

TMS-NTC-12087  
April 19, 2012

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

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

To whom it may concern,

Please find attached an Updated 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) 468-5316.

Sincerely,



Mark Kubota  
Quality Compliance Supervisor

Attachments:

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

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 C0B – (C1B) **Interim Notification**  
Certain 2005 to early 2009 Model Year Tacoma  
Spiral Cable Replacement

As previously announced, 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.

**The purpose of this communication is to inform you that Toyota will be mailing an interim notice to owners of vehicles covered by this Safety Recall.**

## **Condition**

Due to the 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 provide 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.

## **1. Interim Owner Notification**

As communicated in the Preliminary Notification on March 7th, Toyota is currently working on obtaining the necessary remedy parts for this Safety Recall. In the meantime, we are communicating the **interim** actions:

- To assure transparency with owners, Toyota will mail an **interim** owner notification in Mid-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 remedy is available, and (3) of what to do if the airbag warning light illuminates or remains illuminated **after** the initial 6 seconds\* following the engine switch being turned to the “ON” position.

\*The air bag warning light is designed to come on when the engine switch is turned to the “ON” position during the ignition cycle check function. It is designed to go 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, customers will be advised to contact their local Toyota dealer for diagnosis and appropriate repair.

*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.*

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

If a customer contacts your 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 dealerships facing PDC. Please refer to the parts ordering section and warranty reimbursement section for additional details.

For customers who have not experienced this condition but do not feel comfortable driving the vehicle:

- We request that dealers work with the customers and answer any questions they may have based on the information in the Q&A.
- In the event the customer’s concerns are not alleviated, on a case-by-case basis, please refer the customer to the Customer Experience Center.

**3. 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 that Toyota will send them a notification when the remedy is available. If the vehicle currently has the Airbag Warning Lamp illuminated, please be sure to diagnose and repair the vehicle prior to customer delivery. Please make sure your state DMV records are updated as soon as possible with the new owner name and address.

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

When the remedy is available, Toyota will send (consistent with parts availability and repair capacity) a second 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**.

**5. Dealer Summary Reports**

Summary Report will be provided in the remedy communication.

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

There are approximately 495,000 Tacoma (certain 2005 to early 2009 model year) vehicles covered by this Safety Recall in the U.S.

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 Technical Instructions located on TIS.

Model	WMI	MY	VDS	START	FINISH
Tacoma	5TE	2005	JU62N	Z001069	Z144893
			KU72N	Z001081	Z144836
			LU42N	Z001082	Z144890
			MU52N	Z001032	Z144879
			NX22N	Z001023	Z144884
			NX62N	Z001659	Z144755
			PX42N	Z001187	Z144724
			TU22N	Z001571	Z035879
			TU62N	Z001053	Z144895
			TX22N	Z001048	Z144900
			TX62N	Z001181	Z144873
			UU42N	Z001009	Z144899
		UX42N	Z001892	Z144707	
		2006	JU62N	Z144959	Z320617
			KU72N	Z145137	Z320543
			LU42N	Z145036	Z320397
			MU52N	Z145156	Z320285
			NX22N	Z145177	Z320613
			NX62N	Z145547	Z320176
			PX42N	Z145459	Z320265
			TU62N	Z144902	Z320213
			TX22N	Z145349	Z320497
			TX62N	Z145234	Z320203
			UU42N	Z144920	Z320426
			UX42N	Z145491	Z320247
		2007	JU62N	Z320673	Z469819
			KU72N	Z320671	Z469633
			LU42N	Z320918	Z469698
			MU52N	Z320870	Z469721
			NX22N	Z320620	Z469653
NX62N	Z321207		Z469255		

