TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue, S207
Torrance, CA 90509-2991

TMS-NTC-12175
July 31, 2012

Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: Toyota Safety Recall 12V-092 – Dealer Notification (Remedy)

To whom it may concern,

Please find attached the Dealer Notification Letter - Remedy for Toyota Safety Recall 12V-092 on the following Toyota vehicles:

- Certain 2005 to early 2009 Model Year Tacoma

If you have any questions regarding this matter, please contact me at (310) 468-3392.

Sincerely,

Mark Kubota
Quality Compliance Assistant Manager

Attachments:
- Toyota 12V-092 (C0B) Dealer Notification (Remedy)

Sent to Dealers 7/25/12

TOYOTA

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

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

Subject: Safety Recall C0B – ***Remedy Parts Available***
Certain 2005 to early 2009 Model Year Tacoma
Spiral Cable Replacement

As previously announced in March, 2012, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) to conduct a voluntary Safety Recall on certain 2005 to early 2009 Model Year Tacoma Vehicles.

Toyota has completed parts preparation and will now begin mailing the remedy owner letter.

Condition

Due to the combination of the spiral cable design and characteristics unique to the chassis components of the Tacoma, steering wheel vibration ("flutter") may cause friction between the Flexible Flat Cable (FFC) and the retainer in the spiral cable assembly in the steering wheel. In FFC's with seven channel circuits, friction over time may result in damage to certain circuits on the flat cable that provide connectivity to the driver's air bag module. If connectivity is lost, the air bag warning lamp will illuminate. In addition, the driver's air bag may become deactivated, causing it to not deploy in the event of a crash. This could increase the risk of injury to the driver.

Remedy

Toyota dealers will inspect the spiral cable assembly and, if necessary, replace it at **NO CHARGE** to the vehicle owner. For additional information on inspection and repair procedures, please refer to TIS.

The following vital information is provided to inform you and your dealers of the **remedy** owner notification phase of this campaign and your degree of involvement.

1. **Owner Letter Mailing Date**

   Toyota has completed parts preparation and will begin to notify owners of the Remedy Phase in early August, 2012 approximately 2 weeks after the dealer communication. The owner notification will be mailed in quantities consistent with parts availability and repair capacity over the next two to three months

   Due to a data processing error, a small portion of vehicles were incorrectly identified as being covered by this Safety Recall. These customers will receive the attached apology letter informing them of this error and that there is no further action to be taken.

   Toyota tries very hard to obtain current customer name and address information 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.

2. **Pre-Owned Vehicles in Dealer Inventory**

   Toyota requests dealers conduct the remedy on any pre-owned vehicles in dealer inventory that are covered by this Safety Recall prior to delivery to the customer.

3. **Toyota Rent-A-Car (TRAC) Vehicles**

   Toyota requests that dealers verify whether their TRAC vehicles are covered by Safety Recall C0B. If a vehicle is covered, please perform the Safety Recall prior to renting the vehicle to a customer.

4. **Dealer/Owner Lists**

   Summary Reports, containing the number of covered vehicles in your dealership's primary marketing area, have been enclosed in the dealer package. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

5. Number and Identification of Covered Vehicles

There are approximately 481,000 Tacoma (certain 2005 to early 2009 model year) vehicles covered by this Safety Recall in the U.S.

WMI	MY	VDS	START	FINISH
5TE	2005	JU62N	Z001069	Z144893
		KU72N	Z001081	Z144836
		LU42N	Z001082	Z144890
		MU52N	Z001032	Z144879
		NX22N	Z001023	Z144884
		NX62N	Z001659	Z144755
		PX42N	Z001187	Z144724
		TU22N	Z001571	Z035879
		TU62N	Z001053	Z144895
		TX22N	Z001048	Z144900
		TX62N	Z001181	Z144873
		UU42N	Z001009	Z144899
		UX42N	Z001892	Z144707
	2006	JU62N	Z144959	Z320617
		KU72N	Z145137	Z320543
		LU42N	Z145036	Z320397
		MU52N	Z145156	Z320285
		NX22N	Z145177	Z320613
		NX62N	Z145547	Z320176
		PX42N	Z145459	Z320265
		TU62N	Z144902	Z320213
		TX22N	Z145349	Z320497
		TX62N	Z145234	Z320203
		UU42N	Z144920	Z320426
		UX42N	Z145491	Z320247
	2007	JU62N	Z320673	Z469819
		KU72N	Z320671	Z469633
		LU42N	Z320918	Z469698
		MU52N	Z320870	Z469721
		NX22N	Z320620	Z469653
		NX62N	Z321207	Z469255

WMI	MY	VDS	START	FINISH
5TE	2007	PX42N	Z320860	Z469732
		TU62N	Z320771	Z469786
		TX22N	Z321110	Z469654
		TX62N	Z321199	Z469583
		UU42N	Z320622	Z469869
		UX42N	Z320841	Z469743
	2008	JU62N	Z470196	Z592508
		KU72N	Z470201	Z592453
		LU42N	Z469993	Z592675
		MU52N	Z470099	Z592630
		NX22N	Z469871	Z592426
		NX62N	Z469873	Z592203
		PX42N	Z470165	Z592599
		TU62N	Z470195	Z592581
		TX22N	Z469874	Z592319
		TX62N	Z469875	Z592204
		UU42N	Z469911	Z592689
		UX42N	Z470171	Z592595
	2009	JU62N	Z592834	Z624570
		KU72N	Z602439	Z602439
		LU42N	Z595097	Z625485
		MU52N	Z597877	Z625508
		NX22N	Z592697	Z625702
		NX62N	Z592974	Z611007
		PX42N	Z592698	Z616079
		TU62N	Z592876	Z625313
		TX22N	Z593020	Z625828
		TX62N	Z592973	Z610983
		UU42N	Z592710	Z625899
		UX42N	Z592997	Z616030

