

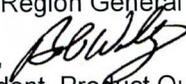
# TOYOTA

## PRODUCT SUPPORT DIVISION

November 7, 2013  
TMS-NTC-13269

### INTEROFFICE MEMORANDUM

To: All Toyota Region General Managers/Vice Presidents

From: Bob Waltz,   
Vice President, Product Quality and Service Support

Subject: Safety Recall D0U (D1U) **Preliminary Notification**  
Certain 2013 to 2014 Model Year Tacoma 4 Cylinder Vehicles  
Valve Spring Replacement

**On November 07, 2013, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2013 to 2014 Model Year Tacoma 4 Cylinder vehicles.**

This preliminary information is being provided to keep you informed of the filing. **Toyota is currently preparing the remedy for this condition.**

#### Condition

The engines in the involved vehicles contain valve springs which could have been produced with corrosive pitting on the surface of the spring due to improper maintenance of manufacturing equipment by one of two suppliers. The corrosive pitting could lead to fatigue cracks, which could result in breakage of the valve spring over time. If this occurs, the driver can notice an abnormal noise and rough engine performance. In some cases, the engine could fail and stop while the vehicle is being driven, increasing the risk of a crash.

#### Covered Vehicles

There are approximately 4,000 vehicles covered by this Safety Recall in the US.

Model Name	Model Year	Production Period	Approx. UIO
Tacoma	Certain 2013 to 2014	Early July 2013 through mid-October 2013	4,000

#### Status

- D0U ("D1U" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting Thursday morning, November 7, 2013.
- **For reference purposes only**, VINs covered by this Safety Recall will be searchable on TIS starting Thursday morning, November 7, 2013.
- **Toyota is currently preparing the remedy for this condition.** We anticipate the remedy will be available in late November, 2013.
- The attached Dealer Daily Message will be sent to all dealerships informing them of the DIR filing.

#### New Vehicles in Dealership Inventory

As required by Federal law (49 Code of Federal Regulations §577.13), Toyota is advising that dealers are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the vehicle has been remedied. Vehicle Safety Recall completion can be verified through TIS. TMS will be providing VIN lists that our records show to be in dealer inventory shortly. We request the assistance of the Region/PD associates in forwarding these lists to the dealership to ensure they are not delivered. Additional information will be provided to Region and Dealer associates as it becomes available.

**Note: The dealer inventory VIN list is for reference purposes only. Before any new 2013 to 2014 Tacoma vehicles are delivered, dealership must check eligibility in TIS. If covered, the Safety Recall remedy must be performed prior to delivery.**

### 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.

### Media Contacts

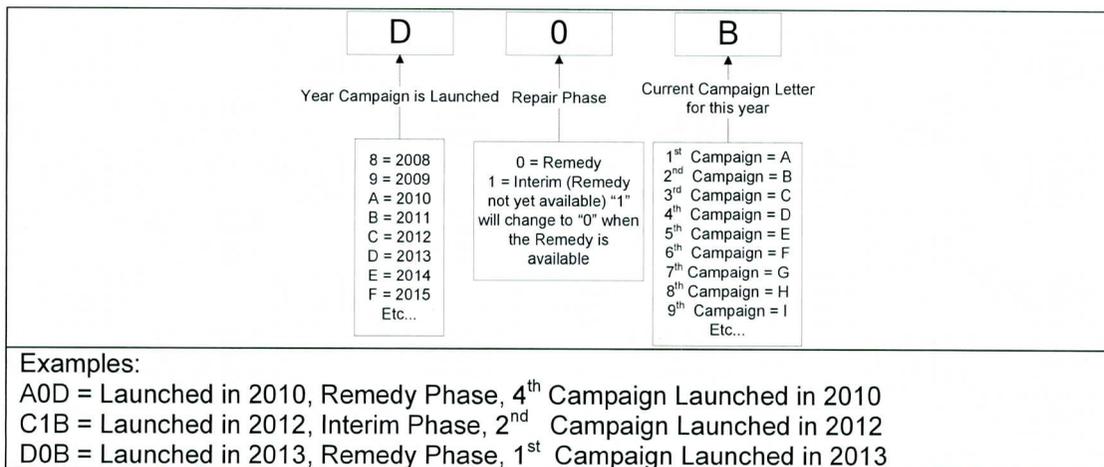
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media 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 through 4:00 pm Pacific Time.

*Please note the attached FAQ is published on the [www.Toyota.com](http://www.Toyota.com) website for customer viewing.*

### Campaign Designation Decoder



The attached Dealer Daily Message will be sent to all dealerships informing them of the DIR filing.

Dealership associates that have any questions are requested to contact their District Service/Parts Manager.

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.

Enclosures

cc: Region/Private Distributor Assistant General Managers  
 Region/Private Distributor Customer Service Operations Managers  
 Region/Private Distributor Service Managers/Directors/VPs  
 Region/Private Distributor Parts Managers/Directors/VPs  
 Region/Private Distributor Customer Services Field Managers  
 Region/Private Distributor Technical Services and Training Managers  
 Region/Private Distributor District Service and/or Parts Managers  
 Region/Private Distributor Customer Relations Managers  
 Region/Private Distributor PDC Managers  
 Region/Private Distributor Field Technical Specialists  
 Region/Private Distributor Service Training Specialists  
 Region/Private Distributor Vehicle Operations Managers  
 All NAPC General Managers  
 All TMS Sales Administration Managers  
 All TMS Product Quality & Service Support Managers  
 All Field Product Engineers

M. Bevan	T. Doi	C. Hostetter	T. Minyon	G. Smith
G. Borst	R. Dufresne	Y. Inaba	A. Mito	J. Stempkowski
J. Bracken	B. Fay	K. Ito	G. Morino	N. Swartz
R. Broughman	N. Fein	V. Katayama	T. Morrison	M. Templin
G. Bryan	G. Fogg	M. King	J. Moses	J. Tetherow
W. Burns	K. Fukushima	C. Knight	C. Neff	M. Tojo
B. Carter	J. Hanson	J. Lang	K. Ohara	P. Turner
G. Christoff	B. Hare	S. Lending	R. Perez	K. Ura
A. Coetzee	J. Hamp	J. Lentz	D. Pettitt	A. Vaish
J. Colon	S. Heyer	R. Lofaso	R. Pflughaupt	B. Waltz
D. Colvin	Z. Hicks	D. Marsh	M. Reding	M. Warrick
B. Daly	K. Higgins	E. Matsuda	C. Reynolds	D. Zellers
F. Davidson	E. Hirata	F. Matsuoka	R. Sakai	
D. Depew	H. Hirata	M. Michels	H. Siddiqi	

Wayne Hutchinson / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
November 7, 2013  
Approved By: Bob Waltz

To: All Toyota Dealers  
From: Product Support Division

**Safety Recall D0U (D1U) *Preliminary Notification***  
**Certain 2013 to 2014 Model Year Tacoma 4 Cylinder Vehicles**  
**Valve Spring Replacement**

**On November 07, 2013, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2013 to 2014 Model Year Tacoma 4 Cylinder vehicles.**

This preliminary information is being provided to keep you informed of the filing. *Toyota is currently preparing the remedy for this condition.* We will notify dealerships again at the time of the next phase, prior to the owner notification starting.

**Condition**

The engines in the involved vehicles contain valve springs which could have been produced with corrosive pitting on the surface of the spring due to improper maintenance of manufacturing equipment by one of two suppliers. The corrosive pitting could lead to fatigue cracks, which could result in breakage of the valve spring over time. If this occurs, the driver can notice an abnormal noise and rough engine performance. In some cases, the engine could fail and stop while the vehicle is being driven, increasing the risk of a crash.

**Covered Vehicles**

There are approximately 4,000 vehicles covered by this Safety Recall in the US.

Model Name	Model Year	Production Period	Approx. UIO
Tacoma	Certain 2013 to 2014	Early July 2013 through mid-October 2013	4,000

**Status**

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- ***For reference purposes only***, VINs covered by this Safety Recall will be searchable on TIS starting Thursday morning, November 7, 2013.
- ***Toyota is currently preparing the remedy for this condition. We anticipate the remedy will be available in late November, 2013.***

**New Vehicles in Dealership Inventory**

As required by Federal law (49 Code of Federal Regulations §577.13), dealers are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the vehicle has been remedied. Vehicle Safety Recall completion can be verified through TIS. A member of your Region/PD will provide a list of VIN's that our records show to be in your dealership's inventory, to ensure they are not delivered. Additional information will be provided as it becomes available.

***Note: The dealer inventory VIN list is for reference purposes only. Before any new 2013 to 2014 Tacoma vehicles are delivered, dealership must check eligibility in TIS. If covered, the Safety Recall remedy must be performed prior to delivery.***

**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

### **Media Contacts**

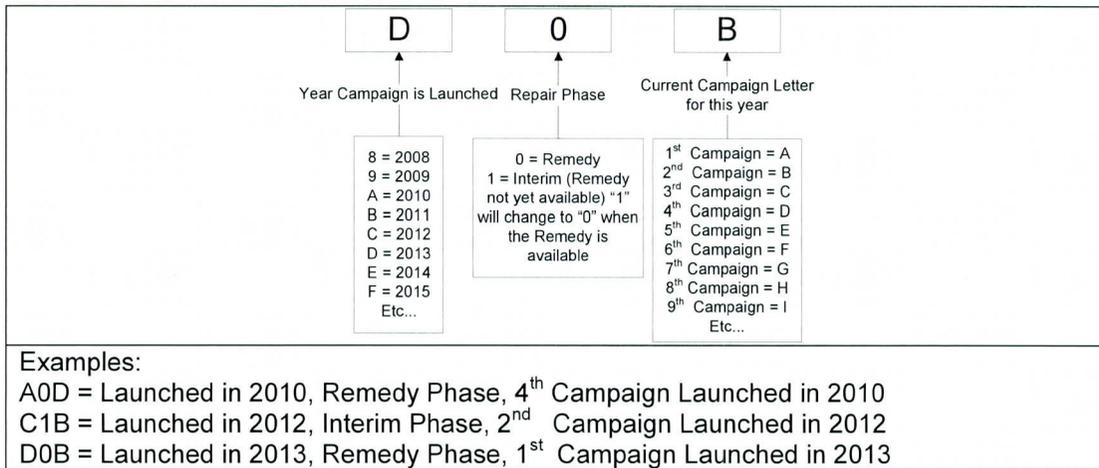
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*Please note the attached FAQ is published on the [www.Toyota.com](http://www.Toyota.com) website for customer viewing.*

### **Campaign Designation Decoder**



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 D0U (D1U) - **Preliminary Notice**  
Certain 2013 to 2014 Model Year Tacoma 4 Cylinder Vehicles  
Valve Spring Replacement

**Customer Frequently Asked Questions**

Published Early November, 2013

We at Toyota care greatly about your safety while we prepare the remedy 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.

**Q1: What is the condition?**

A1: On certain 2013 and 2014 Model Year Tacoma 4 Cylinder vehicles the engine valve springs made by one of two suppliers could fracture and break due to an improper maintenance of manufacturing equipment used to make the part. If this occurs, abnormal noise and rough engine performance can be noticed. In some cases the engine could fail and stop while the vehicle is being driven, increasing the risk of a crash.

**Q1a: What is a valve spring?**

A1a: The valve springs provide tension to the intake and/or exhaust valves during engine operation. This helps control the flow of gasses (air, fuel, and exhaust) entering and exiting the engine's cylinders.

**Q1b: What is the cause of the condition?**

A1b: During the manufacturing process, the valve springs on certain 2013 and 2014 Model Year Tacoma 4-Cylinder vehicles were produced with equipment that was not properly maintained. This lack of maintenance allowed certain chemicals to contaminate the surface treatment of some springs, leading to corrosion that can cause the spring to break.

**Q2: Are there any warnings or indicators of this condition?**

A2: If this condition exists, you could notice (1) an abnormal noise and vibration from the engine and/or (2) a reduction in engine power. In some cases the engine could fail and stop while the vehicle is being driven.

**Q3: What if I experience this condition before the remedy is available?**

A3a: If you experience this condition, **immediately** contact your local authorized Toyota dealer for diagnosis. If the condition is related to this Safety Recall, a rental vehicle will be provided to you at **no charge** until the remedy can be performed.

**Q3b: Can my vehicle be driven if this condition occurs on my vehicle?**

A3b: If you experience abnormal noise, vibration, or loss of power, Toyota recommends against continuing to drive your vehicle, because you could damage the engine further and cause the engine to stop. Please **immediately** contact your local authorized Toyota dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at **no charge** to you

**Q4: What is Toyota going to do?**

A4: **Toyota is currently preparing the remedy for this condition.** Once remedy preparations are complete, Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall. The remedy, when available, will involve replacing all the engine valve springs at **no charge** to you.

**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 weeks before the remedy is available.

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

A4b: 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.

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

A5: There are approximately 4,000 vehicles covered by this Safety Recall in the US.

Model	Model Year	Production Period	Approx. UIO
4 Cylinder Tacoma	Certain 2013 and 2014	Early July 2013 through mid-October 2013	4,000

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

A5a: No, there are no other Toyota, Lexus, or Scion vehicles covered by this Safety Recall.

**Q5b: Why are other vehicles not covered by this Safety Recall?**

A5b: No other vehicles contain engine valve springs affected by improper maintenance of manufacturing equipment used to make the springs.

**Q6: What if I have additional questions or concerns?**

A6: 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 through 4:00 pm Pacific Time.

# TOYOTA

## PRODUCT SUPPORT DIVISION

Volume: XIX  
Number: TC13-030

Date: 11/21/2013

Action

Retain

Information

### INTEROFFICE MEMORANDUM

To: All Toyota Region General Managers/Vice Presidents

From: Bob Waltz,   
Group Vice President, Product Quality and Service Support

Subject: Safety Recall D0U – **Remedy Available**  
Certain 2013-2014 Model Year Tacoma Vehicles Equipped with a 4-Cylinder Engine (2TR-FE)  
Valve Spring Replacement

As previously announced on November 07, 2013, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2013-2014 Model Year Tacoma vehicles equipped with a 4-Cylinder engine (2TR-FE).

