

Wayne Hutchinson / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
September 1, 2010  
Approved By: Bob Waltz

To: All Toyota Dealers  
From: Toyota Customer Services

Voluntary Safety Recall – A0H  
Certain 2000 through 2004 Toyota Avalon Vehicles  
Steering Column Upper Bracket Replacement  
\*\*\*\*\*URGENT\*\*\*\*\*

As communicated on July 29, 2010, 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 2000 through 2004 model year Toyota Avalon vehicles.

- ***Toyota has completed preparations for this condition and will begin notifying owners in early September 2010.***
- 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 or John Hanson (310) 468-4718, 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.)



**Voluntary Safety Recall A0H  
Certain 2000 through 2004 Toyota Avalon  
Steering Column Upper Bracket Q&A**

**Q1: What is the condition?**

A1: Due to the improper casting of the steering lock bar ("bar"), which is a component of the steering interlock system, there is a possibility that a minute crack may develop on the surface. Such a crack may expand over a long period of repeated lock and unlock operations, and eventually the bar could break. If this occurs, the interlock system may become difficult to unlock when stationary.

If the vehicle while being driven is steered to the right with sufficient lateral acceleration, a broken and loose lock bar may move toward the steering shaft. If the engagement hole in the shaft happens to line up at the specific time the broken lock bar has moved, this could cause the steering wheel lock bar to engage, locking the steering wheel, and increasing the risk of a crash.

**Q2: What is the cause of this condition?**

A2: Due to the improper casting of the steering lock bar ("bar"), which is a component of the steering interlock system, there is a possibility that a minute crack may develop on the surface.

**Q3: Where is the steering lock bar located?**

A3: The steering lock bar is integrated into the ignition key cylinder.

**Q4: Which and how many vehicles are involved?**

A4: There are approximately 373,000 vehicles involved in the U.S.

**Q5: What is the production period of the vehicles covered by this Safety Recall?**

A5: The Avalon vehicles covered by this Safety Recall were produced from late April, 1999 through late December, 2004.

**Q6: Does this Safety Recall cover other Toyota/Lexus models?**

A6: There are no other models covered by this Safety Recall.

**Q7: Have there been any reports of accidents?**

A7: There are three unconfirmed minor accidents alleged to be related to this condition. The accidents do not involve injuries.

**Q8: Are there any warnings that this condition has occurred?**

A8: No, there are no specific warnings that this condition will occur.

**Q9: What is Toyota going to do?**

A9: Owners of the involved vehicles will receive a Safety Recall notification by first class mail beginning in early September, 2010. Toyota dealers will replace the Steering Column Upper Bracket at **NO CHARGE** to the customer.

**Q10: What should customers do?**

A10: Owners of vehicles covered by this Safety Recall are requested to contact an authorized Toyota dealer and make an appointment to have this important Safety Recall performed as soon as possible.

**Q11: How long will the repair take?**

A11: The remedy will take approximately two hours to complete. However it may take longer based upon the inspection results and the dealer's work schedule.

**Q12: What if an owner has previously paid for repairs for this condition?**

A12: Owners that have previously paid for their steering column upper bracket to be replaced to address this specific condition should refer to the owner letter for instructions regarding reimbursement consideration.

**Q13: Under what conditions does this occur most frequently?**

A13: This condition mostly occurs when the vehicle is parked, the steering wheel is turned to be locked and the ignition key is removed.

**Q14: What if an owner has additional questions or concerns?**

A14: 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 Standard Time.

# TOYOTA CUSTOMER SERVICES

Volume: XVI  
Number: TC10-045  
Date: 08/31/2010  
 Action  
 Retain  
 Information

## INTEROFFICE MEMORANDUM

To: All Region/Private Distributor General Managers/Vice Presidents

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

Subject: Voluntary Safety Recall – AOH  
Certain 2000 through 2004 Toyota Avalon  
Steering Column Upper Bracket Replacement

As communicated on July 29, 2010, 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 2000 through 2004 model year Toyota Avalon vehicles.