Model	WMI	MY	VDS	START	FINISH
Tacoma	5TE	2007	PX42N	Z320860	Z469732
			TU62N	Z320771	Z469786
			TX22N	Z321110	Z469654
			TX62N	Z321199	Z469583
			UU42N	Z320622	Z469869
			UX42N	Z320841	Z469743
		2008	JU62N	Z470196	Z592508
			KU72N	Z470201	Z592453
			LU42N	Z469993	Z592675
			MU52N	Z470099	Z592630
			NX22N	Z469871	Z592426
			NX62N	Z469873	Z592203
			PX42N	Z470165	Z592599
			TU62N	Z470195	Z592581
			TX22N	Z469874	Z592319
			TX62N	Z469875	Z592204
			UU42N	Z469911	Z592689
			UX42N	Z470171	Z592595
		2009	JU62N	Z592834	Z625544
			KU72N	Z592835	Z625549
			LU42N	Z592756	Z625504
			MU52N	Z592763	Z625535
			NX22N	Z592697	Z625702
			NX62N	Z592974	Z611007
			PX42N	Z592698	Z616079
			TU62N	Z592694	Z625542
			TX22N	Z593018	Z625836
TX62N	Z592970		Z610986		
UU42N	Z592707		Z625914		
UX42N	Z592992		Z616038		

*(Number and Identification of Covered Vehicles Continued...)*

Model	WMI	MY	VDS	START	FINISH
Tacoma	3TM	2005	JU62N	M001037	M008091
			KU72N	M001031	M004841
			LU42N	M001024	M002890
			MU52N	M001026	M001900
		2006	JU62N	M007884	M028771
			KU72N	M004775	M010144
			LU42N	M002891	M008845
			MU52N	M001878	M003615
		2007	JU62N	M028772	M049700
			KU72N	M010029	M013697
			LU42N	M008667	M013600
			MU52N	M003620	M005092

Model	WMI	MY	VDS	START	FINISH
Tacoma	3TM	2008	JU62N	M049701	M070800
			KU72N	M013698	M017962
			LU42N	M013601	M020107
			MU52N	M005094	M007826
		2009	JU62N	M070806	M077844
			KU72N	M017978	M020088
			LU42N	M020043	M023255
			MU52N	M007831	M009608

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	1013	HI	13,912	MI	3,148	NV	3,888	UT	2,751
AL	12,077	IA	1,912	MN	3,038	NY	10,257	VA	13,519
AR	4,484	ID	1,808	MO	4,159	OH	9,655	VT	3,289
AZ	9,930	IL	7,553	MS	4,795	OK	3,328	WA	9,477
CA	127,525	IN	6,407	MT	1,264	OR	6,240	WI	4,162
CO	5,029	KS	2,620	NC	20,421	PA	11,297	WV	4,140
CT	3,498	KY	7,193	ND	309	RI	1,833	WY	609
DC	240	LA	7,672	NE	985	SC	10,062		
DE	873	MA	10,927	NH	4,247	SD	405		
FL	37,237	MD	6,994	NJ	6,186	TN	11,915		
GA	21,557	ME	3,985	NM	3,090	TX	31,329		

**7. Parts Ordering**

Orders can be placed through the dealership’s facing PDC. **At this time Toyota has a very limited number of parts available to support vehicle repairs. Dealers should 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 Day

Note: If additional quantities are required, please contact your facing PDC Customer Support Leader.

Please note the part number will change to the campaign part number 04002-04104 once sufficient quantities are produced.