***Toyota has completed remedy preparations and will now begin mailing the remedy owner letter.***

#### **Condition**

The engines in the involved vehicles contain valve springs which could have been produced with corrosive pitting on the surface of the spring due to improper maintenance of manufacturing equipment by one of two suppliers. The corrosive pitting could lead to fatigue cracks, which could result in breakage of the valve spring over time. If this occurs, the driver can notice an abnormal noise and rough engine performance. In some cases, the engine could fail and stop while the vehicle is being driven, increasing the risk of a crash.

#### **Remedy**

Authorized Toyota dealers will replace the engine valve springs at **no charge** to the vehicle owner. For additional information on repair procedures, please refer to TIS.

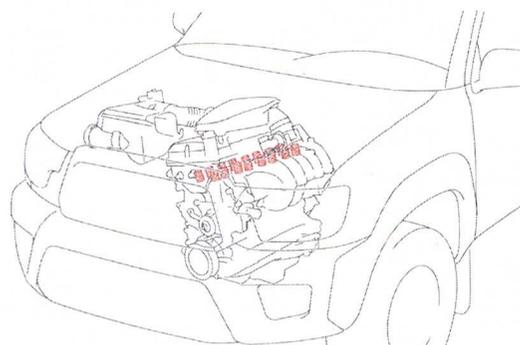
The following information is provided to inform you and your dealers of the owner notification timing and your degree of involvement.

#### **1. Dealer Letter Mailing Date**

The attached dealer letter will be sent to all Toyota dealers in mid-November, 2013.

#### **2. Owner Letter Mailing Date**

Toyota has completed remedy preparations and will begin to notify owners in late November, 2013.



**3. New Vehicles in Dealership Inventory**

As required by Federal law (49 Code of Federal Regulations §577.13), Toyota is advising that dealers are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the vehicle has been remedied. Vehicle Safety Recall completion can be verified through TIS.

**Note: Before any new 2013 to 2014 Tacoma vehicles are delivered, dealerships must check eligibility in TIS. If covered, the Safety Recall remedy must be performed prior to delivery.**

**4. Dealer/District Summary Reports**

We have enclosed the following Safety Recall D0U Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this Safety Recall.
- A District Summary Report that indicates the number of covered vehicles per dealership in each district for this Safety Recall.
- Dealer Summary Reports, containing the number of covered vehicles in each dealership's primary marketing area. *Please note that the summary reports will identify vehicles that our records show to be in dealer inventory.*

**5. Number and Identification of Covered Vehicles**

There are approximately 4,000 Toyota Tacoma vehicles (Certain 2013-2014 Model Year) equipped with a 4-Cylinder Engine (2TR-FE) covered by this Safety Recall in the US.

Model	Model Year	Production Period	Approx. UIO
4-Cylinder Tacoma	Certain 2013 and 2014	Early July 2013 through mid-October 2013	4,000

**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. Each dealer has received 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.

Additional Part Ordering information can be found in the dealer communication.

**7. 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.)

**The attached Dealer Notification Letter contains additional details.**

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

Thank you for your cooperation.

Enclosures

cc: Region/Private Distributor Assistant General Managers  
Region/Private Distributor Customer Service Operations Managers  
Region/Private Distributor Service Managers/Directors/VPs  
Region/Private Distributor Parts Managers/Directors/VPs  
Region/Private Distributor Customer Services Field Managers  
Region/Private Distributor Technical Services and Training Managers  
Region/Private Distributor District Service and/or Parts Managers  
Region/Private Distributor Customer Relations Managers  
Region/Private Distributor PDC Managers  
Region/Private Distributor Field Technical Specialists  
Region/Private Distributor Service Training Specialists  
Region/Private Distributor Vehicle Operations Managers  
All NAPC General Managers  
All TMS Sales Administration Managers  
All TMS Product Quality & Service Support Managers  
All Field Product Engineers

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G. Bryan	G. Fogg	K. Ito	J. Moses	M. Templin
W. Burns	K. Fukushima	V. Katayama	C. Neff	J. Tetherow
B. Carter	M. Groff	M. King	K. Ohara	M. Tojo
G. Christoff	J. Hanson	C. Knight	R. Perez	P. Turner
A. Coetzee	B. Hare	J. Lang	D. Pettitt	K. Ura
J. Colon	J. Hamp	S. Lending	R. Pflughaupt	A. Vaish
D. Colvin	S. Heyer	J. Lentz	M. Reding	B. Waltz
B. Daly	Z. Hicks	R. Lofaso	C. Reynolds	M. Warrick
F. Davidson	K. Higgins	E. Matsuda	R. Sakai	D. Zellers
D. Depew	E. Hirata	F. Matsuoka	H. Siddiqi	
T. Doi	H. Hirata	M. Michels	A. Shue	

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

Subject: Safety Recall D0U – **Remedy Available**  
Certain 2013-2014 Model Year Tacoma Vehicles Equipped with a 4-Cylinder Engine (2TR-FE)  
Valve Spring Replacement

As previously announced on November 07, 2013, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2013-2014 Model Year Tacoma vehicles equipped with a 4-Cylinder engine (2TR-FE).

**Toyota has completed remedy preparations and will now begin mailing the remedy owner letter.**

### **Condition**

The engines in the involved vehicles contain valve springs which could have been produced with corrosive pitting on the surface of the spring due to improper maintenance of manufacturing equipment by one of two suppliers. The corrosive pitting could lead to fatigue cracks, which could result in breakage of the valve spring over time. If this occurs, the driver can notice an abnormal noise and rough engine performance. In some cases, the engine could fail and stop while the vehicle is being driven, increasing the risk of a crash.

### **Remedy**

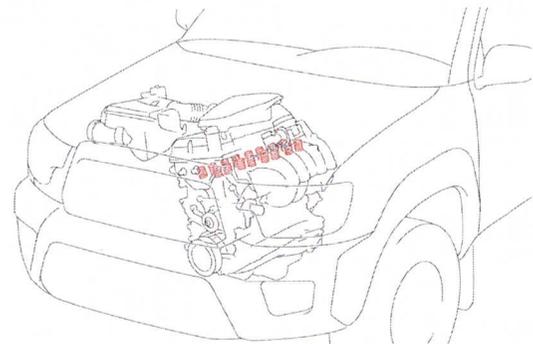
Authorized Toyota dealers will replace the engine valve springs at **no charge** to the vehicle owner. For additional information on repair procedures, please refer to TIS.

The following information is provided to inform you and your dealers of the owner notification timing and your degree of involvement.

#### **1. Owner Letter Mailing Date**

Toyota has completed remedy preparations and will begin to notify owners in late November, 2013. A sample of the owner notification letter has been included for your reference.