***The purpose of this communication is to inform you and your dealers that Toyota has completed preparations for this condition and will begin notifying owners in early September 2010.***

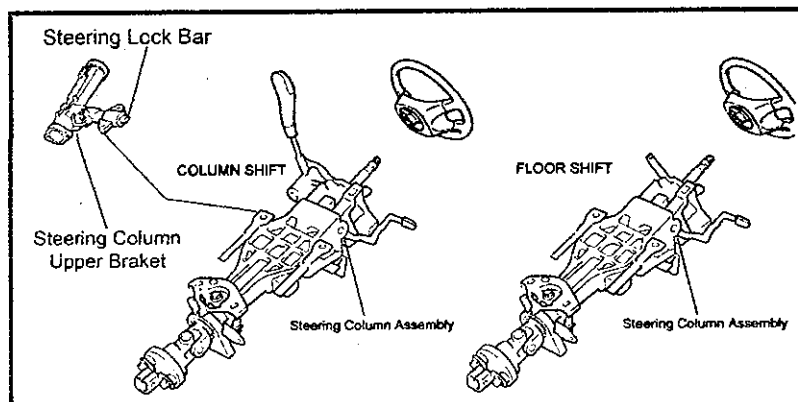
### Background

Due to the improper casting of the steering lock bar ("bar"), which is a component of the steering interlock system, there is a possibility that a minute crack may develop on the surface. Such a crack may expand over a long period of repeated lock and unlock operations, and eventually the bar could break. If this occurs, the interlock system may become difficult to unlock when stationary.

If the vehicle while being driven is steered to the right with sufficient lateral acceleration, a broken and loose lock bar may move toward the steering shaft. If the engagement hole in the shaft happens to line up at the specific time the broken lock bar has moved, this could cause the steering wheel lock bar to engage, locking the steering wheel, and increasing the risk of a crash.

### Safety Recall Remedy

Toyota dealers are requested to replace the Steering Column Upper Bracket at **NO CHARGE** to the vehicle owner.



The following vital information is provided to inform you and your staff of the owner notification phase of this Safety Recall and your degree of involvement.

#### 1. Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in early September 2010.



2. **Owner Notification Mailing Date**

The owner notification will commence in early September 2010.

Only owners of the vehicles covered by this Safety Recall will be notified. If a dealer is contacted by an owner, who has not yet received a notification, please instruct the dealer to **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the Safety Recall remedy as outlined in the Technical Instructions located on TIS.

3. **Number of Vehicles Involved**

There are approximately 373,000 Toyota Avalon (2000 through 2004 model year) vehicles registered in the U.S. that are covered by this Safety Recall

4. **Region/District Summary Reports**

We have enclosed the following Safety Recall A0H Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary that provides an overview of the entire Region/PD for this Safety Recall.
- District Summary Report that indicates the number of involved vehicles registered in each dealership's primary marketing area for this Safety Recall.

Enclosed:

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

G. Borst	N. Fein	K. Kusakawa	S. Sugawara
R. Broughman	F. Fontanella	M. Michels	M. Templin
G. Bryan	H. Fukui	T. Morrison	J. Tetherow
W. Burns	S. Haag	T. Nakagami	P. Turner
D. Camden	J. Hanson	D. Pettitt	P. Uribe
B. Carter	T. Hayakawa	R. Pflughaupt	K. Ura
G. Christoff	K. Higgins	C. Reynolds	A. Vaish
J. Colon	M. Hosoe	C. Roberts	R. Waitz
B. Cooper	C. Hostetter	R. Sakai	S. Yamaguchi
R. Daly	Y. Inaba	D. Sakakibara	M. Yamanami
F. Davidson	M. King	M. Setta	H. Yoshihashi
T. Doi	J. Lang	A. Smith	D. Zellers
D. Esmond	J. Lentz	R. Specht	
W. Fay	E. Matsuda	J. Stempkowski	

# 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, Parts Managers

Subject: Voluntary Safety Recall – A0H  
Certain 2000 through 2004 Toyota Avalon  
Steering Column Upper Bracket Replacement

As communicated on July 29, 2010, 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 2000 through 2004 model year Toyota Avalon vehicles.