WMI	MY	VDS	START	FINISH
3TM	2005	JU62N	M001037	M008091
		KU72N	M001031	M004841
		LU42N	M001024	M002890
		MU52N	M001026	M001900
	2006	JU62N	M007884	M028771
		KU72N	M004775	M010144
		LU42N	M002891	M008845
		MU52N	M001878	M003615
	2007	JU62N	M028772	M049700
		KU72N	M010029	M013697

WMI	MY	VDS	START	FINISH
3TM	2007	LU42N	M008667	M013600
		MU52N	M003620	M005092
	2008	JU62N	M049701	M070800
		KU72N	M013698	M017962
		LU42N	M013601	M020107
		MU52N	M005094	M007826
	2009	JU62N	M070812	M077844
		KU72N	M018029	M020081
		LU42N	M020119	M023253
		MU52N	M007895	M009590

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to ***verify coverage by confirming through Dealer Daily/TIS.*** Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

A UIO matrix by state is provided to inform your dealership of the number of covered vehicles in your state.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	981	HI	13,428	MI	2,957	NV	3,808	UT	2,677
AL	11,947	IA	1,841	MN	2,847	NY	9,338	VA	13,153
AR	4,392	ID	1,751	MO	4,073	OH	8,929	VT	3,040
AZ	9,799	IL	7,163	MS	4,713	OK	3,261	WA	9,151
CA	125,072	IN	6,148	MT	1,225	OR	6,027	WI	3,794
CO	4,883	KS	2,581	NC	20,188	PA	10,735	WV	3,941
CT	3,208	KY	6,800	ND	300	RI	1,721	WY	589
DC	234	LA	7,535	NE	962	SC	9,958		
DE	850	MA	10,220	NH	3,885	SD	392		
FL	36,993	MD	6,829	NJ	5,708	TN	11,519		
GA	21,353	ME	3,683	NM	3,012	TX	30,816		

6. Parts Ordering Process (Dealer Ordering Solutions)

Orders can be placed through the dealership's facing PDC. The kits have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

Campaign	Part Number	Part Description	Qty.
C0B	04002-04104	Spiral Cable Assy.	1

Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume * PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file Safety Recall claims and coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.

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Parts Allocation Report

99999
SAMPLE TOYOTA of NOWHERE

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.

Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

IMPORTANT PARTS ORDERING UPDATE

Effective January 1, 2012, All Future Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be 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 additional details.

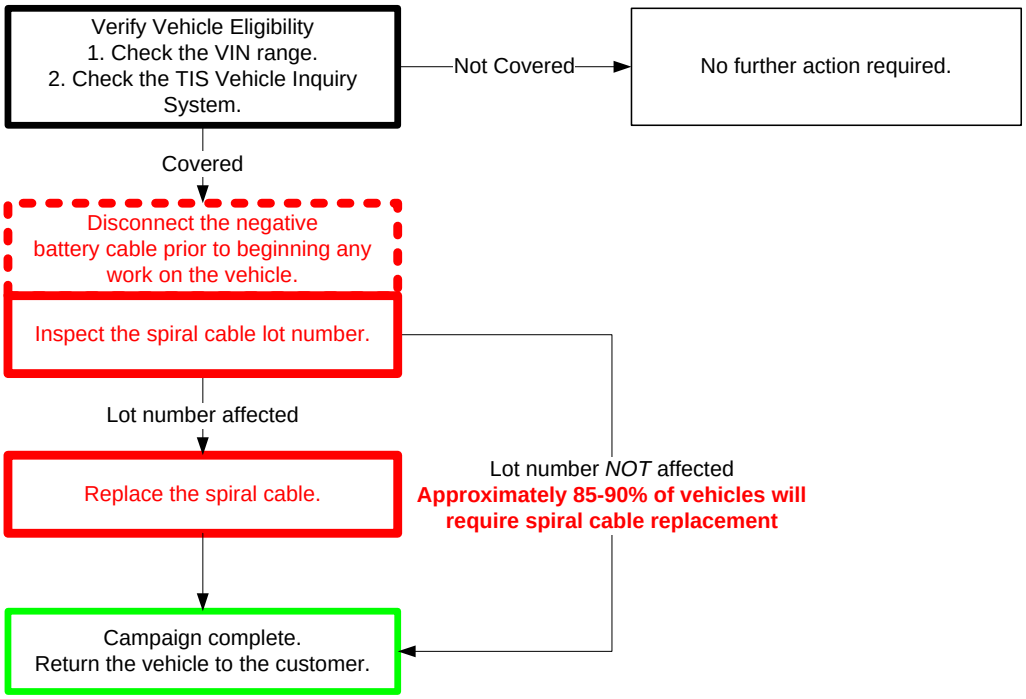
7. Remedy Procedures

Please refer to TIS for Technical Instructions on inspection and repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