*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.*



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 **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

#### **2. 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.)

**3. New Vehicles in Dealership Inventory**

As required by Federal law (49 Code of Federal Regulations §577.13), dealers are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the vehicle has been remedied. Vehicle Safety Recall completion can be verified through TIS. Reports containing new vehicles in dealer inventory were previously provided by a member of your Region/PD and will also be enclosed in the hard copy package.

**Note:** *The dealer inventory VIN list is for reference purposes only. Before any new 2013-2014 Tacoma vehicles are delivered, dealerships must check eligibility in TIS. If covered, the Safety Recall remedy must be performed prior to delivery.*

**4. Pre-Owned Vehicles in Dealer Stock**

Toyota requests that dealers verify whether their Pre-Owned vehicles in dealer inventory are covered by this Safety Recall. If a vehicle is covered the dealer should perform the Safety Recall remedy prior to customer delivery.

**5. Number and Identification of Covered Vehicles**

There are approximately 4,000 Toyota Tacoma vehicles (Certain 2013-2014 Model Year) equipped with a 4-Cylinder Engine (2TR-FE) covered by this Safety Recall in the US.

WMI	MY	VIN Range	
		VDS	Serial
5TF	2013	JX4CN	X034357 - X036229
		JX4GN	X025419 - X027068
		NX4CN	X030012 - X031655
		PX4EN	X018179 - X018921
		TX4CN	X034282 - X036301
		TX4GN	X025430 - X027031
		UX4EN	X023036 - X024062

WMI	MY	VIN Range	
		VDS	Serial
5TF	2014	JX4CN	X036327 - X036707
		JX4GN	X027072 - X027381
		NX4CN	X031490 - X032068
		PX4EN	X018871 - X019097
		TX4CN	X036321 - X037696
		TX4GN	X027086 - X027367
		UX4EN	X024066 - X024277

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 **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
AK	13
AL	63
AR	29
AZ	78
CA	693
CO	30
CT	45
DC	0
DE	13
FL	340
GA	131

STATE	UIO
HI	74
IA	13
ID	11
IL	120
IN	36
KS	25
KY	46
LA	63
MA	126
MD	82
ME	28

STATE	UIO
MI	22
MN	14
MO	63
MS	38
MT	10
NC	118
ND	1
NE	6
NH	64
NJ	119
NM	21

STATE	UIO
NV	25
NY	81
OH	73
OK	29
OR	59
PA	102
RI	12
SC	74
SD	7
TN	71
TX	294

STATE	UIO
UT	23
VA	132
VT	27
WA	79
WI	23
WV	40
WY	2

**6. Parts Ordering Process**

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.

Part Number	Part Description	Quantity
04003-43175	Valve Spring Kit	1
The kit above includes the following parts.		
90501-32055	Valve Spring (with Orange Mark)	16
96723-19014	O-Ring	1
96723-19011	O-Ring (for camshaft oil delivery pipe)	1
11213-75041	Cylinder Head Cover Gasket	1
11214-75012	No.2 Cylinder Head Cover Gasket	1

Each dealership will receive specific dealer ordering criteria in an email from TMS Special Activity Group based on Repair Order Volume \* PDC Affected UIO. Dealer ordering criteria will also be available through the Customer Service Leader at their facing PDC. 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.

# TOYOTA

## 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**

*All 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. Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certifications levels:

- **Engine - Expert**
- **Drive Train Expert**
- **Master**
- **Master Diagnostic Technician**

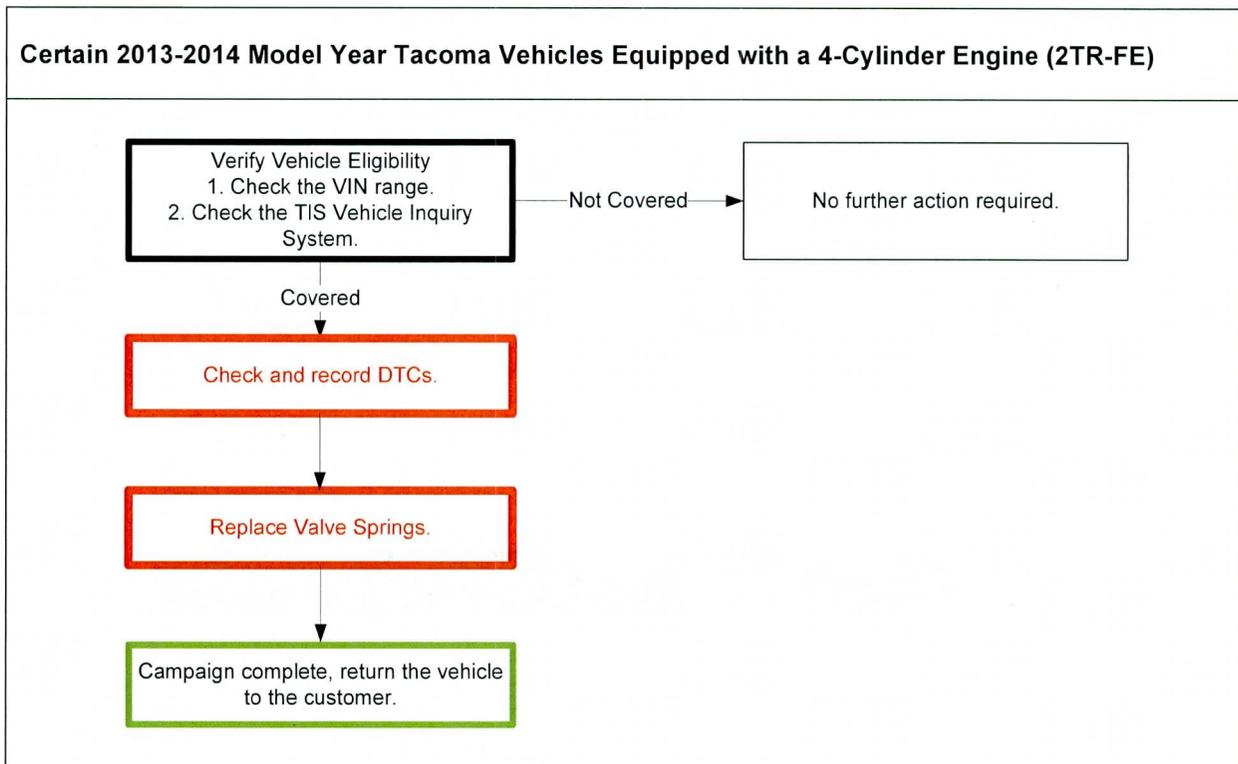
It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

**8. 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.

**9. Warranty Reimbursement Procedure**



Model	Op. Code	Description	Flat Rate Hour
Tacoma	3531KA	Replace All Valve Springs	3.0 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Rental Vehicle may be claimed through the Toyota Rent-A-Car (TRAC) Program for a maximum of 1 day. Follow the Toyota Transportation Assistance Program (TTAP) Guidelines.

