>Phase 2</b>			<b>Phase 3</b>		<b>Phase 4</b>					

Some late production 2016 model year 4Runner vehicles have been manufactured with an airbag that is not affected by this Safety Recall condition and will not be included in a future phase. To determine if your 2016 model year 4Runner will be included, refer to your dealer.

### Timing of Projected Safety Recall Phase Announcement

**Phase 1:** May 2016

**Phase 3:** January 2018

**Phase 2:** January 2017

**Phase 4:** January 2019



# TOYOTA

This notice applies to your vehicle:  
[VIN]

**URGENT SAFETY RECALL**  
This is an important Safety Recall.  
The remedy will be performed  
**FREE OF CHARGE** to you.

## IMPORTANT SAFETY RECALL (*Remedy Notice*)

**Multiple Models and Model Years**  
Takata Front Passenger Airbag Inflator  
NHTSA Recall No. 16V-340, 17V-006, 18V-024, 18V-025 and 19V-XXX

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in the vehicles described below:

- 2006 – 2011 Yaris Hatchback
- 2007 – 2012 Yaris Sedan
- 2008 – 2015 Scion xB
- 2009 – 2013 Corolla
- 2009 – 2013 Matrix
- 2010 – 2016 4Runner
- 2011 – 2014 Sienna

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 produced by Takata. The propellant in these inflators may degrade after prolonged exposure to high absolute humidity and fluctuating high temperatures. Degraded propellant can cause the inflator to explode during airbag deployment. **In the event of an inflator explosion, metal fragments could pass through the airbag cushion material, striking the vehicle occupants, and result in serious injury or death.**

### What will Toyota do?

Any authorized Toyota dealer will replace the airbag inflator or the airbag assembly, depending on the vehicle model, at **NO CHARGE** to you.

### What should you do?

**Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible. Your local Toyota dealer will be more than happy to answer any of your questions.**

- ✓ To find a dealer near you, visit [www.toyota.com/dealers](http://www.toyota.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://www.toyota.com/recall). Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

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

The remedy will take approximately one to three hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period.

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

If you are uncomfortable driving the vehicle to the dealership, your local authorized Toyota dealer may arrange for vehicle pickup.

**What if you have other questions?**

For more information about Takata Recalls please see Toyota's website ([www.toyota.com/recall](http://www.toyota.com/recall)) or the National Highway Traffic Safety Administration (NHTSA) website ([www.safercar.gov](http://www.safercar.gov)).



To visit [Toyota.com/recall](http://Toyota.com/recall) from your smart phone, scan the QR code to the left. Here you will find the most current Takata recall information and be able to check repair applicability specific to your VIN #.

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair order, proof-of-payment, and ownership information to Toyota's online, self-service portal. Log-in to your Toyota Owners account at <https://www.toyota.com/owners/>, click on the "Resources" tab, select "Safety Recall and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

Toyota Customer Experience Center - TSR  
Toyota Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 – SSC/CSP Reimbursements  
Plano, Texas 75025-9001

**FAX:** 310-381-7756

Please refer to the attached Reimbursement Checklist for required documentation details.

**What if you are not the owner or operator of this vehicle?**

***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.

***If you know the current owner or operator***, please forward this letter to them.

***If you would like to update your vehicle ownership or contact information***, you may do so by registering at [www.toyota.com/owners](http://www.toyota.com/owners). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, 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>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA

SAMPLE



Published October 13, 2016

Toyota Motor Sales, USA, Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

**PRE-OWNED – SAFETY RECALL CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM**

Pre-Owned Vehicles **ONLY** (Not Applicable for TCUV units)

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature \_\_\_\_\_

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using [www.toyota.com/recall](http://www.toyota.com/recall) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model \_\_\_\_\_ Model Year \_\_\_\_\_

**Customer Information**

Customer Name _____	Customer Email _____
Customer Address _____	Home Phone # _____
_____	Mobile Phone # _____
_____	Date _____

*Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for Safety Recall and other campaign communications. If you'd like to update your preferred contact information in the future, visit [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate) or contact us at 1-888-270-9371.*

**Dealer Information**

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____