

# TOYOTA

Toyota sincerely apologises for any inconvenience caused by the Takata airbag recall. If you have any questions or concerns please contact us on the

**Toyota Recall Campaign Helpline**  
**1800 987 366**  
(8am to 6pm, Monday to Friday AEST)

**Free Translation Services Available**

### National Relay Service

If you are deaf, or have a hearing or speech impairment, please contact us through the National Relay Service.

For more information, visit:  
[www.relayservice.gov.au](http://www.relayservice.gov.au)

### Dealer Stamp

**Le Mans Toyota**  
**770 Ballarat Road**  
**Deer Park VIC 3023**  
**Ph: 8363 3000**

TSO1808 1805-00



**23 reported deaths and 230 injuries worldwide**

**One death and one serious injury reported in Australia**



Approximately

**2 in 7 Australian vehicles are affected**

*Graphic - ACCC Website April 2018*

“Certain types of airbags made by Takata Corporation use a chemical called phase-stabilised ammonium nitrate (PSAN) as a propellant. Due to [a design] defect ... when the airbag is triggered and deployed (in a collision), it may deploy with too much explosive force, rupturing the airbag inflator housing so that sharp metal fragments shoot out and hit vehicle occupants, potentially injuring or killing them. Globally, ruptures of defective Takata airbags have been associated with at least 23 deaths and 230 injuries. In Australia, one person has been killed and another seriously injured in separate incidents involving defective Takata airbags.”

*ACCC Website April 2018*

*This is a global recall on an unprecedented scale with reports of up to 100 million affected vehicles worldwide.*

*The Hon Paul Fletcher MP  
Minister for Urban Infrastructure and Cities  
August 2017*

## THIS IS SERIOUS

You must

# STOP

driving this car  
**IMMEDIATELY!**

# YOU HAVE AN ALPHA TAKATA AIRBAG IN YOUR CAR

**ALPHA IS THE MOST DANGEROUS  
TYPE OF FAULTY TAKATA AIRBAG**

More information about the Takata airbag recall  
is available at

[www.recalls.toyota.com.au](http://www.recalls.toyota.com.au)

# TOYOTA

## What is Toyota doing?

We will arrange to have your car towed to the nearest Toyota Dealer for the airbag replacement to be fitted.

## It's FREE

Airbag replacement is FREE with most repairs taking between 1 and 2 hours. Depending upon the Dealer's work schedule, the car may need to be made available for a longer period of time.

A loan vehicle or alternate transportation arrangements will be made available to you upon request if the vehicle is required to be left at the dealership for more than 24 hours to replace the airbag.

## Faulty Takata airbags . . .

could **kill or seriously injure you and other people** in your car. If you are involved in a collision, the airbag can go off with too much explosive force, causing sharp metal fragments to shoot out and

**kill or seriously injure you or other people in your car.**

## Keep your family and friends safe!

**It's not just Toyota and not just your car.** The faulty Takata airbags are fitted in 20 car brands across Australia.

It is critical that you arrange an airbag replacement immediately, and encourage friends and family to check their car at Toyota.

[www.recalls.toyota.com.au](http://www.recalls.toyota.com.au)

Or other car brands.

[www.productsafety.gov.au/recalls](http://www.productsafety.gov.au/recalls)

## Quick Questions

**My car was in an accident and the airbags were replaced, do I have to worry?**

Yes. Even if your airbag was replaced after an accident, it is strongly recommended you get it checked at a Toyota Dealer. It could have been replaced with another faulty airbag.

**I bought my car secondhand - how will I know if I still need to have the airbag replaced?**

To keep you and your passengers safe, it is critical that you check your car on the Toyota recall website VIN Checker.

[www.recalls.toyota.com.au](http://www.recalls.toyota.com.au)

**What is a VIN?**

A Vehicle Identification Number (VIN) is the string of 17 numbers and letters that a manufacturer assigns to each individual car.

Your VIN is located in one of these places. On a sticker on the driver's or passenger's side door jamb. Or stamped onto the floor in front of the driver's side seat. Or in the Warranty and Service booklet.

**I no longer own this car - do I need to do anything?**

Any information you have about your past car is important. Toyota needs to find all cars with faulty Takata airbags as soon as possible and we need your help to keep others safe.

Please let us know if the car has been:

- sold
- written off
- stolen

**Why does the airbag have to be replaced by a Toyota Dealer? Can't I get it done at my own mechanic?**

The faulty Takata airbag **can only be replaced by a trained Toyota technician.**

All replacements are FREE of charge.

The faulty Takata airbags contain explosive materials and are dangerous to handle. There are regulations about transportation and disposal.