8. Warranty Reimbursement Procedure

Certain 2005 to early 2009 Model Year Tacoma Vehicles

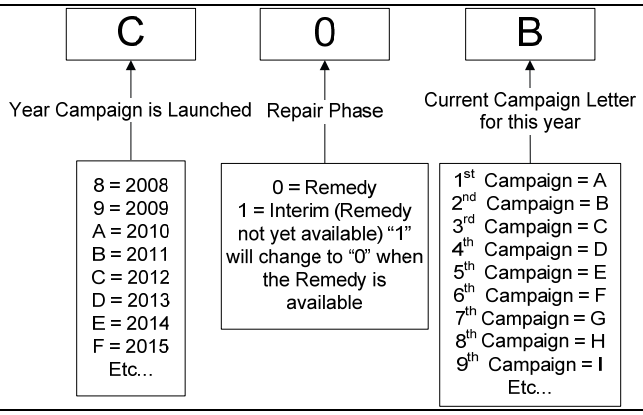


Model	Op. Code	Description	Flat Rate Hour
Tacoma	2529BD	Check and Replace Spiral Cable Assy.	*0.6 hr/vehicle*
	2529BC	Check Spiral Cable Assy. Lot Number – Not Affected	*0.2 hr/vehicle*

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

The Interim Phase, C1B, is now superseded by Safety Recall C0B. All C1B Repair Order dates must be prior to 7/25/2012. All Repair Orders dated 7/25/2012 and after must be submitted under C0B.

Campaign Designation Decoder



Examples:
A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
B1M = Launched in 2011, Interim Phase, 13th Campaign Launched in 2011
C0B = Launched in 2012, Remedy Phase, 2nd Campaign Launched in 2012

9. 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.

10. 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 Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

11. Customer Contacts

A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.

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 Recall C0B – Remedy Notice
Certain 2005 to early 2009 Model Year Tacoma Vehicles
Spiral Cable Assembly Replacement - Q&A

Background
As previously announced in March, 2012, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) to conduct a voluntary Safety Recall on certain 2005 to early 2009 Model Year Tacoma Vehicles.

Toyota has completed parts preparations and will now begin mailing remedy owner letters.

Q1: What is the condition?
A1: Due to the combination of the spiral cable design and characteristics unique to the chassis components of the Tacoma, steering wheel vibration ("flutter") may cause friction between the Flexible Flat Cable (FFC) and the retainer in the spiral cable assembly in the steering wheel. In FFC's with seven-channel circuits, friction over time may result in damage to certain circuits on the flat cable that provide connectivity to the driver's air bag module. If connectivity is lost, the air bag warning lamp will illuminate. In addition, the driver's air bag may become deactivated, causing it to not deploy in the event of a crash. This could increase the risk of injury to the driver.

Q1a: What is the spiral cable?
A1a: The Spiral Cable transmits electrical signals to components located on the steering wheel such as steering wheel controls, the horn, and the Airbag Assembly. The Spiral Cable allows for rotation of the steering wheel as it extends and contracts in its cable retainer (housing). The Spiral Cable is mounted between this steering wheel and steering column.

Q1b: Are there any warnings of this condition?
A1b: Yes. The airbag warning light is designed to come on when the engine switch is turned to the "ON" position during the ignition cycle check function. It goes off after about 6 seconds. ***This means the system is operating as designed.*** If the airbag warning light illuminates or remains illuminated ***after*** this period, please contact your local Toyota dealer for diagnosis and appropriate repair.

Q2: What is Toyota going to do?
A2: Toyota has completed parts preparations and will now begin mailing remedy owner letters in early August, 2012.

Any authorized Toyota dealer will inspect the spiral cable assembly and, if necessary, replace it at **NO CHARGE** to the vehicle owner.

Due to a data processing error, a small number of vehicles were incorrectly identified as being covered by this Safety Recall. These customers will receive the attached apology letter informing them of this error and that there is no further action to be taken.

Q3: Which and how many vehicles are covered by this Safety Recall Campaign?
A3: There are approximately 481,000 Tacoma vehicles (certain 2005 to early 2009 Model Year) equipped with a 7 channel circuit spiral cable assembly covered by this Safety Recall in the U.S.

Model Name	Model Year	Production Period	Number of Vehicles (Approx.)
Tacoma	Certain 2005 to early 2009	Mid-September, 2004 to Late August, 2008	481,000

Note: Tacoma models equipped with spiral cable assemblies that use 16-channel circuits are not covered by this Safety Recall.

Q3a: Are there any other Lexus/Toyota vehicles covered by this Safety Recall?

A3a: No, this condition only affects certain 2005 to early 2009 Model Year Tacoma vehicles equipped with a 7 channel circuit spiral cable.

Q3b: Are all Tacoma vehicles covered by this Safety Recall?

A3b: No, only Tacoma vehicles equipped with a 7 channel circuit spiral cable assembly are covered by this Safety Recall. Tacoma vehicles equipped with a 16 channel circuit spiral cable are not affected by this condition.

Q3c: Why are Tacoma vehicles equipped with a 16 channel circuit spiral cable not covered by this Safety Recall?

A3c: Although certain circuits in the spiral cable assemblies using FFC's with sixteen-channel circuits that connect to optional steering wheel features also can be damaged, these particular damaged circuits are not being used for any function in these models. The air bag circuit in these cables is not affected.

Q3d: What is the difference between the 7 channel circuit spiral cable and the 16 channel one?

A3d: The 7 channel circuit spiral cable assembly was installed on Tacoma vehicles that **DO NOT** contain steering wheel audio control buttons. Tacoma vehicles that are equipped with steering wheel audio control buttons have a 16 channel spiral cable assembly.

Q3e: Why are a small number of customer receiving an apology letter?

A3e: Due to a data processing error, a small number of vehicles were incorrectly identified as being covered by this Safety Recall. These customers will receive an apology letter informing them of this error and that there is no further action to be taken.

Q4: How long will it take to conduct the remedy?

A4: The inspection and replacement, if necessary, will take approximately 30 minutes. However, it may be necessary for the owner to make the vehicle available for a longer period of time depending upon the dealer's work schedule.

Q5: What if a customer has previously paid for repairs to his/her vehicle for this condition?