**IMPORTANT PARTS ORDERING UPDATE**

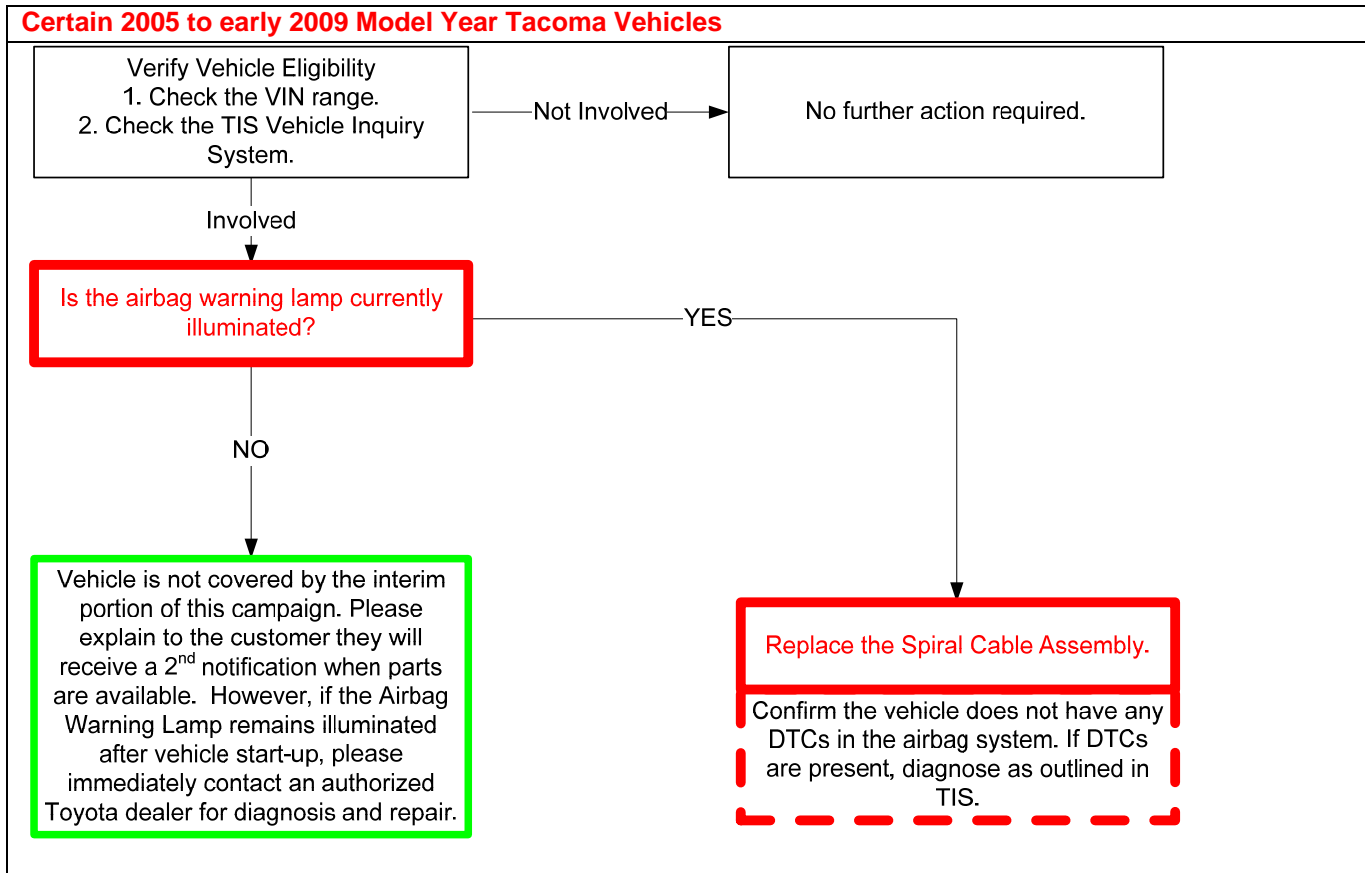
*Effective January 1, 2012, All Future Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.*

**8. Remedy Procedures**

For repair information please refer to the Technical Instructions found on TIS.

