

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

Subject: Safety Recall E0G – **Remedy Available**
2003 and 2004 Model Year Avalon Vehicles
Supplemental Restraint System (SRS) Electronic Control Module (ECM)

As previously announced, on March 27, 2014, 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 2003 and 2004 Avalon Vehicles.

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

Condition

The Electronic Control Module (ECM) for the Supplemental Restraint System (SRS) in these vehicles could have been manufactured with integrated circuits that are susceptible to internal short circuiting when exposed to certain electrical noise from various vehicle electrical components. If internal short circuiting occurs, the front airbag(s) and/or seat belt pretensioners could inadvertently deploy. An airbag that deploys inadvertently can, under some circumstances, increase the risk of injury and the possibility of a crash.

Remedy

Toyota dealers will install a sub-wire harness (filter) to minimize electrical noise from the other vehicle electrical components at **NO CHARGE** to the vehicle owner. For additional information on the repair procedure, please refer to TIS.

The following information is provided to inform you 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 early October, 2014. A sample of the owner notification letter has been included for your reference.

Toyota makes significant effort 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 your dealer is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

2. Pre-Owned Vehicles in Dealer Inventory

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied.

3. Dealer Summary Reports

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 TIS prior to performing repairs.)

4. Number and Identification of Covered Vehicles

There are approximately 119,140 Avalon vehicles (2003 and 2004 model year) covered by this Safety Recall in the US.

WMI	MY	VDS	Start	Finish
4T1	2003	BF28B	U265810	U299999
			U300000	U339097
	2004	BF28B	U333766	U391317

Please **verify coverage by confirming through 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	60	HI	368	MI	1,395	NV	925	UT	1,122
AL	2,356	IA	1,021	MN	1,597	NY	5,238	VA	4,446
AR	1,209	ID	443	MO	1,912	OH	3,737	VT	137
AZ	2,226	IL	4,403	MS	1,156	OK	1,377	WA	1,981
CA	15,388	IN	1,738	MT	285	OR	1,149	WI	1,533
CO	1,744	KS	1,060	NC	5,373	PA	4,246	WV	460
CT	1,491	KY	2,054	ND	191	RI	443	WY	193
DC	199	LA	1,849	NE	683	SC	2,501		
DE	421	MA	3,929	NH	607	SD	238		
FL	8,139	MD	3,790	NJ	4,393	TN	3,072		
GA	4,458	ME	428	NM	691	TX	8,922		

5. Inadvertent Deployment Handling Instructions

In the rare instance a customer contacts your dealership with a vehicle that has experienced inadvertent deployment of the Airbags or Pretensioners, please assist the customer by setting up an appointment to verify the condition and perform the repair. If inadvertent deployment occurred, the repair will be performed at **no charge** to the vehicle owner.

Prior to starting repairs, contact your Regional representative for reporting and claim filing instructions.

Confirm the following information is available when contacting your Regional representative:

- The situation in which the inadvertent deployment occurred
- Any incidents of bodily injury that may have been caused by the inadvertent deployment

6. Parts Ordering

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	Shifter Location	Part Number	Part Description	Qty.
E0G	Floor	04004-22241	HARNESS, AIR BAG	1
	Column	04004-22141	HARNESS, AIR BAG	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.

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. Manual Allocation Parts Ordering Process (for TMS and SET Dealers)



In the limited cases in which the ECU replacement is necessary, the appropriate following part(s) should be ordered. Only a small number of vehicles will require this part.

Campaign	Shifter Location	Part Number	Part Description	Qty.
E0G	Column & Floor	04004-26207	Sensor Assy, Air Bag	1
	Column	87201-07130	Air Duct for Column Shift	As needed
	Floor	87201-07140	Air Duct for Floor Shift	As needed

TMS Dealers:

Due to a limited number of available parts, the parts listed above have been placed on Manual Allocation Control (MAC). If you require a part that is on Manual Allocation Control, please send an email to PQSS_MAC@Toyota.com with the following information:

- **Subject Line: E0G MAC Release Request (Dealer Code)**
- **Dealer Code**
- ***SRS DTC Present or note that the SRS light did not illuminate during the bulb check***
- **VIN Number**
- **Part Number and Qty Ordered**
- **Order Reference Number**
- **Order Date**
- **Contact Person**

Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact your dealership. Please allow 2-3 days for part release after providing the requested information.

Important Notes:

- ***Once you have placed your order DO NOT upgrade or change your order status.***
- ***Dealerships must provide the above listed information within 48 hours of order placement, failure to provide the information above will result in an order cancelation.***

8. 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 certification levels:

- **Toyota Expert (Electrical)**
- **Toyota Master**
- **Toyota Master Diagnostic Technician**

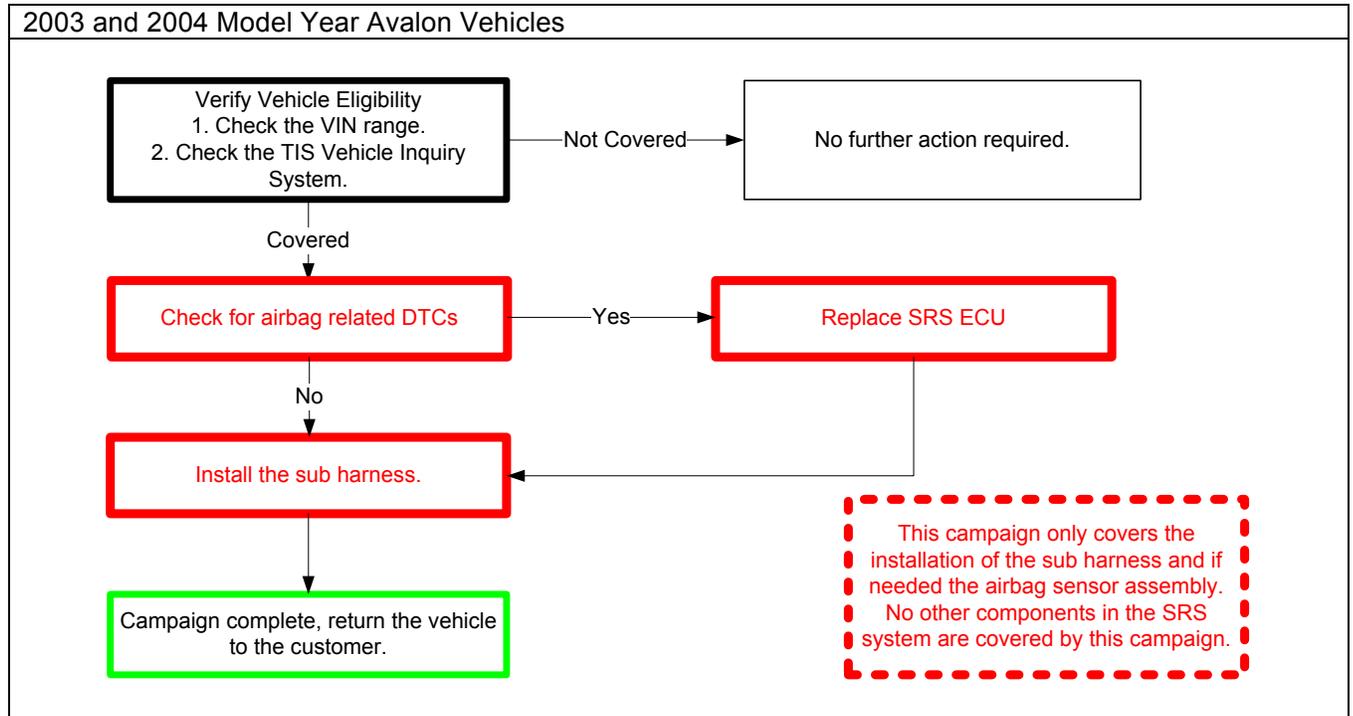
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off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

9. Remedy Procedures

Please refer to TIS for Technical Instructions on repair.

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

10. Warranty Reimbursement Procedure



Model	Shifter Location	Op Code	Description	Flat Rate Hour
Avalon	Floor	AGG40A	Install Wire Sub Harness with Filter	1.7 hrs/vehicle
	Column	AGG40D		1.5 hrs/vehicle

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

In the limited cases in which ECU replacement is necessary, the following operation code should be used:

Model	Shifter Location	Op Code	Description	Flat Rate Hour
Avalon	Floor	AGG40B	SRS ECM Replacement and Install Wire Sub Harness with Filter	1.9 hrs/vehicle
	Column	AGG40E		1.8 hrs/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- If the SRS ECMs are not readily available to the dealership, customers can be placed in a rental car through Toyota-Rent-A-Car program for a maximum of 1 day at a maximum of \$35 per day. If the SRS ECM is not available beyond 1 day, a rental car is available for a longer period of time with DSPM authorization.

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. Media Contacts

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. 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.)

13. 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 to 4:00 pm Pacific Time.

Please note the attached FAQ is published on the 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.

2003 and 2004 Model Year Avalon Vehicles
Supplemental Restraint System (SRS) Electronic Control Module (ECM)
IMPORTANT SAFETY RECALL (Remedy 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 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 2003 and 2004 model year Avalon 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?

The Electronic Control Module (ECM) for the Supplemental Restraint System (SRS) in these vehicles could have been manufactured with integrated circuits that are susceptible to internal short circuiting when exposed to certain electrical noise from various vehicle electrical components. If internal short circuiting occurs, the front airbag(s) and/or seat belt pretensioners could inadvertently deploy. An airbag that deploys inadvertently can, under some circumstances, increase the risk of injury and the possibility of a crash.

What will Toyota do?

Any authorized Toyota dealer will install a sub-wire harness (filter) to minimize electrical noise from the other vehicle electrical components 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 **two hours**. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until the remedy is performed, please pay close attention to the SRS (airbag) Warning Light  located in the instrument panel. The SRS Warning Light is designed to come on when the engine switch is turned to the "ON" position during the ignition cycle check function. Under normal operation it goes off after a few seconds. **The warning light turning off after the check period means the system is operating as designed***. If the airbag warning (1) does not illuminate during the check period, or (2) illuminates or remains illuminated **after** the few second check period, please contact your local authorized Toyota dealer for diagnosis and appropriate repair. If the warning lamp illumination is related to the condition covered by this Safety Recall, the repair will be performed at **no charge** to you. **Please be aware that this condition may exist without illumination of the SRS Warning light or any other warnings.**

** Please refer to the Owner's Manual for additional operation details related to this system.*

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, please go to 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.
- 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 these specific conditions?

If you have previously paid for repairs related to this condition, please mail all required paperwork to the following address for reimbursement consideration and allow 6 – 8 weeks for processing:

Toyota Motor Sales, USA, Inc.
Toyota Customer Experience WC10
19001 South Western Avenue
Torrance, CA 90509

Please refer to the attached Reimbursement Checklist for required document and submission details.

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.

Safety Recall Reimbursement Checklist

- Repair Order or Invoice
 - Must include the following information
 - Mileage on the date that the repair order was created
 - Itemized breakdown of labor charges for each repair performed
 - Detailed diagnosis statement
 1. Why was the vehicle brought into the repair facility?
 2. What was the repair facility's diagnosis?
 3. What did the repair facility do to correct the concern?