A5: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q6: What if an owner has additional questions or concerns?

A6: Owners with questions or concerns are asked to 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 through 4:00 pm Pacific Time.

Certain 2005 to Early 2009 Model Year Tacoma Vehicles
Spiral Cable Replacement
SAFETY RECALL NOTICE *(Remedy Now Available)*

[VIN]

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2005 to early 2009 model year Tacoma Vehicles.

What is the condition?

Due to combination of factors, a part in the steering wheel assembly in your vehicle called the spiral cable may become damaged. If damage occurs, this can affect the electrical connection to several systems, including the driver's air bag. Such damage would cause the air bag warning light to stay ON after starting the engine, and the air bag may not work. This could increase the risk of injury to the driver in a crash in which the air bag is designed to inflate.

What will Toyota do?

The remedy for your vehicle is now available. Any authorized Toyota dealer will inspect the Spiral Cable Assembly, and if necessary, replace it at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer and make an appointment to have the Spiral Cable Assembly inspected to determine if it is covered by this Safety Recall.

If replacement of the Spiral Cable Assembly is necessary it will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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.

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

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, 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.

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

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

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.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely

SAMPLE

regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE

<Sample of the Owner Letter>

C0B - Certain 2005 to Early 2009 Model Year Tacoma Vehicles
Spiral Cable Replacement

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. Part of our commitment is to provide important information to you whenever a specific concern or problem may affect your vehicle.

Recently, you were sent a Safety Recall notice indicating your vehicle was involved in this Safety Recall. Due to a data processing error, **your vehicle was incorrectly identified as being involved in this Safety Recall**. Please accept our apologies for this miscommunication and **please disregard the notice sent previously**.

We sincerely regret any inconvenience this miscommunication may have caused you.

If you have any questions about this, please contact the Toyota Customer Experience Center at 1-888-270-9371. The Toyota Customer Experience Center is open Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE

TECHNICAL INSTRUCTIONS

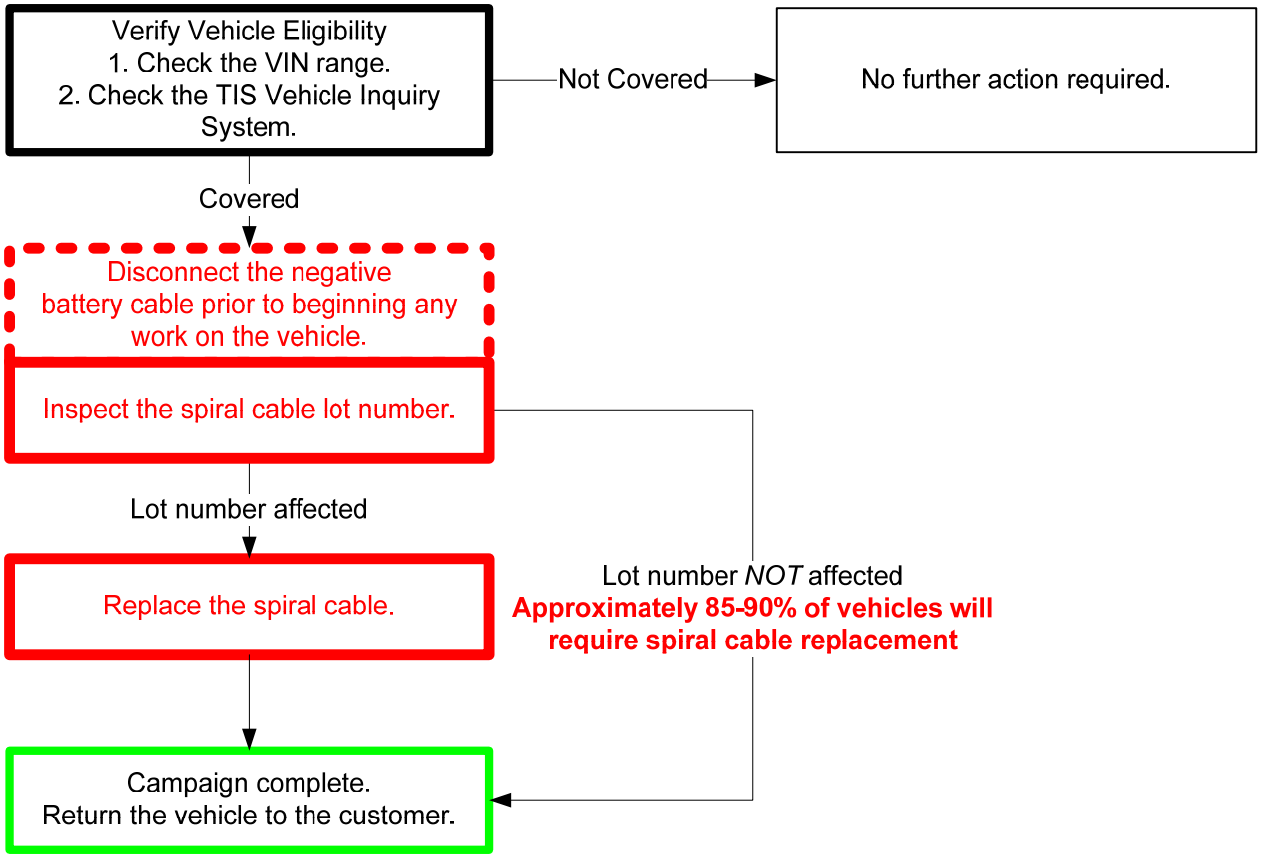
FOR

SAFETY RECALL C0B

SPIRAL CABLE REPLACEMENT

CERTAIN 2005 TO EARLY 2009 MODEL YEAR TACOMA

I. OPERATION FLOW CHART



II. PREPARATION

A. PARTS

Part Number	Part Description	Quantity
04002-04104	Spiral Cable Sub-Assy	1

B. TOOLS & EQUIPMENT

- Standard hand tools
- Techstream

SST – This is an essential special service tool that the dealership should have.