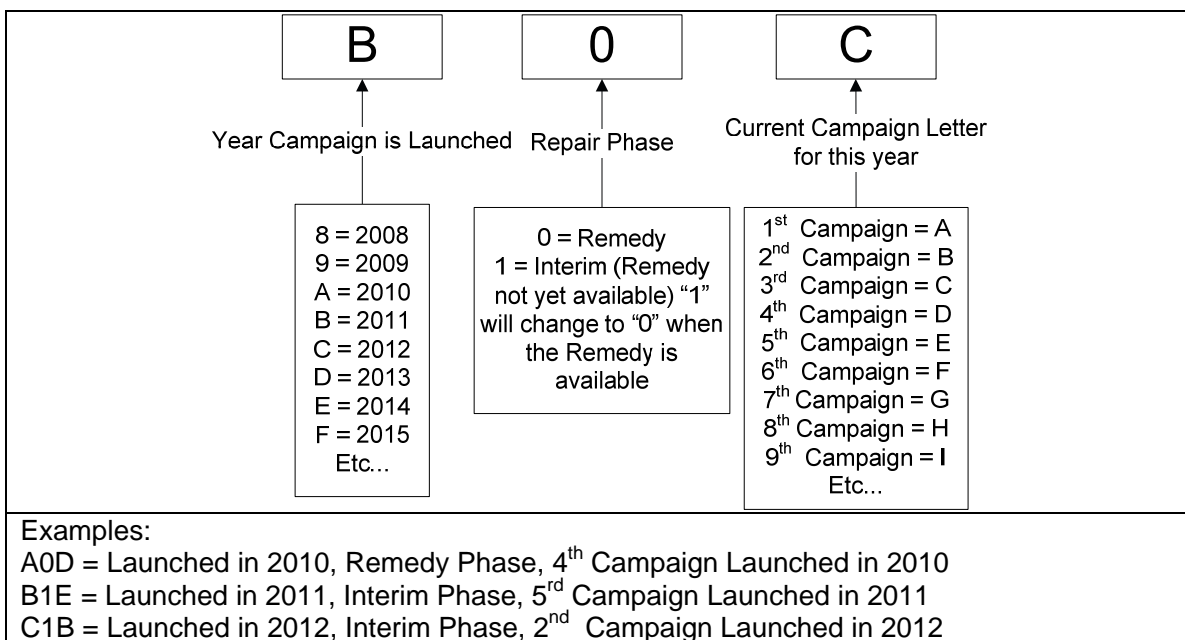
Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

**9. Interim Warranty Reimbursement Procedure**



Safety Recall	Model	Op. Code	Description	Flat Rate Hour
C1B	Tacoma	2529BB	Airbag Warning Indicator Illuminated – Remove and Replace Spiral Cable Assembly	0.6 hr/vehicle

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



**10. 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.

**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 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.)

**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.



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

**Background**

As previously announced, 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 the necessary replacement parts.** We will notify dealerships and owners again when the replacement parts are available.

**Interim Owner Notice**

Toyota is currently working on obtaining the necessary remedy parts for this Safety Recall. In the meantime, to assure transparency with owners, Toyota will mail an *interim* owner notification beginning in Mid-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 remedy is available, and (3) of what to do if the airbag warning light illuminates or remains illuminated **after** the initial 6 seconds following the engine switch being turned to the “ON” position.

The following information is provided to assist in responding to customer inquiries only.

**Q1: What is the condition?**

A1: Due to the 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 provide 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 the airbag warning light illuminates or remains illuminated **after** the initial 6 seconds\* after the engine switch is turned to the "ON" position.

\*The air bag 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. If the MIL illumination is due to the problem that led to this Safety Recall, the repair will be performed at **no charge**.

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 sufficient parts quantities. When the parts are available Toyota will mail a remedy owner letter consistent with parts availability and repair capacity.

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

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



**Q8: What if an owner has additional questions or concerns?**

A8: 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.

**Certain 2005 to Early 2009 Model Year Tacoma Vehicles  
Spiral Cable Replacement  
SAFETY RECALL NOTICE (*Interim Notice*)**

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. Part of our commitment is to provide important information to you whenever a specific concern or problem may affect your vehicle.

Recently, Toyota informed the National Highway Traffic Safety Administration (NHTSA) that a Safety Recall will be conducted to address a problem involving the Spiral Cable in Certain 2005 to Early 2009 Model Year Tacoma Vehicles. We are currently making preparations to implement the Safety Recall remedy. The purpose of this letter is to explain what the recall is about and to keep you informed of Toyota's implementation plan.

**We will send you another notification when the replacement parts are ready and preparations are complete.**

**What is the condition?**

Due to combination of factors, a part in the steering wheel assembly in your vehicle called the spiral cable may become damaged. If damage occurs, this can affect the electrical connection to several systems, including the driver's air bag. Such damage would cause the air bag warning light to stay ON after starting the engine, and the air bag may not work. This could increase the risk of injury to the driver in a crash in which the air bag is designed to inflate.