**10. Campaign Special Service Tools**

In a separate shipment, which is scheduled to arrive the week of November 18<sup>th</sup>, your dealership will be sent a package containing special service tools for this campaign. When received, the package will have a fluorescent (green, orange, yellow, or pink) label like the sample shown below for easy identification.

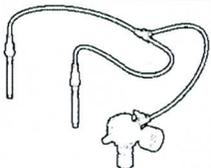
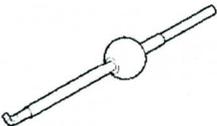
**ATTN: SERVICE MANAGER**

**SAFETY RECALL – D0U  
CAMPAIGN TOOLS  
(1 OF 1)**

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**Do Not Refuse Shipment**

**Tools included in the package of special service tools:**

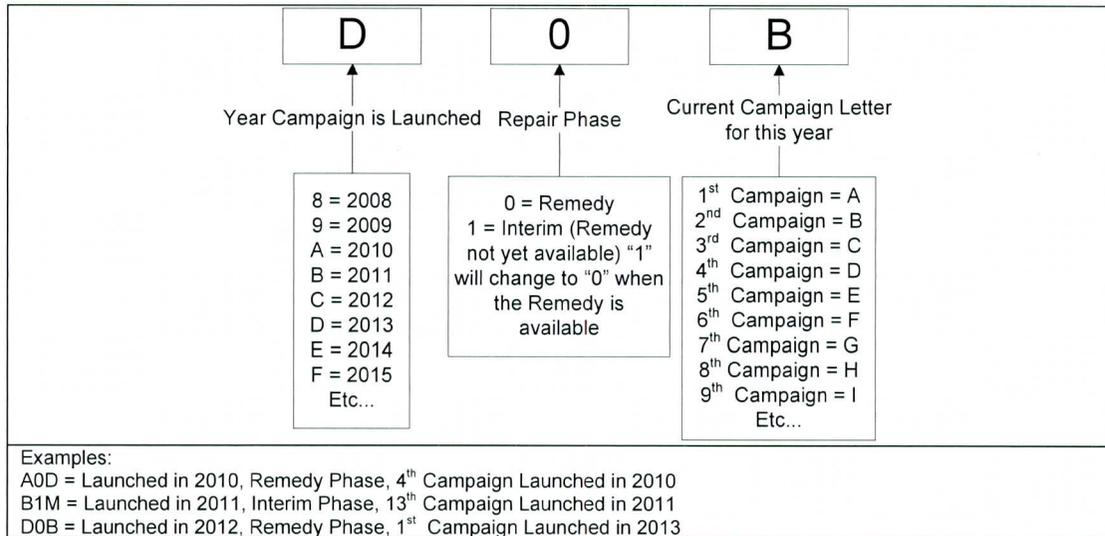
Image	Name	Image	Name
	Air Hose Assembly and Air Adapter/set		Remover and Replacer Lever
	Valve Spring Retainer Remover		Fulcrum Bracket for Cylinders #3 and #4
	Valve Spring Retainer Replacer		Fulcrum Bracket for Cylinders #1 and #2
	Valve Retainer Check Tool		

**NOTE: These tools CANNOT be ordered through the parts or tools system. There is a very limited supply of tools. If any tool becomes damaged or additional tools are needed, contact your regional representative.**

### 11. 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.

### 12. Campaign Designation Decoder



### 13. 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.)

### 14. Customer Contacts

A FAQ is attached to help 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 through 4:00 pm Pacific Time.

*Please note the attached FAQ is published on the [www.Toyota.com](http://www.Toyota.com) website for customer viewing.*

**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.

Certain 2013-2014 Model Year Tacoma Vehicles Equipped with a 4-Cylinder Engine (2TR-FE)  
Valve Spring Replacement

**IMPORTANT SAFETY RECALL NOTICE**

This notice applies to your vehicle: VIN

**URGENT SAFETY RECALL**

This is an important Safety Recall.  
The remedy will be performed at  
**NO CHARGE** to you.

Dear Toyota Owner:

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 2013-2014 Model Year Tacoma vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**What is the Condition?**

On certain 2013-2014 Model Year Tacoma vehicles equipped with a 4-Cylinder engine (2TR-FE), the engine valve springs, made by one of two suppliers, could fracture and break. This is the result of improper maintenance of manufacturing equipment used to make the part. If a spring breaks, abnormal noise and rough engine performance will occur. In some cases the engine could fail and stop while the vehicle is being driven, increasing the risk of a crash.

**What will Toyota do?**

Any authorized Toyota dealer will replace all the engine valve springs at **NO CHARGE** to you.

**What should you do?**

***This is an important Safety Recall***

**Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.**

The repair will take approximately one business day. However, depending on 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](http://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 and set up an appointment to perform the repair.**
- You can find additional information and locate a Toyota dealer in your area by going online and visiting [www.toyota.com/recall](http://www.toyota.com/recall).
- 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>.

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 regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

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

SAMPLE



**Safety Recall D0U - Remedy Notice**  
**Certain 2013-2014 Model Year Tacoma 4-Cylinder Vehicles**  
**Valve Spring Replacement**

**Customer Frequently Asked Questions**

Published Early November, 2013

We at Toyota care greatly about your safety; we are providing the following information to keep you informed of the recall details.

**Q1: What is the condition?**

A1: On certain 2013-2014 Model Year Tacoma vehicles equipped with a 4-Cylinder engine (2TR-FE), the engine valve springs, made by one of two suppliers, could fracture and break. This is the result of improper maintenance of manufacturing equipment used to make the part. If a spring breaks, abnormal noise and rough engine performance will occur. In some cases the engine could fail and stop while the vehicle is being driven, increasing the risk of a crash.

**Q1a: What is a valve spring?**

A1a: The valve springs provide tension to the intake or exhaust valves during engine operation. This helps control the flow of gasses (air, fuel, and exhaust) entering and exiting the engine's cylinders.

**Q1b: What is the cause of the condition?**

A1b: During the manufacturing process, the valve springs on certain 2013-2014 Model Year Tacoma 4-Cylinder vehicles were produced by one of two suppliers with equipment that was not properly maintained. This lack of maintenance allowed certain chemicals to contaminate the surface treatment of some springs, leading to corrosion that can cause the spring to break.

**Q2: What is Toyota going to do?**

A2: In late November, 2013, Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Toyota dealer will replace all the engine valve springs at **no charge** to you.

**Q2a: How does Toyota obtain my mailing information?**

A2a: 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.

**Q2b: Do I need my owner letter to have the remedy performed?**

A2B: 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.

**Q3: Are there any warnings or indicators of this condition?**

A3: If a valve spring breaks, you could notice (1) an abnormal noise and vibration from the engine and/or (2) a reduction in engine power. In some cases the engine could fail and stop while the vehicle is being driven.

**Q4: What if I experience the condition described above?**

A4: If you experience the condition described above, **immediately** contact your local authorized Toyota dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at **no charge** to you.