***The purpose of this communication is to inform you and your staff that Toyota has completed preparations for this condition and will begin notifying owners in early September 2010.***

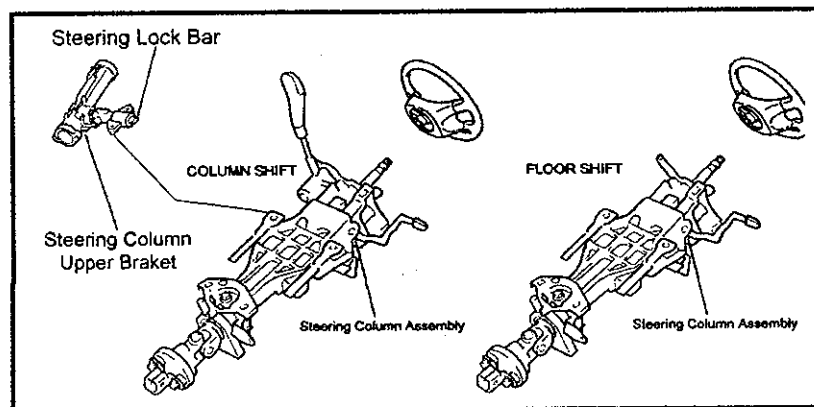
## **Background**

Due to the improper casting of the steering lock bar ("bar"), which is a component of the steering interlock system, there is a possibility that a minute crack may develop on the surface. Such a crack may expand over a long period of repeated lock and unlock operations, and eventually the bar could break. If this occurs, the interlock system may become difficult to unlock when stationary.

If the vehicle while being driven is steered to the right with sufficient lateral acceleration, a broken and loose lock bar may move toward the steering shaft. If the engagement hole in the shaft happens to line up at the specific time the broken lock bar has moved, this could cause the steering wheel lock bar to engage, locking the steering wheel, and increasing the risk of a crash.

## **Safety Recall Remedy**

Toyota dealers are requested to replace the Steering Column Upper Bracket at **NO CHARGE** to the vehicle owner.



The following vital information is provided to inform you and your staff of the owner notification phase of this Safety Recall and your degree of involvement.

### **1. Owner Notification Mailing Date**

The owner notification will commence in early September 2010 approximately one week after the dealer notification.

Only owners of the vehicles covered by this Safety Recall will be notified. If you are contacted by an owner, who has not yet received a notification, please **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the Safety Recall remedy as outlined in the Technical Instructions located on TIS.

**2. Dealer Summary Reports**

Summary Reports containing the **number** of involved vehicles in your dealership's primary marketing area (PMA) have been enclosed in the dealer package.

**3. Number and Identification of Involved Vehicles**

There are approximately 373,000 Toyota Avalon (2000 through 2004 model year) vehicles registered in the U.S. that are covered by this Safety Recall

Model	WMI	MY	VIN Range	
			VDS	Serial
Avalon	4T1	2000	BF28B	U001015 - U114477
		2001	BF28B	U088593 - U196317
		2002	BF28B	U165562 - U267448
		2003	BF28B	U241036 - U339097
		2004	BF28B	U333766 - U391317

**NOTE:**

- Owners do not require the owner notification for the remedy to be performed. If your dealership is contacted by an owner who has not yet received a notification or did not bring it, please **verify eligibility and completion status by confirming through Dealer Daily/TIS prior to performing the remedy.**
- Dealers should perform the remedy as outlined in the Technical Instructions found on TIS.

**5. Parts Ordering**

The remedy parts can be ordered through the dealer's facing PDC. Please refer to the table below and the Technical Instructions for part number information.