Tool Number	Tool Name
09950-50013	Universal Puller Set C

III. BACKGROUND

Due to the combination of the spiral cable design and characteristics unique to the chassis components of the Tacoma, steering wheel vibration ("flutter") may cause friction between the Flexible Flat Cable (FFC) and the retainer in the spiral cable assembly in the steering wheel. In FFC's with seven channel circuits, friction over time may result in damage to certain circuits on the flat cable that provide connectivity to the driver's air bag module. If connectivity is lost, the air bag warning lamp will illuminate. In addition, the driver's air bag may become deactivated, causing it to not deploy in the event of a crash. This could increase the risk of injury to the driver.

IV. IDENTIFICATION OF COVERED VEHICLES

A. COVERED VIN RANGE

WMI	MY	VIN Range	
		VDS	Range
3TM	2005	JU62N	M001037-M008091
		KU72N	M001031-M004841
		LU42N	M001024-M002890
		MU52N	M001026-M001900
	2006	JU62N	M007884-M028771
		KU72N	M004775-M010144
		LU42N	M002891-M008845
		MU52N	M001878-M003615
	2007	JU62N	M028772-M049700
		KU72N	M010029-M013697
		LU42N	M008667-M013600
		MU52N	M003620-M005092
	2008	JU62N	M049701-M070800
		KU72N	M013698-M017962
		LU42N	M013601-M020107
		MU52N	M005094-M007826
	2009	JU62N	M070812-M077844
		KU72N	M018029-M020081
		LU42N	M020119-M023253
		MU52N	M007895-M009590
5TE	2005	JU62N	Z001069-Z144893
		KU72N	Z001081-Z144836
		LU42N	Z001082-Z144890
		MU52N	Z001032-Z144879
		NX22N	Z001023-Z144884
		NX62N	Z001659-Z144755
		PX42N	Z001187-Z144724
		TU22N	Z001571-Z035879
		TU62N	Z001053-Z144895
		TX22N	Z001048-Z144900
		TX62N	Z001181-Z144873
		UU42N	Z001009-Z144899
		UX42N	Z001892-Z144707
	2006	JU62N	Z144959-Z320617
		KU72N	Z145137-Z320543
		LU42N	Z145036-Z320397
		MU52N	Z145156-Z320285
		NX22N	Z145177-Z320613
		NX62N	Z145547-Z320176
		PX42N	Z145459-Z320265
		TU62N	Z144902-Z320213
		TX22N	Z145349-Z320497
		TX62N	Z145234-Z320203
		UU42N	Z144920-Z320426
		UX42N	Z145491-Z320247