**Q4a: Can my vehicle be driven if this condition occurs on my vehicle?**

A4a: If you experience abnormal noise, vibration, or loss of power, Toyota recommends against continuing driving your vehicle. Continuing to operate the vehicle could damage the engine further and cause the engine to stop. Please **immediately** contact your local authorized Toyota dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at **no charge** to you

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

A5: There are approximately 4,000 vehicles covered by this Safety Recall in the US.

Model	Model Year	Production Period	Approx. UIO
4-Cylinder Tacoma	Certain 2013 and 2014	Early July 2013 through mid-October 2013	4,000

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

A5a: No, there are no other U.S. Toyota, Lexus, or Scion vehicles covered by this Safety Recall.

**Q5b: Why are other vehicles not covered by this Safety Recall?**

A5b: No other vehicles contain engine valve springs affected by improper maintenance of manufacturing equipment used to make the springs.

**Q6: How long will the repair take?**

A6: The repair will take approximately one business day. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**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 through 4:00 pm Pacific Time.

Wayne Hutchinson / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
November 22, 2013  
Approved By: Bob Waltz

To: All Toyota Dealers  
From: Product Support Division

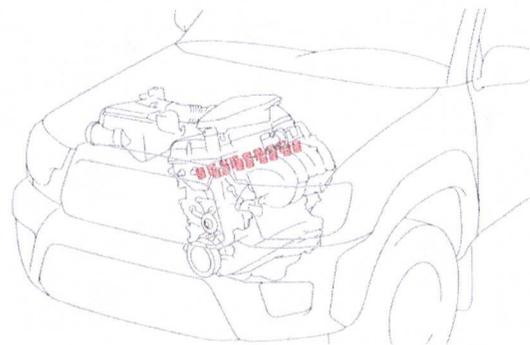
**Safety Recall D0U – Remedy Available**  
**Certain 2013-2014 Model Year Tacoma Vehicles Equipped with a 4-Cylinder Engine (2TR-FE)**  
**Valve Spring Replacement**

As previously announced on November 07, 2013, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2013-2014 Model Year Tacoma vehicles equipped with a 4-Cylinder engine (2TR-FE).

- **Toyota has completed remedy preparations and will begin owner notifications in late Nov. 2013.**
- 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.**
- **Special Service Tools will be shipped Monday (11/25/2013) for arrival on Tuesday (11/26/2013).**

**Customer and Media Contacts**

- A FAQ 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 Cindy Knight (310) 468-2170, 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 D0U - Remedy Notice**  
**Certain 2013-2014 Model Year Tacoma 4-Cylinder Vehicles**  
**Valve Spring Replacement**

**Customer Frequently Asked Questions**

Published Early November, 2013

We at Toyota care greatly about your safety; we are providing the following information to keep you informed of the recall details.

**Q1: What is the condition?**

A1: On certain 2013-2014 Model Year Tacoma vehicles equipped with a 4-Cylinder engine (2TR-FE), the engine valve springs, made by one of two suppliers, could fracture and break. This is the result of improper maintenance of manufacturing equipment used to make the part. If a spring breaks, abnormal noise and rough engine performance will occur. In some cases the engine could fail and stop while the vehicle is being driven, increasing the risk of a crash.

**Q1a: What is a valve spring?**

A1a: The valve springs provide tension to the intake or exhaust valves during engine operation. This helps control the flow of gasses (air, fuel, and exhaust) entering and exiting the engine's cylinders.

**Q1b: What is the cause of the condition?**

A1b: During the manufacturing process, the valve springs on certain 2013-2014 Model Year Tacoma 4-Cylinder vehicles were produced by one of two suppliers with equipment that was not properly maintained. This lack of maintenance allowed certain chemicals to contaminate the surface treatment of some springs, leading to corrosion that can cause the spring to break.

**Q2: What is Toyota going to do?**

A2: In late November, 2013, Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Toyota dealer will replace all the engine valve springs at **no charge** to you.

**Q2a: How does Toyota obtain my mailing information?**

A2a: 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.

**Q2b: Do I need my owner letter to have the remedy performed?**

A2b: 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.

**Q3: Are there any warnings or indicators of this condition?**

A3: If a valve spring breaks, you could notice (1) an abnormal noise and vibration from the engine and/or (2) a reduction in engine power. In some cases the engine could fail and stop while the vehicle is being driven.

**Q4: What if I experience the condition described above?**

A4: If you experience the condition described above, **immediately** contact your local authorized Toyota dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at **no charge** to you.

**Q4a: Can my vehicle be driven if this condition occurs on my vehicle?**

A4a: If you experience abnormal noise, vibration, or loss of power, Toyota recommends against continuing driving your vehicle. Continuing to operate the vehicle could damage the engine further and cause the engine to stop. Please **immediately** contact your local authorized Toyota dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at **no charge** to you.

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

A5: There are approximately 4,000 vehicles covered by this Safety Recall in the US.

Model	Model Year	Production Period	Approx. UIO
4-Cylinder Tacoma	Certain 2013 and 2014	Early July 2013 through mid-October 2013	4,000

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

A5a: No, there are no other U.S. Toyota, Lexus, or Scion vehicles covered by this Safety Recall.

**Q5b: Why are other vehicles not covered by this Safety Recall?**

A5b: No other vehicles contain engine valve springs affected by improper maintenance of manufacturing equipment used to make the springs.

**Q6: How long will the repair take?**

A6: The repair will take approximately one business day. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**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 through 4:00 pm Pacific Time.

# TOYOTA

Update: 11/13/2013 – Sublet Added  
11/07/2013 – Dealer Stock Op. Codes Added  
10/31/2013 – Op. Code descriptions have been clarified.

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

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

Subject: Safety Recall **DOT** – (D1T) **Interim Notification**  
Certain 2012 – 2013 Model Year Avalon, Camry, Camry Hybrid, Venza, and  
Certain 2013 Model Year Avalon Hybrid  
HVAC Assembly

As previously announced, in November, 2012, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2012 to 2013 Model Year Avalon, Camry, Camry Hybrid, Venza, and certain 2013 Model Year Avalon Hybrid vehicles.

***The purpose of this communication is to inform you that Toyota is making available an Interim Inspection procedure for vehicles covered by this Safety Recall for those customers who are concerned about using their vehicles prior to the availability of the campaign remedy. Toyota is continuing to prepare the remedy. Once preparations are completed you will receive a notice and additional instructions.***

### **Condition**

Condensed water can accumulate at the bottom of the HVAC unit housing in the subject vehicles if the HVAC drain hose becomes clogged. Due to the location of the housing seam, which is directly above the airbag control module, the accumulated water could leak through the seam onto the module. If the circuit board inside the module becomes wet, a short circuit could occur between adjacent terminals of specific circuits, resulting in illumination of the airbag warning light. In some instances, the air bag(s) could become disabled or could inadvertently deploy. An airbag that deploys inadvertently can, under some circumstances, increase the risk of minor injury or the possibility of a crash. An inoperative airbag can increase the risk of injury in a severe crash.

In limited instances, the power steering assist function could become inoperative because the CAN communication line in the airbag control module is damaged. Loss of power steering assist results in increased steering effort and can increase the risk of a crash at low speeds.