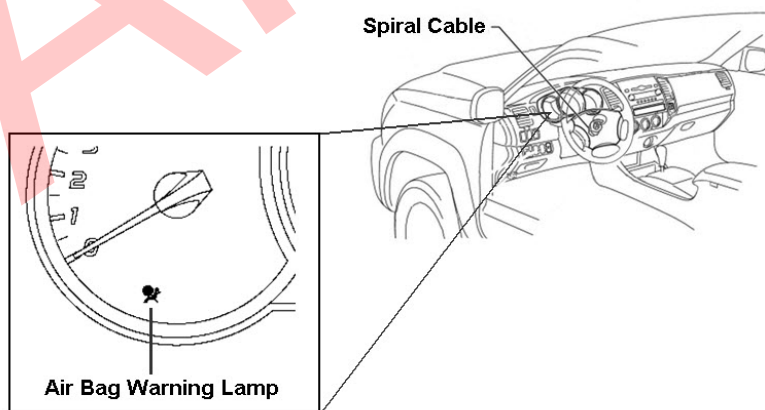
**What will Toyota do?**

***Toyota is currently working on the remedy. You will receive a second owner notification letter when the remedy is available.***

**What should you do?**

We appreciate your patience while we prepare the remedy parts. In the meantime, please pay close attention to the airbag warning light. The air bag warning light is designed to come on, during the ignition cycle check function, when the engine switch is turned to the "ON" position. The light then goes off after about 6 seconds.

***This means the system is operating as designed.*** If the airbag warning light (1) illuminates or remains illuminated **after** this 6 second check period, or (2) comes on while driving, or (3) at times previously stayed illuminated while driving, please contact your local Toyota dealer immediately for diagnosis and appropriate repair. If the problem is related to the issue addressed by this recall, the repair will be performed at **no charge** to you.



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.*** 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 this specific condition?**

If you have previously paid for repairs to your vehicle for this specific condition prior to receiving this letter, we will provide you instructions for reimbursement consideration in the second owner letter once the remedy preparations are completed.

