



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

TMS-NTC-12046
March 12, 2012

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

Re: Toyota Safety Recall 12V-092 – Preliminary Dealer Notification

To whom it may concern,

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

- Certain 2005 to early 2009 Model Year Tacoma

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

Sincerely,

A handwritten signature in black ink, appearing to read 'G. Morino', is written over the printed name.

George Morino
National Manager, Quality Compliance

Attachments:

- Toyota 12V-092 (C0B) Dealer Notification (Prelim)

Lonnie Peterson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
March 7, 2012
Approved By: Bob Waltz

To: All Toyota Dealers
From: Toyota Customer Services

Safety Recall C0B (Interim C1B) – Preliminary Notice
Certain 2005 to early 2009 Model Year Tacoma
Spiral Cable Replacement
*******URGENT*******

On March 7, 2011, 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 2005 to early 2009 Model Year Tacoma Vehicles.

This preliminary information is being provided to keep you informed of the filing. Toyota is currently working on obtaining the replacement parts and additional information will be provided at a later date.

Condition

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

Covered Vehicles

- Certain 2005 to early 2009 Model Year Tacoma vehicles are covered by this Safety Recall in the U.S. This involves approximately 495,000 vehicles.
- The vehicles were produced from Mid-September 2004 to Late August 2008.

Status

- C0B (“C1B” until the remedy is launched) Preliminary Notification documents will be posted on TIS starting the morning of Wednesday, March 7, 2012. **For reference purposes only**, VINs covered by this Safety Recall will be searchable on TIS starting Wednesday morning, March 7, 2011 (Pacific Time).
- **Toyota is currently working on obtaining the remedy parts. Toyota anticipates it will take several months to prepare enough replacement parts.**
- The remedy will entail replacement the Spiral Cable Assembly at **no charge** to the vehicle owner. Additional information will be provided at the launch of the remedy phase.

Interim Owner Notification

To assure transparency with owners, Toyota will mail an Interim owner notification to owners of covered vehicles by first class mail. The **Interim** owner notification letter will advise owners: (1) of this safety recall, (2) of the fact they will receive a future notice once the replacement parts are available, (3) of what to do if they experience this condition in the interim period.

- Dealers will receive a Safety Recall Interim Dealer package in early April, 2012.
- Interim Owner notification letters will be sent by first class mail beginning in April, **2012**.

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

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, until the remedy is available dealers can deliver 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.

The dealership must also verify that the airbag warning light is not illuminated. The airbag warning light is designed to come on when the engine switch is turned to the “ON” position during the ignition cycle check function. It goes off after about 6 seconds. ***This means the system is operating as designed.*** If the airbag warning light illuminates or remains illuminated ***after*** this period, the dealership must diagnose the condition and perform the appropriate repair.

Customer Handling

A Q&A 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.

Handling of Vehicles Exhibiting this Condition

If a customer contacts a dealership and has experienced the condition described, dealerships are requested to assist them by setting up an appointment to diagnose the condition.

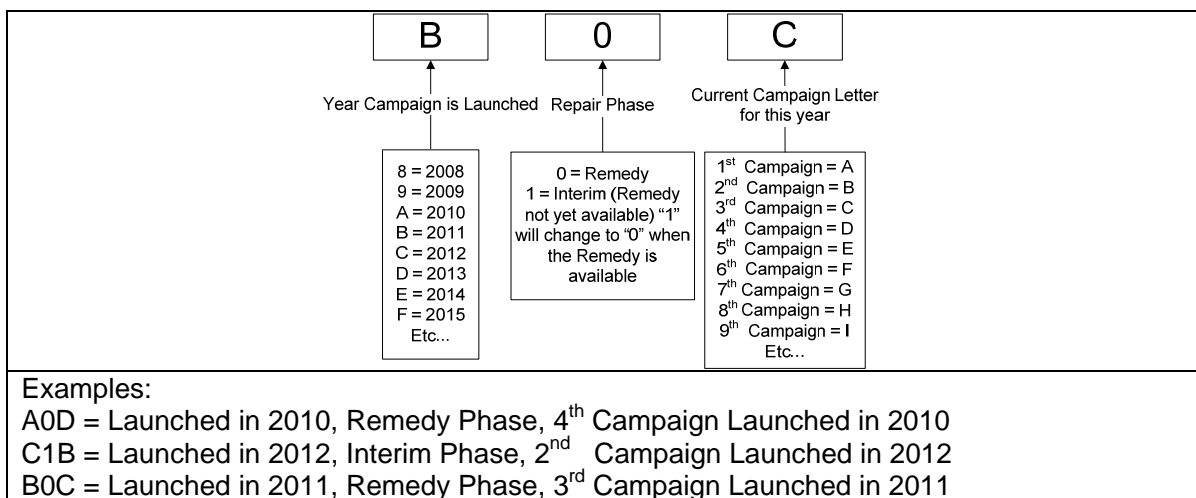
If the condition is verified, please assist the customer by repairing the vehicle at **no charge**. The necessary parts can be ordered through your facing PDC. ***At this time Toyota has a very limited number of parts available to support vehicle repairs. Only order parts for vehicles currently experiencing the condition described.*** The parts have been placed on dealer ordering solutions; please refer to the parts table below for details. *All parts replaced for this Safety Recall are subject to Warranty Parts Recovery.*

Model	Part Number	Description	Qty	D.O.S. Allocation Qty
Tacoma	84306-04080	CABLE SUB-ASSY, SPIRAL	1	1 Part Per Week

Note: If additional quantities are required, the dealership must contact the Customer Support Leader at their facing PDC.

Warranty Reimbursement Procedures will be provided in the near future.

Campaign Designation Decoder



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.