### **1. Interim Customer Handling and Replacement Criteria**

Following the announcement of this Safety Recall, some customers may express concerns regarding the current condition of their vehicle and the potential of a clogged HVAC Drain Tube. While the remedy parts and procedures are being prepared, an Interim Inspection has been developed. This inspection is intended only for use in cases where concerned customers request confirmation of their vehicle's condition. It is not necessary to perform the Interim Inspection on all DOT applicable vehicles and there will not be any owner mailings requesting customers to bring vehicles into a dealership for inspection before the remedy letters are mailed.

### **2. New Vehicles in Dealership Inventory**

As required by Federal law (49 Code of Federal Regulations §577.13), Toyota reminds dealers not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the vehicle has been remedied. Vehicle Safety Recall applicability and completion can be verified through TIS. The Interim Inspection is NOT a remedy and does not satisfy the Federal regulatory requirements.

### **3. Pre-Owned Vehicles in Dealer Inventory**

Toyota generally requests dealers not to deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied. In this case, until the remedy is available, dealers should complete the Interim Inspection on any affected vehicles following their sale to a customer and prior to delivery. Dealers should also be certain to disclose to customers that the vehicle is still subject to a Safety Recall and that Toyota will send them a notification when the remedy is available.

**Pre-Owned Vehicles in Dealer Inventory (cont...)**

Additional information on the Safety Recall, including a Customer FAQ, can be found at <http://toyota.com/recall>. If the vehicle currently has the condition present, be sure to diagnose and repair the vehicle prior to customer delivery. Dealers should make sure state DMV records are updated as soon as possible with the new owner name and address.

**3. Toyota Rental Car (TRAC) Vehicles and other Dealership Loaner Vehicles**

Affected vehicles that are currently part of the TRAC program or are in dealership inventory as loaner vehicles should have the Interim Inspection performed as soon as possible. At the dealer's discretion, vehicles that do not have any identifiable concerns or evidence of HVAC drain tube clogging are eligible to be returned to service until the remedy is available. Once the remedy is available, these vehicles should be repaired promptly.

**4. Timing of Safety Recall (Remedy) Notification**

When the remedy is available, Toyota will send (consistent with parts availability and repair capacity) a remedy owner notification by first class mail, advising the vehicle owner to make an appointment with their authorized Toyota dealer to have the remedy performed at **no charge**. We anticipate the remedy notification will begin mailing in late November 2013.

**5. Dealer Summary Reports**

Summary Report will be provided in the remedy communication.

**6. Number and Identification of Covered Vehicles**

There are approximately 802,800 vehicles covered by this Safety Recall in the US.

<b>Model Name</b>	<b>Model Year</b>	<b>Production Period</b>	<b>Approx. UIO</b>
Avalon	Certain 2012 - 2013	Early May, 2012 through Early June, 2013	44,000
Camry		Late August, 2011 through Mid-May, 2013	628,600
Camry Hybrid		Mid-October, 2011 through Mid-May, 2013	75,400
Venza		Early May, 2012 through Mid-May, 2013	44,700
Avalon Hybrid	Certain 2013	Late October, 2012 through Mid-May, 2013	10,100

MODEL	WMI	MY	VDS	START	FINISH
AVALON	4T1	2012	BK3DB	U458892	U474015
		2013	BK1EB	U001091	U046345
AVALON HYBRID	4T1	2013	BD1EB	U001041	U011159
CAMRY	4T1	2012	BF1FK	U001027	U203608
				U500082	U637276
		2013	BK1FK	U001006	U020173
				U500059	U525130
		2013	BF1FK	U147918	U267011
				U624447	U697724
	2013	BK1FK	U019882	U022505	
			U522281	U532395	
4T4	2012	BF1FK	R157292	R314802	
CAMRY HYBRID	4T1	2012	BD1FK	U001048	U063584
		2013	BD1FK	U043785	U085355
VENZA	4T3	2012	BA3BB	U033430	U034083
			BK3BB	U073156	U074095
			ZA3BB	U062055	U063065
			ZK3BB	U051235	U052276
		2013	BA3BB	U033792	U045929
			BK3BB	U073734	U092685
			ZA3BB	U062683	U078380
			ZK3BB	U052048	U061646

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 Interim Technical Instructions located on TIS.

A UIO matrix by state will be provided during the remedy phase.

**7. Parts Ordering during the Interim Phase**

No parts are necessary to perform the interim inspection procedure.

**8. Interim Inspection Procedures**

*The interim inspection should be performed only upon customer request or for in-service TRAC vehicles. Toyota Certified Used Vehicles and other pre-owned vehicles applicable under this Safety Recall should have the Interim Inspection performed prior to customer delivery. Please note the interim inspection does not satisfy the remedy requirement for NEW vehicles in dealer stock*

For **Interim Inspection** procedure, please refer to the Technical Instructions found on TIS.