- Proof-of-Payment
 - Only the Following Items are valid Proof-of Payment
 - Copy of a cancelled check
 - Copy of a signed credit card receipt
 - Copy of a credit card statement
 - (If paid by cash) Letter from repair facility, on company letterhead, signed by the manager, verifying the amount paid by cash

- Proof-of-Ownership
 - Only the following items are valid proof-of-ownership
 - Copy of the Bill of Sale
 - Copy of the Title

- Name, Address and Phone Number printed on all documents

If the repair was completed prior to the Safety Recall launch or completed at an independent repair facility, Toyota requires that the vehicle visits a Toyota Dealership for inspection of the repair in order to complete the Safety Recall prior to reimbursement consideration.



Safety Recall E0G – **Remedy Available**

2003 and 2004 Model Year Avalon Vehicles

Supplemental Restraint System (SRS) Electronic Control Module (ECM) – FAQ

Customer Frequently Asked Questions

Published Late September, 2014

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

Q1: What is the condition?

A1: The Electronic Control Module (ECM) for the Supplemental Restraint System (SRS) in these vehicles could have been manufactured with integrated circuits (IC) that are susceptible to internal short circuiting when exposed to certain electrical noise from various vehicle electrical components. If internal short circuiting occurs, the front airbag(s) and/or seat belt pretensioners could inadvertently deploy. An airbag that deploys inadvertently can, under some circumstances, increase the risk of injury and the possibility of a crash.

Q2: What is the cause?

A2: Under certain circumstances, electrical noise generated by various electronic parts on the vehicle could damage an IC chip in the airbag control module.

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

A3: No, there are no specific warnings for when this condition will occur. In some instances, the SRS Warning Light  may illuminate if this condition exists. Please be aware that this condition may exist without illumination of the SRS Warning light or any other warnings.

If the SRS Warning Light* is illuminated, the vehicle should be taken to an authorized Toyota dealer for diagnosis and repair.

*The SRS Warning Lamp may be illuminated for conditions unrelated to this Safety Recall.

Q3a: What should I do if the SRS Warning light is illuminated?

A3a: The SRS Warning Light is designed to come on when the engine switch is turned to the “ON” position during the ignition cycle check function. Under normal operation it goes off after a few seconds. **The warning light turning off after the check period means the system is operating as designed**.** If the SRS Warning light (1) does not illuminate or (2) illuminates or remains illuminated **after** the few second check period, please contact your local authorized Toyota dealer for diagnosis and appropriate repair. If the warning lamp illumination is related to the condition covered by this Safety Recall, the repair will be performed at **no charge** to you.

** Please refer to the Owner’s Manual for additional operation details related to this system.

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

A3b: Yes, the vehicle can still be driven. However, the airbag can inadvertently deploy, increasing the risk of injury and the possibility of a crash.

Q4: What is Toyota going to do?

A4: In early October, 2014 Toyota will send an owner notification by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Toyota dealer will install a sub-wire harness (filter) to minimize electrical noise from the other vehicle electrical components at **NO CHARGE** to you.

Q4a: What does the sub-wire harness with noise filter do?

A4a: The sub-wire harness minimizes the induction of electrical noise to the SRS ECM.

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.

Q4c: Do I need my owner letter to have the remedy performed?

A4c: 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.

Q5: How long will the repair take?

A5: The repair will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: Which and how many vehicles are involved in this Safety Recall?

A6: There are approximately 119,140 Avalon vehicles (2003 and 2004 model year) covered by this Safety Recall in the US.

Model	Model Year	Production Range	Appx. UIO
Avalon	2003 and 2004	Early June, 2002 through Late December, 2004	119,140

Q6a: Are there any other Toyota, Lexus or Scion vehicles involved in this Safety Recall in the U.S.?

A6a: No, this recall only affects 2003 and 2004 Avalon vehicles. However, in 2013 Toyota launched a similar recall on 2003 through 2004 Model Year Corolla and Corolla Matrix vehicles.

Q7: What if I previously paid for repairs to my vehicle for this condition?

A7: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q8: What if I have additional questions or concerns?

A8: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.