**Safety Recall C0B - (C1B) Preliminary Notice
Certain 2005 to early 2009 Model Year Tacoma Vehicles
Spiral Cable Assembly Replacement - Q&A**

Background

On March 7, 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 2005 to early 2009 Model Year Tacoma Vehicles.

Toyota is currently working on obtaining sufficient quantities of replacement parts. We will notify dealerships again when replacement parts are available.

Q1: What is the condition?

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

Q1a: What is the spiral cable?

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

Q2: Are there any warnings of this condition?

A2: Yes. The airbag warning light is designed to come on when the engine switch is turned to the “ON” position during the ignition cycle check function. It goes off after about 6 seconds. ***This means the system is operating as designed.*** If the airbag warning light illuminates or remains illuminated ***after*** this period, please contact your local Toyota dealer for diagnosis and appropriate repair.

Q3: Are all Tacoma vehicles covered by this Safety Recall?

A3: No, only Tacoma vehicles equipped with a 7 channel circuit spiral cable assembly are covered by this Safety Recall. Tacoma vehicles equipped with a 16 channel circuit spiral cable are not affected by this condition.

Q3a: What is the difference between the 7 channel circuit spiral cable and the 16 channel one?

A3a: The 7 channel circuit spiral cable assembly was installed on Tacoma vehicles that **DO NOT** contain steering wheel audio control buttons. Tacoma vehicles that are equipped with steering wheel audio control buttons have a 16 channel spiral cable assembly.

Q4: What is Toyota going to do?

A4: **Toyota is currently working on obtaining the necessary replacement parts.** Once the replacement parts are available, we will notify owners.

In the Interim, owners of covered vehicles will be notified by first class mail in early April, 2012. The interim owner notification letter will advise owners: (1) of this safety recall, (2) of the fact they will receive a future notice once the replacement parts are available, (3) of what to do if they experience this condition in the interim.

Once the replacement parts have been produced in sufficient quantities, Toyota will send (consistent with parts availability and repair capacity) a second owner notification by first class mail advising owners to make an appointment with his/her authorized Toyota dealer to have the Spiral Cable Assembly replaced at **no charge**.

Q4a: When does Toyota anticipate the second owner notification (remedy) to begin?

A4a: Toyota anticipates it will take several months to prepare parts sufficient parts.

Q4b: What if this condition occurs before sufficient quantities of replacement parts are available?

A4b: If this condition occurs before sufficient quantities of replacement parts are available, the owner should contact an authorized Toyota dealership for diagnosis and an appropriate repair as soon as possible. If the problem is related to the identified condition, the repair will be performed at no charge.

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

A5: There are approximately 495,000 Tacoma vehicles (certain 2005 to early 2009 Model Year) equipped with a 7 channel circuit spiral cable assembly covered by this Safety Recall in the U.S.

Model Name	Model Year	Production Period	Number of Vehicles (Approx.)
Tacoma	Certain 2005 to early 2009	Mid-September, 2004 to Late August, 2008	495,000

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

Q5a: Are there any other Lexus/Toyota vehicles covered by this Safety Recall?

A5a: No, this condition only affects certain 2005 to early 2009 Model Year Tacoma vehicles equipped with a 7 channel circuit spiral cable.

Q5b: Why are Tacoma vehicles equipped with a 16 channel circuit spiral cable not covered by this Safety Recall?

A5b: Although certain circuits in the spiral cable assemblies using FFC's with sixteen-channel circuits that connect to optional steering wheel features also can be damaged, these particular damaged circuits are not being used for any function in these models. The air bag circuit in these cables is not affected.

Q6: Have there been any accidents or injuries reported?

A6: Toyota is not aware of any accidents or injuries resulting from damage to the circuits on the flat cable.

Q7: How long will the repair take?

A7: The repair will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q8: What if a customer has previously paid for repairs to his/her vehicle for this condition?

A8: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q9: What should an owner do if they experience the condition?

A9: Owners are requested to contact their local Toyota dealer for diagnosis and appropriate repair.

Q10: What if an owner has additional questions or concerns?

A10: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

March 7, 2012

Toyota Fast Facts is an update on Toyota and industry news. Please feel free to share this information with family and friends. For more news, visit www.toyotaneewsroom.com.

Toyota Announces Voluntary Safety Recalls of Certain Camry, Venza and Tacoma Vehicles

Toyota Motor Sales announced that it will conduct a safety recall involving certain 2009 Camry and 2009 to certain 2011 Venza vehicles to replace the stop lamp switch. Approximately 70,500 Camry and 116,000 Venza vehicles are covered by this recall.

During installation of the contact-type stop lamp switch on one of the North American assembly lines, silicon grease may have reached the inside of the switch and caused an increase in electrical resistance. If this occurs, warning lamps on the instrument panel may be illuminated, the vehicle may not start, or the shift lever may not shift from the "Park" position. In some cases, the vehicle stop lamps may become inoperative. Toyota is not aware of any accidents or injuries caused by this condition.

Additionally, certain 2005 to early 2009 Tacoma vehicles will be recalled to replace the steering wheel spiral cable assembly. Approximately 495,000 Tacoma vehicles are covered by this recall.

Due to the combination of steering wheel spiral cable design and characteristics unique to the Tacoma chassis, friction between the spiral cable and the retainer in the steering wheel spiral cable assembly may occur in some vehicles. Friction over time may result in loss of connectivity to the driver's air bag module. If connectivity is lost, the air bag warning lamp on the instrument panel will remain illuminated after starting the vehicle and the driver's air bag may be deactivated, preventing deployment in the event of a crash. Toyota is not aware of any accidents or injuries caused by this condition.

No other Toyota vehicles are involved nor these models distributed outside the North American market. Detailed information is available to customers at www.toyota.com/recall and the Toyota Customer Experience Center at 1-800-331-4331.