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

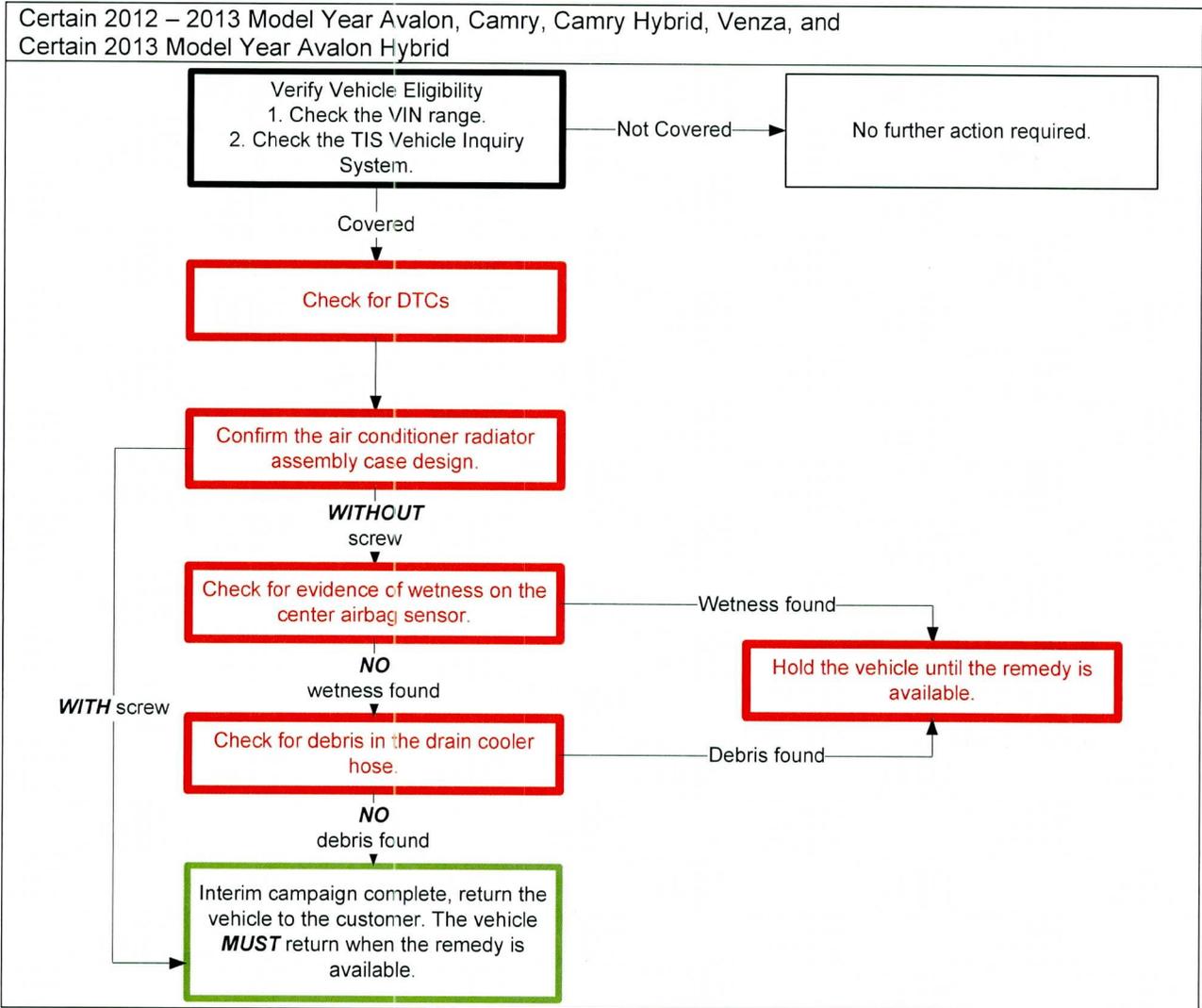
**9. Campaign Special Service Tools**

In a separate shipment scheduled to arrive no later than October 30, 2013, your dealership will receive a package containing a special service tool for this campaign. When received, the package will have a fluorescent (green, orange, yellow, or pink) label like the sample shown below for easy identification.

**ATTN: Service Manager**  
**SAFETY RECALL D0T**  
**Campaign Tools**

Part Name	Sample	Qty
Nylon Loop Handle Brush		1

**10. Interim Warranty Reimbursement Procedure**

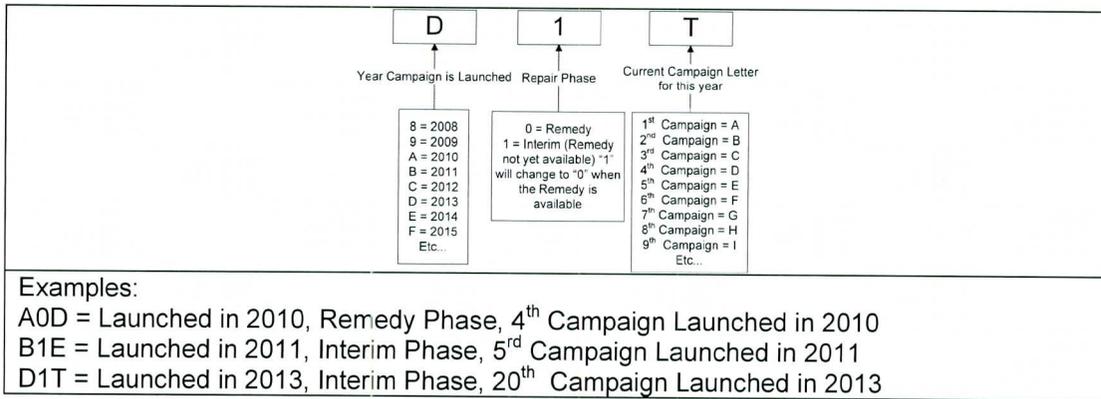




**The following operation codes are only to be used if a customer requests an interim inspection.  
 Note: The customer must return for the Remedy phase when it becomes available.**

Safety Recall	Model	Op. Code	Description	Flat Rate Hour
D1T	Camry/Camry HV	3510KA	Inspect HVAC case assembly - Not Affected Design	0.5 hr/vehicle
	2013 MY Avalon/ Avalon HV	3510KB	Inspect HVAC case assembly - Not Affected Design	0.4 hr/vehicle
	2012 MY Avalon	3510KC	Inspect HVAC case assembly - Not Affected Design	0.5 hr/vehicle
	Venza	3510KD	Inspect HVAC case assembly - Not Affected Design	0.6 hr/vehicle
	Camry/Camry HV	3510KE	Inspect HVAC case assembly – Check for wetness and inspect the drain hose	1.0 hr/vehicle
	2013 MY Avalon/ Avalon HV	3510KF	Inspect HVAC case assembly – Check for wetness and inspect the drain hose	0.9 hr/vehicle
	2012 MY Avalon	3510KG	Inspect HVAC case assembly – Check for wetness and inspect the drain hose	1.0 hr/vehicle
	Venza	3510KH	Inspect HVAC case assembly – Check for wetness and inspect the drain hose	1.1 hr/vehicle
	Camry/Camry HV	TMSQC2	NEW DEALER STOCK ONLY: Inspect HVAC Unit, Check for Wetness, Check Drain Hose, and Install Seal Tray	1.2 hr/vehicle
	2013 MY Avalon/ Avalon HV	TMSQC3	NEW DEALER STOCK ONLY: Inspect HVAC Unit, Check for Wetness, Check Drain Hose, and Install Seal Tray	1.1 hr/vehicle
	2012 MY Avalon	TMSQC4	NEW DEALER STOCK ONLY: Inspect HVAC Unit, Check for Wetness, Check Drain Hose, and Install Seal Tray	1.2 hr/vehicle
	Venza	TMSQC5	NEW DEALER STOCK ONLY: Inspect HVAC Unit, Check for Wetness, Check Drain Hose, and Install Seal Tray	1.3 hr/vehicle
	Camry/Camry HV	TMSQC6	NEW DEALER STOCK ONLY: Inspect HVAC Unit, Not Affected Design	0.5 hr/vehicle
	2013 MY Avalon/ Avalon HV	TMSQC7	NEW DEALER STOCK ONLY: Inspect HVAC Unit, Not Affected Design	0.4 hr/vehicle
	2012 MY Avalon	TMSQC8	NEW DEALER STOCK ONLY: Inspect HVAC Unit, Not Affected Design	0.5 hr/vehicle
	Venza	TMSQC9	NEW DEALER STOCK ONLY: Inspect HVAC Unit, Not Affected Design	0.6 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the event the vehicle does not pass the interim inspection, a customer rental car through the Toyota-Rent-A-Car (TRAC) Program is available until the remedy is available at a maximum rate of \$35 per day. Use "RT" sublet type for Op. Code 3510KE, 3510KF, 3510KG, and 3510KH.
- The cost of Butyl Tape can be claimed as sublet type "OF" at a maximum rate of \$1.25 per vehicle for Op. Codes TMSQC2/3/4/5



**11. 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.)

**12. 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.