



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 26, 2012

MR. JEFF PARENT
VICE PRESIDENT, PLANNING,
DISTRIBUTION & STRATEGY
GULF STATES TOYOTA, INC.
1375 ENCLAVE PARKWAY
HOUSTON, TX 77077

NVS-215et
12V-120

SUBJECT: AUDIOVOX REMOTE ENGINE STARTERS

DEAR MR. PARENT:

This letter serves to acknowledge Gulf States Toyota, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the equipment listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

TOYOTA/4RUNNER/2012

TOYOTA/SIENNA/2012

NHTSA Campaign Number: 12V-120

Mfg's Report Date: March 22, 2012

Components: EQUIPMENT: ELECTRICAL

Potential Number of Units Affected: 363

Summary:

GULF STATES TOYOTA IS RECALLING CERTAIN MODEL YEAR 2012 4RUNNER AND SIENNA VEHICLES, EQUIPPED WITH NON-ORIGINAL EQUIPMENT REMOTE ENGINE STARTERS. A MALFUNCTION IN THE AUDIOVOX ELECTRONICS BRAND REMOTE ENGINE STARTER MODULE CAN PREVENT NORMAL COMMUNICATION OF THE VEHICLE'S CONTROLLER AREA NETWORK (CAN).

Consequence:

IF THIS CONDITION OCCURS, ANTILOCK BRAKING AND STABILITY CONTROL MAY BE LOST, INCREASING THE RISK OF A CRASH. DRIVERS SHOULD RECEIVE DASHBOARD WARNING LIGHTS WARNING THEM OF A MALFUNCTION.

Remedy:

GULF STATES TOYOTA WILL NOTIFY OWNERS, AND DEALERS WILL REPLACE THE REMOTE ENGINE STARTER WITH A NEW ONE FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN IN EARLY APRIL 2012. OWNERS MAY CONTACT TOYOTA AT 1-800-444-1074.

Notes:

CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

We have received your proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Edison Thompson who may be reached by phone at 1-202-366-9525, or by email at Edison.Thompson@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name "Jennifer" written in a larger, more prominent script than the last name "Timian".

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement