



Safety Recall E04 - For Areas of High Absolute Humidity - UPDATE
 Certain 2003-2008 Model Year Corolla and Matrix Vehicles
 Certain 2003-2006 Model Year Tundra Vehicles
 Certain 2002-2007 Model Year Sequoia Vehicles
 Front Passenger Airbag Inflator Module

Customer Frequently Asked Questions

◀ IMPORTANT UPDATE ▶

DATE	TOPIC
8/28/2019	<i>Q&A 10, 11, and 12 have been added to explain the availability of the remedy for certain 2005 – 2008 Matrix vehicles.</i>

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

We at Toyota care greatly about your safety. We are providing the following information to keep you informed of the details specific to this recall. Please check back frequently as this document will be updated.

This Safety Recall applies to owners of vehicles originally sold in, or currently/previously registered in, areas of High Absolute Humidity, encompassing the following states: Texas, Alabama, Mississippi, Georgia, South Carolina, Florida, Hawaii, and Louisiana. In addition, it includes Puerto Rico, Guam, Saipan, American Samoa, and the U.S. Virgin Islands.

On March 1, 2016, Toyota expanded Safety Recall E04 to include 2008 model year Corolla and Matrix vehicles.

Q1: What is the condition?

A1: The subject vehicles are equipped with front passenger airbag inflators which may have been manufactured in such a way as to have a potential for the intrusion of moisture over time. Depending on the circumstances, this could create excessive internal pressure when the airbag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, striking the vehicle occupants and potentially resulting in serious injury or death.

Q1a: What is the Inflator?

A1a: The inflator is a device contained within the airbag assembly. It contains solid propellant wafers which are ignited in the event airbag deployment is necessary. When ignited, the wafers expand into an inert gas, inflating the airbag.

Q1b: What is the cause of this condition?

A1b: The cause of the potential ruptured inflators and influence of high absolute humidity are under investigation.

Q1c: What is absolute humidity?

A1c: The measure of the water vapor content in the air is known as absolute humidity, and it is displayed in grams of water vapor per cubic meter of air. Higher temperature, southern coastal climates consistently experience the greatest concentrations of water vapor in the air, as warmer ambient air can hold more water.

Note: relative humidity is simply a percentage value and is related to current or measured temperature; therefore, areas with high relative humidity do not necessarily have high absolute humidity.

Q1d: How is humidity related to the condition?

A1d: The specific relationship of humidity to the operation of the inflator and the cause of improper airbag inflator performance and rupture is still under investigation.

Q2: What is Toyota going to do?

A2: Toyota notified all owners of vehicles covered by this safety recall except for those covered by the March 2016 expansion.

Toyota will begin notifying owners of vehicles covered by the March 2016 expansion beginning in mid-March, 2016.

Toyota dealers will replace the front passenger airbag inflator at **no charge** to the vehicle owner. (For certain models, the front passenger airbag assembly may be replaced.)

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.

Q4: What should you do?

A4: Toyota strongly recommends that you have this Safety Recall remedy performed immediately. Please contact any authorized Toyota dealer to schedule an appointment to have your front passenger airbag inflator replaced free of charge. When taking your vehicle to the dealership for your service appointment, it is recommended that only the driver occupy the vehicle. If you are uncomfortable driving the vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick up. Until the remedy is performed, the front passenger seat should NOT be occupied.

If you do not follow the instructions in the owner letter, you should not drive your vehicle.

Q5: Are there concerns with other airbags in the vehicle?

A5: No, this condition only applies to the front passenger airbag inflator. Other airbags in the vehicle are not affected by this condition.

Q6: Will Toyota disconnect the involved airbag or the other airbags in my vehicle?

A6: Toyota dealers have sufficient quantities of replacement parts to complete remedy repairs. Owners should promptly visit a Toyota dealer to receive their replacement airbag inflator and system check. Airbag assemblies are integral parts of the overall vehicle safety system and the integrity of the system should always be checked by drivers observing the dash mounted warning lights. Toyota dealers are not authorized to disconnect any airbag system as part of this Safety Recall action.

Q7: How is this Safety Recall related to other actions Toyota has taken regarding Takata front passenger airbag inflator modules?

A7: Toyota has two separate recalls applicable to Takata front passenger airbag inflators. This Safety Recall (Toyota recall #E04) is applicable only to vehicles originally sold in, or currently/previously registered in, areas of high absolute humidity. The second Safety Recall (Toyota recall #DSF) involves the same model and model year vehicles in all other areas of the United States. The remedy is the same for both campaigns. The separate recall activities allow for priority parts allocation in the areas of elevated risk.

Q8: Are all vehicles involved in the Takata Front Passenger Inflator Recall Actions covered by this Safety Recall?

A8: No, this Safety Recall applies to owners of vehicles originally sold in, or currently/previously registered in, areas of High Absolute Humidity, encompassing the following states: Texas, Alabama, Mississippi, Georgia, South Carolina, Florida, Hawaii, and Louisiana. In addition, it will include Puerto Rico, Guam, Saipan, American Samoa, and the U.S. Virgin Islands. Other affected vehicles are covered by Toyota recall #DSF.

Q9: Which and how many vehicles are covered by this Safety Recall?

A9: There are approximately 1,017,000 Toyota vehicles covered by this Safety Recall.

Model	Model Year	Appx. UIO	Production Range
Corolla	2003 – 2008	622,000	Late December, 2001 - Late December, 2007
Matrix	2003 – 2008	96,000	Early January, 2002 - Mid-December, 2007
Tundra	2003 – 2006	106,000	Late July, 2002 - Late December, 2006
Sequoia	2002 – 2007	193,000	Early April, 2002 - Late November, 2007

Q9a: Are there any other Toyota/Lexus/Scion vehicles covered by this Safety Recall in the U.S.?

A9a: Yes. There are approximately 28,000 Lexus SC430 vehicles (certain 2002-2010 MY) covered by Lexus recall #ELG in the U.S.

Q10: Is the remedy available for all vehicles?

A10: No. The remedy is NOT available for Certain 2005 – 2008 model year Matrix models at this time.

Model	Model Year	E04 Remedy Availability
Corolla	2003 – 2008	Remedy Available
Matrix	2003 – 2004	Remedy Available
	2005 - 2008	Remedy NOT Available at this time
Tundra	2003 – 2006	Remedy Available
Sequoia	2002 – 2007	Remedy Available

Q11: Why is the remedy no longer available for my vehicle?

A11: Toyota is currently producing parts of an improved design for certain 2005 – 2008 model year Matrix vehicles. When they are available Toyota will resume the remedy for these vehicles and notify customers.

Q12: What should you do if the remedy is NOT available for your vehicle?

A12: To minimize risk, Toyota recommends that no passengers sit in the front passenger seat. If this recommendation is not feasible for the customer's personal or business needs, alternative transportation may be made available.

Q13: How does Toyota obtain my mailing information?

A13: 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.

Q14: Do I need my owner letter to have the remedy performed?

A14: 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.

Q15: What if I previously paid for repairs to my vehicle for this condition?

A15: Reimbursement consideration instruction will be provided in the remedy owner letter.

Q16: What if I have additional questions or concerns?

A16: 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.