Re: Toyota Safety Recall – Dealer Notification Preliminary

To whom it may concern,

Please find attached the Dealer Notification – Preliminary Letter for Toyota Safety Recall 14V-312 on the following Toyota and Lexus vehicles:

- 2003 – Certain 2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles
- 2002 – Early 2004 Model Year Sequoia Vehicles
- 2002 – Certain 2003 Model Year and One 2004 Model Year SC430 Vehicles

If you have any questions regarding this matter, please contact me at (310) 468-1870.

Sincerely,

[Signature]

Quality Compliance Administrator

Attachments:
- Toyota 14V-312 Dealer Notification (Preliminary)
- Lexus 14V-312 Dealer Notification (Preliminary)
Safety Recall DSF (D3F) *(Supplement to D0F) - Preliminary Notification*

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

Front Passenger Airbag Inflator Module

This notification is being provided to inform dealerships of our intent to suspend Safety Recall D0F until further notice. Once remedy part preparation is complete, we will notify dealerships of the updated remedy procedure.

**Background**
The original remedy for Safety Recall D0F launched in early August, 2013, included an inspection and, if necessary, replacement of the airbag inflator module. An update to the remedy procedure now requires the replacement of the airbag inflator module for ALL vehicles included in this supplemental action. Once parts are available, Toyota will re-notify owners of vehicles where Safety Recall D0F is not yet complete and vehicles that received an inspection only. Vehicles that received a replacement airbag inflator module are not included in this supplemental action.

**Condition**
The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture and the front passenger airbag to deploy abnormally in the event of a crash, increasing the risk of injury to the occupant.

**Covered Vehicles**
There are approximately 731,300 Toyota vehicles covered by this Safety Recall in the US. However, vehicles covered by Safety Recall D0F, that received a replacement airbag inflator module, are not included in this supplemental action.

<table>
<thead>
<tr>
<th>Model</th>
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<th>Appx UIO</th>
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</tr>
</thead>
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<tr>
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<td>2003</td>
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<td>2004</td>
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</tr>
<tr>
<td></td>
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</tbody>
</table>

**Status**
- Until further notice, dealers are requested to suspend Safety Recall D0F effective immediately.
- Toyota is currently preparing the remedy parts. Once remedy part preparation is complete, we will notify dealerships of the updated remedy procedure.
- If a dealership is currently in the process of completing D0F (at the time of this announcement), Toyota requests that the airbag inflator be replaced before returning the vehicle to the customer.
- Claims for D0F must be submitted by June 16, 2014. After this date Toyota will be unable to accept D0F claims.
- DSF (“D3F” until the remedy is launched) Preliminary Notification documents will be posted on TIS starting the morning of Wednesday, June 11, 2014.
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 Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Handling
A FAQ is attached to help dealerships respond to any customer concerns. If the customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

Pre-Owned Vehicles in Dealer Inventory
Toyota generally requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied. However, in this case, unless prohibited by your state’s law, dealers can deliver un-remedied pre-owned vehicles if they disclose to the customer that the vehicle is subject to a Safety Recall and Toyota will send them a notification when the remedy is available.

Campaign Designation Decoder

<table>
<thead>
<tr>
<th>D</th>
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<th>F</th>
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</thead>
<tbody>
<tr>
<td>Year Campaign is Launched</td>
<td>Repair Phase</td>
<td>Current Campaign Letter for this year</td>
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| B=2009 | 9=2009 | 0=Remedy
A=2010 | 1=Interim (Remedy not yet available) |
| B=2011 | 2=Remedy will change to ‘Y’ when the Remedy is available |
| C=2012 | 3= |
| D=2013 | 4= |
| E=2014 | 5= |
| F=2015 | 6= |
| Etc... | 7= |

Examples:
- A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
- D1F = Launched in 2013, Interim Phase, 5th Campaign Launched in 2013

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

Thank you for your cooperation.
Safety Recall DSF (D3F) (Supplement to D0F) – Preliminary Notification
2003 - Certain 2004 Model Year Corolla, Corolla Matrix, and Tundra Vehicles
2002 - Early 2004 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module

Customer Frequently Asked Questions
Published Early June, 2014

We at Toyota care greatly about your safety while we prepare the remedy parts for this condition. We are providing the following information to keep you informed of the recall details. Please check back frequently as this document will be updated.

Background
The original remedy for Safety Recall D0F launched in early August, 2013, included an inspection and, if necessary, replacement of the airbag inflator module. Due to an updated remedy procedure, once parts preparation is complete, Toyota will re-notify owners of vehicles included in Safety Recall D0F that have not had the airbag inflator module replaced.

The remedy, when available, will involve replacement of the inflator for ALL vehicles identified in this supplemental action.