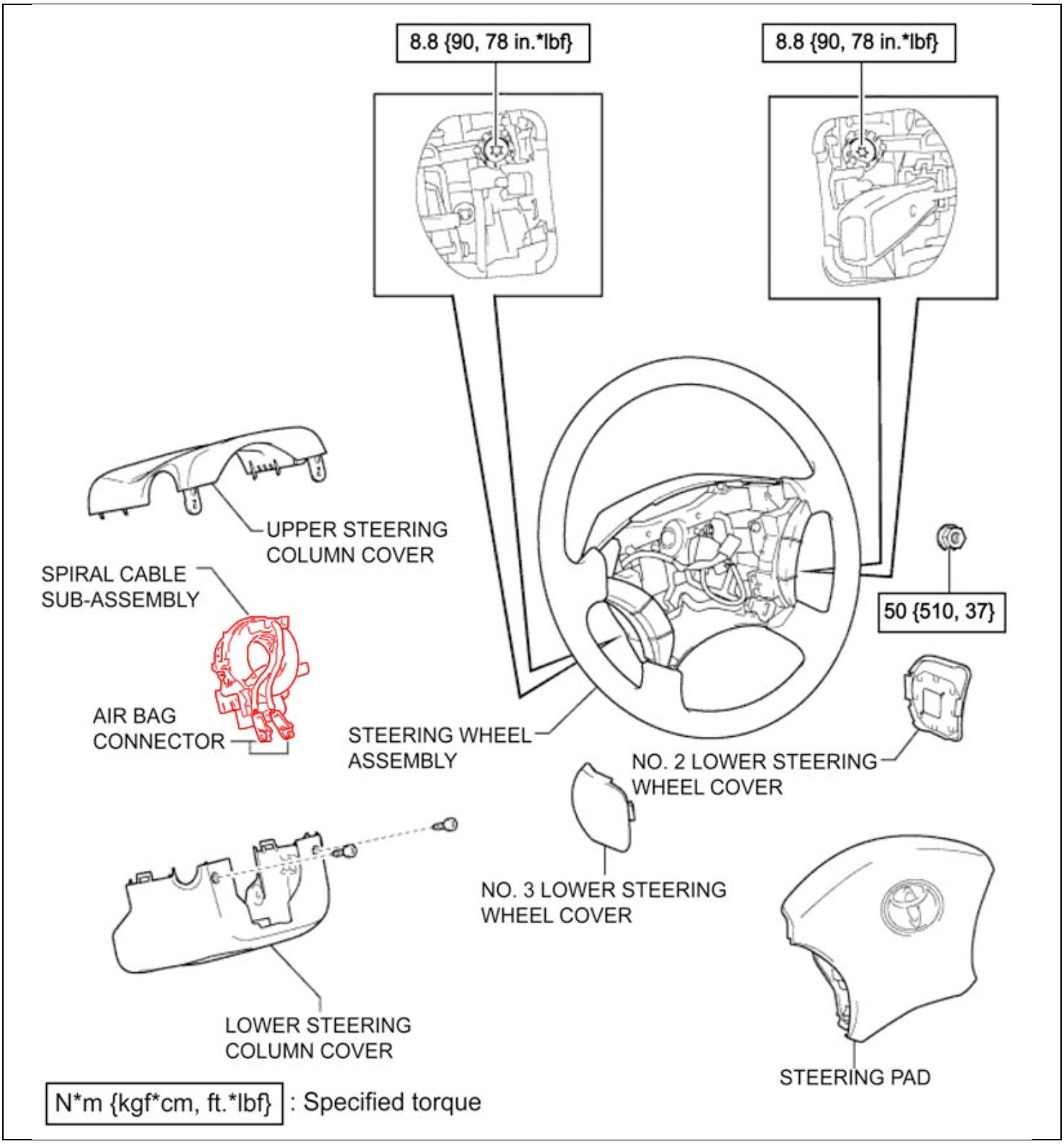
WMI	MY	VIN Range	
		VDS	Range
5TE	2007	JU62N	Z320673-Z469819
		KU72N	Z320671-Z469633
		LU42N	Z320918-Z469698
		MU52N	Z320870-Z469721
		NX22N	Z320620-Z469653
		NX62N	Z321207-Z469255
		PX42N	Z320860-Z469732
		TU62N	Z320771-Z469786
		TX22N	Z321110-Z469654
		TX62N	Z321199-Z469583
		UU42N	Z320622-Z469869
		UX42N	Z320841-Z469743
	2008	JU62N	Z470196-Z592508
		KU72N	Z470201-Z592453
		LU42N	Z469993-Z592675
		MU52N	Z470099-Z592630
		NX22N	Z469871-Z592426
		NX62N	Z469873-Z592203
		PX42N	Z470165-Z592599
		TU62N	Z470195-Z592581
		TX22N	Z469874-Z592319
		TX62N	Z469875-Z592204
		UU42N	Z469911-Z592689
		UX42N	Z470171-Z592595
	2009	JU62N	Z592834-Z624570
		KU72N	Z602439-Z602439
		LU42N	Z595097-Z625485
		MU52N	Z597877-Z625508
		NX22N	Z592697-Z625702
		NX62N	Z592974-Z611007
		PX42N	Z592698-Z616079
		TU62N	Z592876-Z625313
		TX22N	Z593020-Z625828
		TX62N	Z592973-Z610983
		UU42N	Z592710-Z625899
		UX42N	Z592997-Z616030

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall Campaign, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not covered or were completed by another dealer.

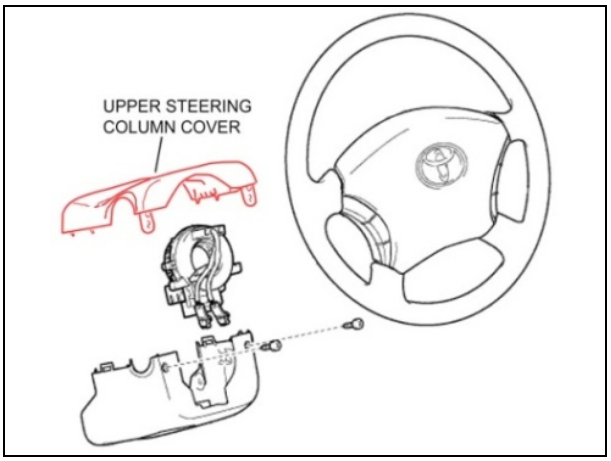
V. SPIRAL CABLE REPLACEMENT

A. COMPONENTS



- **Follow all precautions as outlined on TIS before servicing the SRS system.**
- **Approximately 85-90% of all vehicles will require spiral cable replacement. If initial inspection indicates that replacement is not necessary, reconfirm the inspection was performed correctly.**

B. SPIRAL CABLE INSPECTION



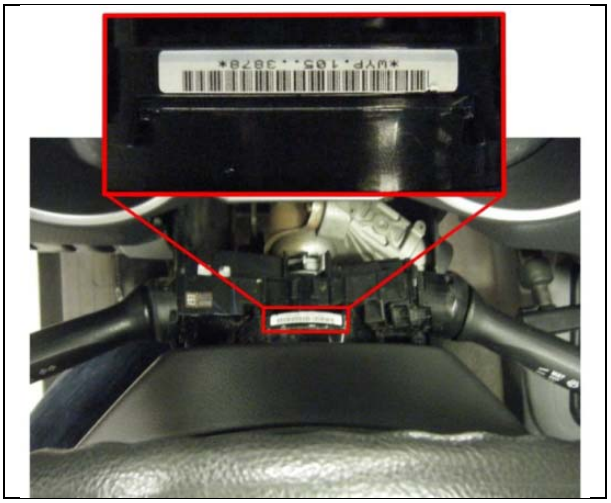
1. DISCONNECT THE NEGATIVE BATTERY CABLE

Wait at least 90 seconds after disconnecting the cable from the negative battery terminal to prevent airbag and seat belt pretensioner deployment.

2. REMOVE THE STEERING COLUMN UPPER COVER

a) Turn the wheel to the right and left to expose and remove the steering column cover screws.

b) Remove the upper cover.



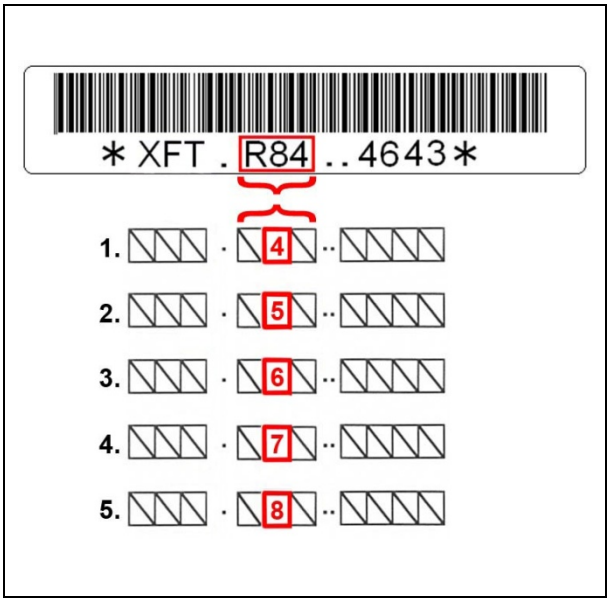
3. INSPECT THE LOT NUMBER ON THE SPIRAL CABLE

NOTE: When viewing from the driver seat, the lot number will be upside down.

a) Position yourself to view the lot number correctly.

b) Record the 10 digit lot number on the repair order.

NOTE: If the lot number cannot be determined, the spiral cable should be replaced.



c) Compare the lot number on the spiral cable to the illustration. Does the spiral cable digit match any of the 5 patterns?

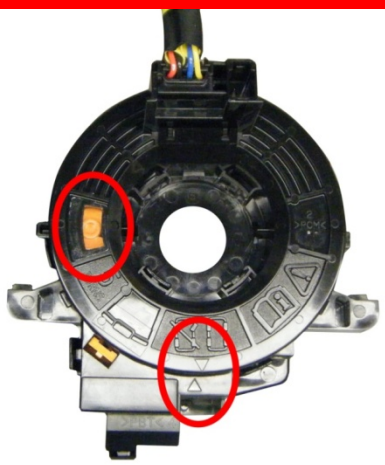
YES – Replace the spiral cable. Refer to TIS for instructions on **spiral cable replacement.**

NO – The spiral cable is not affected. Campaign complete.

- **The only digit relevant to this inspection is the one shown highlighted.**
- **Approximately 85-90% of all vehicles will require spiral cable replacement. If initial inspection indicates that replacement is not necessary, reconfirm the inspection was performed correctly.**

NOTE: The repair manual link provided above is for 2009 model year, the replacement process is the same for all vehicles involved in this recall.

SPIRAL CABLE INSTALLATION NOTE



- ***DO NOT* rotate the spiral cable prior to installing the steering wheel, the new spiral cable will be correctly centered.**
- **If the spiral cable has been rotated, you must recenter the spiral cable prior to installation.**
  1. **Turn the cable counterclockwise by hand until it becomes hard to turn.**
  2. **Turn the cable clockwise about 2.5 turns.**
  3. **Confirm the alignment marks align *AND* the orange roller is visible in the window.**

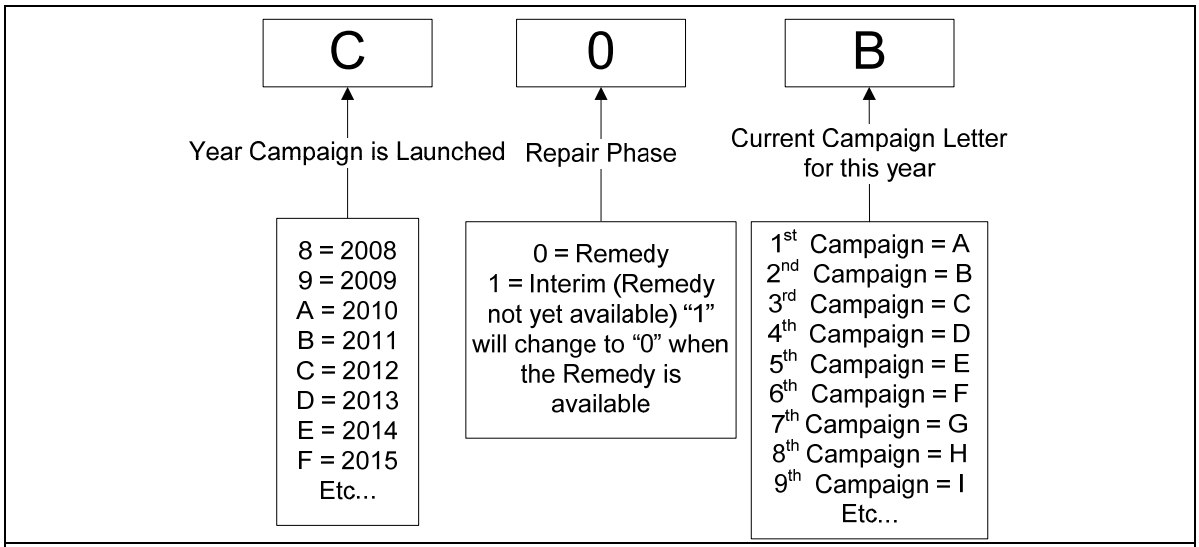
◄ VERIFY REPAIR QUALITY ►

- **Confirm all SRS precautions are followed when servicing the SRS system**
- **Only replace the spiral cable after verifying that replacement is required**
- **Confirm the new spiral cable is centered correctly during installation**

If you have any questions regarding this recall, please contact your regional representative

VI. APPENDIX

A. CAMPAIGN DESIGNATION DECODER



Examples:
A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
B1E = Launched in 2011, Interim Phase, 5rd Campaign Launched in 2011
C1C = Launched in 2012, Interim Phase, 3rd Campaign Launched in 2012

B. RECALL PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***

Lonnie Peterson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
July 27, 2012
Approved By: Bob Waltz

To: All Toyota Dealers
From: Toyota Customer Services

Safety Recall C0B – *Remedy Parts Available*
Certain 2005 to early 2009 Model Year Tacoma
Spiral Cable Replacement

As previously announced in March, 2012, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) to conduct a voluntary Safety Recall on certain 2005 to early 2009 Model Year Tacoma Vehicles.

- **Toyota has completed parts preparation and will begin to notify owners of the Remedy Phase in early August, 2012.**
- A Dealer Letter containing additional information (i.e. Technical Instructions, reimbursement procedures, parts ordering information, etc.) has been posted on TIS.
- ***Please refer to TIS for vehicle applicability and additional information.***

Customer and Media Contacts

- A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Brian Lyons (310) 468-2552, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)

Safety Recall C0B – Remedy Notice
Certain 2005 to early 2009 Model Year Tacoma Vehicles
Spiral Cable Assembly Replacement - Q&A

Background
As previously announced in March, 2012, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) to conduct a voluntary Safety Recall on certain 2005 to early 2009 Model Year Tacoma Vehicles.

Toyota has completed parts preparations and will now begin mailing remedy owner letters.

Q1: What is the condition?
A1: Due to the combination of the spiral cable design and characteristics unique to the chassis components of the Tacoma, steering wheel vibration ("flutter") may cause friction between the Flexible Flat Cable (FFC) and the retainer in the spiral cable assembly in the steering wheel. In FFC's with seven-channel circuits, friction over time may result in damage to certain circuits on the flat cable that provide connectivity to the driver's air bag module. If connectivity is lost, the air bag warning lamp will illuminate. In addition, the driver's air bag may become deactivated, causing it to not deploy in the event of a crash. This could increase the risk of injury to the driver.

Q1a: What is the spiral cable?
A1a: The Spiral Cable transmits electrical signals to components located on the steering wheel such as steering wheel controls, the horn, and the Airbag Assembly. The Spiral Cable allows for rotation of the steering wheel as it extends and contracts in its cable retainer (housing). The Spiral Cable is mounted between this steering wheel and steering column.

Q1b: Are there any warnings of this condition?
A1b: Yes. The airbag warning light is designed to come on when the engine switch is turned to the "ON" position during the ignition cycle check function. It goes off after about 6 seconds. ***This means the system is operating as designed.*** If the airbag warning light illuminates or remains illuminated ***after*** this period, please contact your local Toyota dealer for diagnosis and appropriate repair.

Q2: What is Toyota going to do?
A2: Toyota has completed parts preparations and will now begin mailing remedy owner letters in early August, 2012.

Any authorized Toyota dealer will inspect the spiral cable assembly and, if necessary, replace it at **NO CHARGE** to the vehicle owner.

Due to a data processing error, a small portion of vehicles were incorrectly identified as being covered by this Safety Recall. These customers will receive the attached apology letter informing them of this error and that there is no further action to be taken.

Q3: Which and how many vehicles are covered by this Safety Recall Campaign?
A3: There are approximately 481,000 Tacoma vehicles (certain 2005 to early 2009 Model Year) equipped with a 7 channel circuit spiral cable assembly covered by this Safety Recall in the U.S.

Model Name	Model Year	Production Period	Number of Vehicles (Approx.)
Tacoma	Certain 2005 to early 2009	Mid-September, 2004 to Late August, 2008	481,000

Note: Tacoma models equipped with spiral cable assemblies that use 16-channel circuits are not covered by this Safety Recall.

Q3a: Are there any other Lexus/Toyota vehicles covered by this Safety Recall?

A3a: No, this condition only affects certain 2005 to early 2009 Model Year Tacoma vehicles equipped with a 7 channel circuit spiral cable.

Q3b: Are all Tacoma vehicles covered by this Safety Recall?

A3b: No, only Tacoma vehicles equipped with a 7 channel circuit spiral cable assembly are covered by this Safety Recall. Tacoma vehicles equipped with a 16 channel circuit spiral cable are not affected by this condition.

Q3c: Why are Tacoma vehicles equipped with a 16 channel circuit spiral cable not covered by this Safety Recall?

A3c: Although certain circuits in the spiral cable assemblies using FFC's with sixteen-channel circuits that connect to optional steering wheel features also can be damaged, these particular damaged circuits are not being used for any function in these models. The air bag circuit in these cables is not affected.

Q3d: What is the difference between the 7 channel circuit spiral cable and the 16 channel one?

A3d: The 7 channel circuit spiral cable assembly was installed on Tacoma vehicles that **DO NOT** contain steering wheel audio control buttons. Tacoma vehicles that are equipped with steering wheel audio control buttons have a 16 channel spiral cable assembly.

Q3e: Why are a small number of customer receiving an apology letter?

A3e: Due to a data processing error, a small portion of vehicles were incorrectly identified as being covered by this Safety Recall. These customers will receive an apology letter informing them of this error and that there is no further action to be taken.

Q4: How long will it take to conduct the remedy?

A4: The inspection and replacement, if necessary, will take approximately 30 minutes. However, it may be necessary for the owner to make the vehicle available for a longer period of time depending upon the dealer's work schedule.

Q5: What if a customer has previously paid for repairs to his/her vehicle for this condition?

A5: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q6: What if an owner has additional questions or concerns?

A6: Owners with questions or concerns are asked to 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 through 4:00 pm Pacific Time.