Model Application	Part No.	Part Name	Qty/Unit
Avalon	04000-45141	Steering Column Bracket Assembly Kit	1
<p><u>The kit above includes the following parts:</u></p> <p>45280-41040 = Steering Column Bracket Assembly Upper = Quantity 1                      45897-12020 = Steering Lock Set Bolt = Quantity 2                      90464-00551 = Clamp = Quantity 1</p>			

**IMPORTANT PARTS ORDERING REMINDER**

*Effective March 1, 2009, Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts do not earn Parts Return Credit Accrual and are not returnable under the Monthly Return Program. It is recommended that you order these parts based on appointments or immediate customer needs using a "Sell One-Buy One" ordering pattern. Please refer to PANT Bulletin 09-12 for additional details.*

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

STATE	UIO
AK	190
AL	7,059
AR	3,878
AZ	6,340
CA	54,194
CO	4,981
CT	4,434
DC	659
DE	1,295
FL	26,281
GA	13,369

STATE	UIO
HI	1,118
IA	2,998
ID	1,184
IL	14,542
IN	5,643
KS	3,236
KY	6,717
LA	6,351
MA	11,699
MD	11,924
ME	1,184

STATE	UIO
MI	4,200
MN	4,732
MO	5,591
MS	3,715
MT	772
NC	15,063
ND	560
NE	1,811
NH	1,791
NJ	12,656
NM	1,746

STATE	UIO
NV	2,811
NY	16,141
OH	12,105
OK	4,256
OR	3,487
PA	13,342
RI	1,494
SC	7,296
SD	660
TN	9,187
TX	29,717

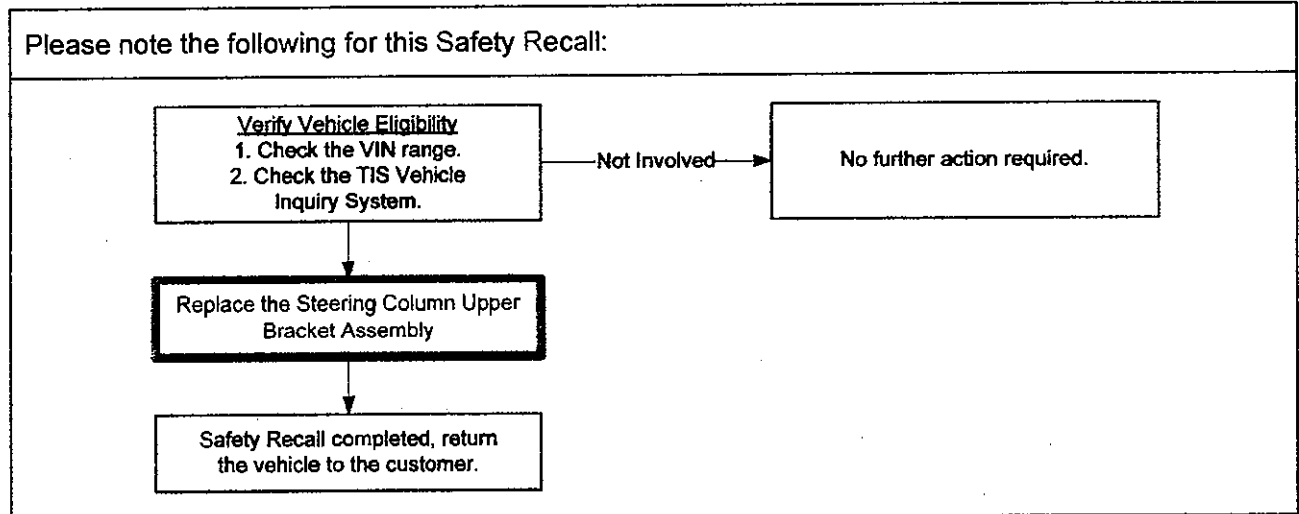
STATE	UIO
UT	2,942
VA	13,236
VT	381
WA	5,830
WI	4,716
WV	1,533
WY	454

**7. Remedy Procedures**

Refer to TIS for the appropriate Technical Instructions, and for additional information.

*Conduct all applicable, open Safety Recall and Service Campaigns on the vehicle during the time of appointment.*

**8. Warranty Processor Instructions**



The operation codes to be used for this Safety Recall are:

Safety Recall No.	Op. Code	Description	Flat Rate Hour
A0H	0525G1	Replace the Steering Column Upper Bracket (Column Shift)	1.6 hr/vehicle
A0H	0525G2	Replace the Steering Column Upper Bracket (Floor Shift)	1.5 hr/vehicle

- The above flat rate time includes 0.1 hour for administrative cost per unit.

**9. Customer Handling**

Please consider this Safety Recall a great opportunity to focus on assuring customers that their safety remains Toyota's highest priority. Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

**10. Media Contacts**

For **News media inquiries only**:

Due to the nature of this Safety Recall, 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, John Hanson (310) 468-4718, in Corporate Communications. (Please do not provide these numbers to customers or direct dealership associates to call).

**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 2000 through 2004 Toyota Avalon  
Steering Column Upper Bracket  
Safety Recall Notice**

Please make an appointment with your local Toyota Dealer to have this important remedy completed.

[VIN]

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 the Steering Column Upper Bracket of certain 2000 – 2004 Model Year Toyota Avalon vehicles.

**What is the condition?**

Due to the improper casting of the steering lock bar ("bar"), which is a component of the steering interlock system, there is a possibility that a minute crack may develop on the surface. Such a crack may expand over a long period of repeated lock and unlock operations, and eventually the bar could break. If this occurs, the interlock system may become difficult to unlock when stationary.

If the vehicle while being driven is steered to the right with sufficient lateral acceleration, a broken and loose lock bar may move toward the steering shaft. If the engagement hole in the shaft happens to line up at the specific time the broken lock bar has moved, this could cause the steering wheel lock bar to engage, locking the steering wheel, and increasing the risk of a crash.

**What is Toyota going to do?**

Any Toyota dealer will replace the Steering Column Upper Bracket with a newly designed one at **NO CHARGE** to you.

**What should you do?**

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

Please contact your authorized Toyota dealer and make appointment to have this important Safety Recall performed on your vehicle as soon as possible.

The remedy will take approximately two hours to complete. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**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 replacement. 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 Standard Time.

**What if you have previously paid for repairs for this condition?**

If you have previously paid for the replacement of the steering column upper bracket to address this specific condition, please mail a copy of the 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 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 Hotline 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 vehicle lessee within ten days of your receipt of this letter.

Thank you for driving a Toyota.

Sincerely,

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

**SAMPLE**



**Voluntary Safety Recall A0H  
Certain 2000 through 2004 Toyota Avalon  
Steering Column Upper Bracket Q&A**

**Q1: What is the condition?**

A1: Due to the improper casting of the steering lock bar ("bar"), which is a component of the steering interlock system, there is a possibility that a minute crack may develop on the surface. Such a crack may expand over a long period of repeated lock and unlock operations, and eventually the bar could break. If this occurs, the interlock system may become difficult to unlock when stationary.

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**Q2: What is the cause of this condition?**

A2: Due to the improper casting of the steering lock bar ("bar"), which is a component of the steering interlock system, there is a possibility that a minute crack may develop on the surface.

**Q3: Where is the steering lock bar located?**

A3: The steering lock bar is integrated into the ignition key cylinder.

**Q4: Which and how many vehicles are involved?**

A4: There are approximately 373,000 vehicles involved in the U.S.

**Q5: What is the production period of the vehicles covered by this Safety Recall?**

A5: The Avalon vehicles covered by this Safety Recall were produced from late April, 1999 through late December, 2004.

**Q6: Does this Safety Recall cover other Toyota/Lexus models?**

A6: There are no other models covered by this Safety Recall.

**Q7: Have there been any reports of accidents?**

A7: There are three unconfirmed minor accidents alleged to be related to this condition. The accidents do not involve injuries.

**Q8: Are there any warnings that this condition has occurred?**

A8: No, there are no specific warnings that this condition will occur.

**Q9: What is Toyota going to do?**

A9: Owners of the involved vehicles will receive a Safety Recall notification by first class mail beginning in early September, 2010. Toyota dealers will replace the Steering Column Upper Bracket at **NO CHARGE** to the customer.

**Q10: What should customers do?**

A10: Owners of vehicles covered by this Safety Recall are requested to contact an authorized Toyota dealer and make an appointment to have this important Safety Recall performed as soon as possible.

**Q11: How long will the repair take?**

A11: The remedy will take approximately two hours to complete. However it may take longer based upon the inspection results and the dealer's work schedule.

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