Q1: Why is Toyota conducting a supplemental recall for D0F?
A1: An update to the remedy procedure now requires the replacement of the airbag inflator module for all vehicles included in this recall. Once parts preparation is complete, Toyota will re-notify owners of vehicles that did not complete Safety Recall D0F and vehicles that received an inspection only. Vehicles that already received a replacement airbag inflator module are not included in this supplemental action.

We sincerely apologize for any inconvenience this may cause you.

Q2: What is the condition?
A2: The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture and the front passenger airbag to deploy abnormally in the event of a crash, increasing the risk of injury to the occupant.

Q2a: What is the Inflator?
A2a: 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 wafer expands into an inert gas, inflating the airbag.

Q2b: What is the cause of this condition?
A2b: Propellant wafers manufactured with inadequate compression force or with improper humidity levels may have been used during assembly of the inflator.

Q3: Are there any warnings that this condition exists?
A3: No. There are no warnings that this condition exists. However, the condition does not cause the airbag to activate when it should not. Also, the front passenger airbag is designed to inflate only in certain moderate to severe crashes, and the number of inflators actually affected by the condition is small. To further minimize risks, customers should locate passengers in the rear seating positions.
Q4: **What is Toyota going to do?**

A4: Toyota is currently working on obtaining the necessary remedy parts. Once the parts are available, we will notify owners. In the meantime Toyota dealers will be unable to replace the airbag inflator module due to limited parts availability. The inspection procedure will no longer be included in the remedy procedure.

Once the remedy parts have been produced in sufficient quantities, Toyota will send (consistent with parts availability and repair capacity), an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the airbag inflator module replaced at no charge.

Q4a: **When does Toyota anticipate the remedy will be available?**

A4a: Toyota is currently working on obtaining the remedy parts for this Safety Recall. Toyota anticipates it will take several months to prepare a sufficient quantity of remedy parts.

Q4b: **How does Toyota obtain my mailing information?**

A4b: 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.

Q4c: **When the remedy becomes available, do I need my owner letter to have the remedy performed?**

A4c: 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.

Q5: **Which and how many vehicles are covered by this Safety Recall?**

A5: There are approximately 731,300 Toyota vehicles covered by this Safety Recall in the US. However, vehicles covered by Safety Recall D0F that received a replacement airbag inflator module are not included in this supplemental action.

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Q5a: **Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?**

A5a: Yes. There are approximately 35,000 SC430 vehicles (2002 through certain 2003 and one 2004 MY) covered by this Safety Recall in the US.

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.

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 to 4:00 pm Pacific Time.
This notification is being provided to inform you of our intent to suspend Safety Recall DLC until further notice. Once remedy part preparation is complete, we will notify you of the updated remedy procedure.

Background
The original remedy for Safety Recall DLC launched in early August, 2013, included an inspection and, if necessary, replacement of the airbag inflator module. An update to the remedy procedure now requires the replacement of the airbag inflator module for ALL vehicles included in this supplemental action. Once parts are available, Lexus will re-notify owners of vehicles where Safety Recall DLC is not yet complete and vehicles that received an inspection only. Vehicles that received a replacement airbag inflator module are not included in this supplemental action.

Condition
The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture and the front passenger airbag to deploy abnormally in the event of a crash, increasing the risk of injury to the occupant.

Covered Vehicles
There are approximately 35,000 Lexus vehicles covered by this Safety Recall in the US. However, vehicles covered by Safety Recall DLC that received a replacement airbag inflator module, are not included in this supplemental action.

### Covered Vehicles

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<td>2004</td>
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<td>0051445</td>
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Status
- Until further notice, dealers are requested to suspend Safety Recall DLC effective immediately.
- Lexus is currently preparing the remedy parts. Once remedy part preparation is complete, we will notify dealerships of the updated remedy procedure.
- If a dealership is currently in the process of completing DLC (at the time of this announcement), Lexus requests that the airbag inflator be replaced before returning the vehicle to the customer.
- Claims for DLC must be submitted by June 16, 2014. After this date Lexus will be unable to accept DLC claims.
- DSC (“D3C” until the remedy is launched) Preliminary Notification documents will be posted on TIS starting the morning of Wednesday, June 11, 2014.

Pre-Owned Vehicles in Dealer Inventory
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A Q&A is attached to assist you in responding to any customer questions or concerns. If the customer has any further questions they are requested to contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm PST, or Saturday, 7:00 am through 4:00 pm PST.

Thank you for your understanding and cooperation.

Attachment
Background
The original remedy for Safety Recall DLC launched in early August, 2013, included an inspection and, if necessary, replacement of the airbag inflator module. Due to an updated remedy procedure, once parts preparation is complete, Lexus will re-notify owners of vehicles included in Safety Recall DLC that have not had the airbag inflator module replaced.

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