



Safety Recall F0L – *Remedy Notice Update*
2004 – 2005 Model Year RAV4
Front Driver Airbag Inflator

Updated 10/15/15: Phase 2 remedy now available.

Updated 8/26/15: Phase 1 location updated to include all states in GST and SET regions.

Customer Frequently Asked Questions
Published August 19, 2015

The Remedy is now available nationwide.

Q1: What is the condition?

A1: The subject vehicles are equipped with a Driver’s front dual-stage airbag inflator. Toyota believes these inflators may have an increased potential for moisture intrusion over time. Moisture intrusion could potentially make the inflator assembly more susceptible to rupture during a crash. An inflator rupture may result in metal fragments striking and potentially seriously injuring the vehicle occupants.

Q1a: What is the inflator?

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

Q2: What is Toyota going to do?

A2: Toyota will send (in phases 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 replaced at **NO CHARGE**.

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 driver airbag is designed to inflate only in certain moderate to severe crashes.

Q3a: When does Toyota anticipate the remedy will be available?

A3a: Toyota is currently launching this Safety Recall in phases based upon parts availability.

Phase	Location: based on vehicle registration	Target Launch Date
1	ALL HAH* , and Arkansas, Oklahoma, and North Carolina	Mid-August, 2015
2	All Remaining Regions/States	October, 2015

***High Absolute Humidity (HAH), encompasses 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.**

Q4: Until the remedy is available in my area, are there any steps I can take to minimize the occurrence of this condition?

A4: The remedy is now available in all areas.

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

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

Q6: Are all vehicles involved in the previous Takata front passenger inflator recall actions covered by this Safety Recall?

A6: No, this Safety Recall only applies to **front driver airbag inflator** on 2004 – 2005 RAV4 vehicles. None of the vehicles involved in this Safety Recall are involved in other Takata **front passenger airbag inflator** recall actions.

Q7: Which and how many vehicles are covered by this campaign?

A7: There are approximately 159,700 2004 – 2005 RAV4 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
RAV4	2004 – 2005	Mid-May 2003 – Late October 2005

Q7a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A7a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q8: How long will the repair take?

A8: The repair takes approximately one and a half hours; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q9: What if I previously paid for repairs related to this campaign?

A9: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q10: How does Toyota obtain my mailing information?

A10: 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.

Q11: What if I have addition questions or concerns?

A11: If you have additional questions or concern, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday – Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific 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.

I (in my capacity as a representative of my dealership, and in my individual capacity) specifically agree and acknowledge that:

- a. I am authorized to download and use the Recall Customer Data solely in connection with Toyota, Lexus, and Scion recalls and only to call Customers or send Customers direct mail or email reminders to notify them there is an open recall for their Toyota, Lexus or Scion vehicle (the "Permitted Purpose").
- b. Recall Customer Data means customer first and last name, physical address, phone number, email address and VIN associated with an open recall.
- c. I will not use any Recall Customer Data information for marketing of any kind and I will not 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 I shall not disclose it to any person or entity, unless approved in advance and in writing by Toyota.
- e. I shall protect and will not share my access credentials to this Recall Customer Data with anyone (other than, if necessary, with our dealership's systems administrator solely for the limited purpose of supporting the Permitted Purpose).
- f. I will 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 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 not used to 'cleanse' or validate information in any marketing or customer database).
- h. I understand that retention of the Recall Customer Data must not exceed a period of time necessary to ensure completion of the applicable open recall.
- i. I am authorized to share the Recall Customer Data with third party vendors acting on behalf of my dealership solely for the Permitted Purpose so long as each such vendor complies with these same limitations and restrictions that apply to me and my dealership (and has committed to do so under a binding written agreement).
- j. I will follow all other specific instructions that Toyota may issue from time to time about the use of the Recall Customer Data.



Mobile Repair Program

Available for Vehicles Involved in Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C

Customer Frequently Asked Questions

Original Publication Date: July 17, 2019

In our continuing efforts to maximize completion rates for Takata Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C, Toyota is allowing dealers to participate in a Mobile Repair program for these Safety Recalls.

We are providing the following information to help with customer inquiries regarding details specific to this program.

Background

TMNA is now enabling dealers to perform Safety Recalls DSF, E04, F0L, J0A, J0B, and J0C on all vehicles affected by these specific campaigns in the field (e.g., at customers' homes, used car lots, vehicle auctions, etc.). Only the specific Safety Recalls identified are eligible for mobile repair. All other recalls and warranty repairs, including Takata recall designations not specifically listed in this notice, are ineligible for mobile repair under this program.

Q1: *What is the dealership Takata mobile repair program?*

A1: Toyota will allow dealerships to repair vehicles outside of their dealership, for customer convenience, in places such as used car lots, vehicle auctions, and customers' homes. This program is the result of feedback from customers who cannot, will not, or are unable to bring their vehicles to a dealer for repair.

Q1a: *How will the mobile repair process be initiated?*

A1a: Dealers are responsible for determining if they wish to perform mobile repairs under the program. This decision will be made based on factors such as customer distance from dealership and multiple attempts to schedule a customer repair.

Q2: *Will I be responsible for the cost of these repairs?*

A2: Your authorized local Toyota dealer will perform these repairs at **NO CHARGE** to you.

Q3: *My vehicle is involved in a Takata recall, but my dealer will not perform the repair outside of the dealership?*

A3: Not all dealers are participating in the mobile repair program, and not all Takata recalls are eligible for mobile repair due to repair complexity. It is up to the discretion of the dealers participating in the mobile repair program if they can perform a mobile repair on your vehicle. (

Q3a: *Are all models in the certain Takata Safety Recalls available for mobile repair (DSF, E04, F0L, J0A, J0B, and J0C) eligible for repair in this program?*

A3a: All vehicles covered by certain Takata Safety Recalls (DSF, E04, F0L, J0A, J0B, and J0C) are eligible for mobile repair in this program.

Q3b: *Where can I find more information about the Takata recalls and the affected vehicles involved?*

A3b: Customers can also find additional information on the Takata recalls by visiting www.toyota.com/recall/takata.

Q4: Will my vehicle need to be taken to the dealer for repair under this program?

A4: In limited circumstances, your vehicle might need to be brought to the dealership if certain vehicle conditions are found that cannot be handled remotely.

Q4a: Will I be responsible for the costs of the recall remedy if my dealership determines that they cannot perform the repair?

A4a: No, your local authorized Toyota dealer will perform the remedy at **NO CHARGE** to you at the dealership.

Q5: My SRS malfunction indicator light is illuminated, and/or other diagnostic trouble codes are set; will this repair correct this condition?

A5: This repair may not correct your malfunction indicator light illuminated condition, and/or other diagnostic trouble codes set. This could indicate a different problem with your airbag system. Your dealer will advise you about these non-recall related conditions before performing the repair. In some cases, depending on the condition, your dealer may not be able to perform the recall through mobile repair. You should take your vehicle to a dealership to determine the cause of the condition and have it repaired, if necessary, to assure proper operation of your airbag system. The recall remedy will be FREE to you, but repair of other conditions will be your responsibility.

Q6: If my dealer cannot perform mobile repair, how can I get this important Safety Recall completed?

A6: Your local authorized Toyota dealer will perform the remedy at **NO CHARGE** to you at the dealership. Your dealer can offer other convenience options such as towing, pickup and delivery, and/or rental.

Q7: How can I request mobile repair?

A7: If your local authorized Toyota dealer is part of the program, they will inform you if they can perform the repair outside their dealership facility.

Q8: What if I have additional questions or concerns?

A8: If you have additional questions or concerns, 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.