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,

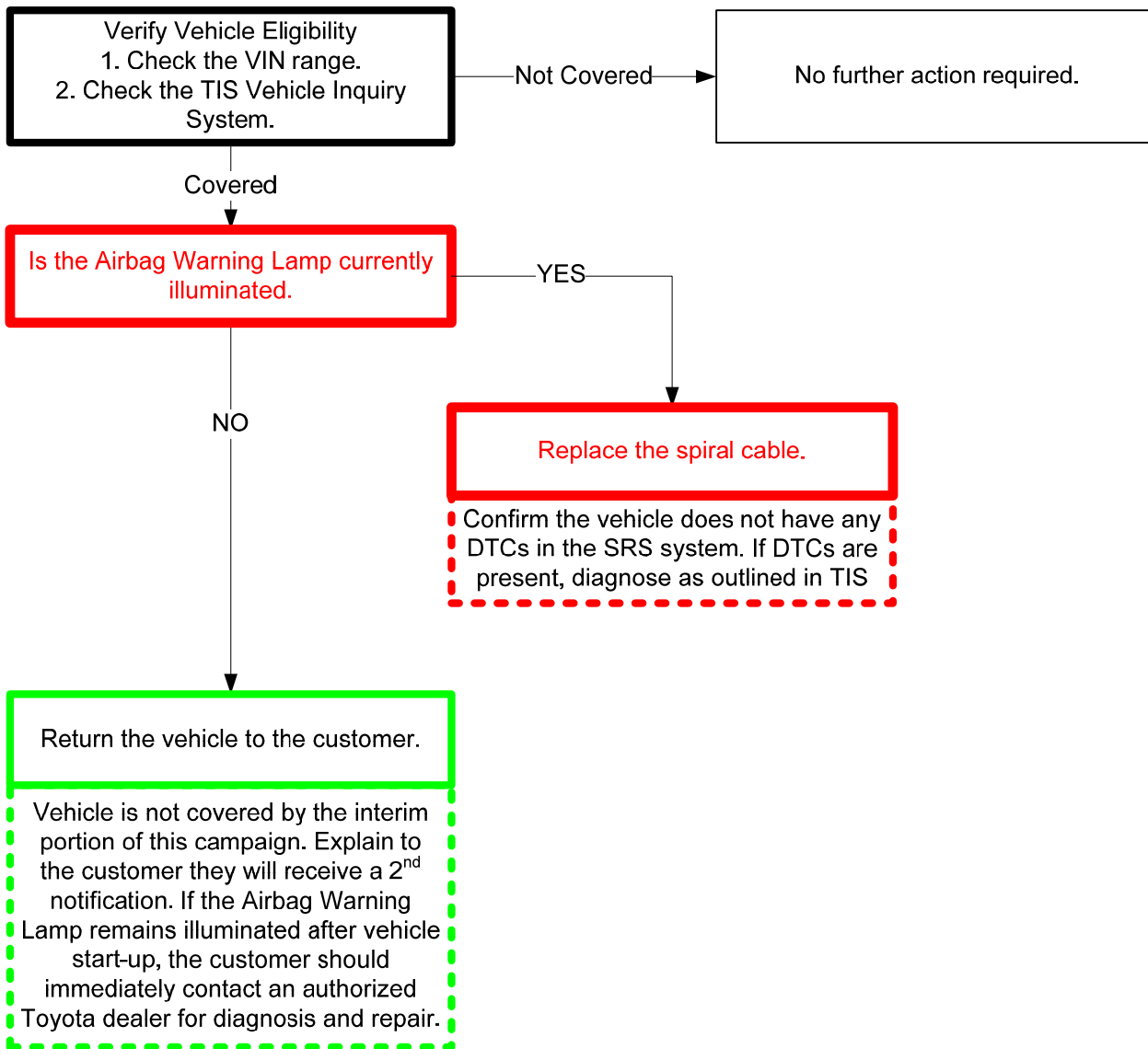
TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE

**INTERIM INSTRUCTIONS**  
**FOR**  
**SAFETY RECALL C0B (INTERIM C1B)**  
**SPIRAL CABLE REPLACEMENT**  
**CERTAIN 2005 – EARLY 2009 MODEL YEAR TACOMA**

**Technical Instructions (Remedy) will be provided  
when remedy preparations are complete.**

## I. OPERATION FLOW CHART



## II. PREPARATION

### A. PARTS

- Refer to section V. WORK PROCEDURE, to determine necessary parts replacement.

### A. TOOLS, SUPPLIES & EQUIPMENT

- Standard hand tools
- Techstream

## III. BACKGROUND

Due to the 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 provide 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.

## IV. IDENTIFICATION OF COVERED VEHICLES

### A. COVERED VIN RANGE

WMI	MY	VIN Range	
		VDS	Range
3TM	2005	JU62N	M001037-M008091
		KU72N	M001031-M004841
		LU42N	M001024-M002890
		MU52N	M001026-M001900
	2006	JU62N	M007884-M028771
		KU72N	M004775-M010144
		LU42N	M002891-M008845
		MU52N	M001878-M003615
	2007	JU62N	M028772-M049700
		KU72N	M010029-M013697
		LU42N	M008667-M013600
		MU52N	M003620-M005092
	2008	JU62N	M049701-M070800
		KU72N	M013698-M017962
		LU42N	M013601-M020107
		MU52N	M005094-M007826
2009	JU62N	M070806-M077844	
	KU72N	M017978-M020088	
	LU42N	M020043-M023255	
	MU52N	M007831-M009608	
5TE	2005	JU62N	Z001069-Z144893
		KU72N	Z001081-Z144836
		LU42N	Z001082-Z144890
		MU52N	Z001032-Z144879
		NX22N	Z001023-Z144884
		NX62N	Z001659-Z144755
		PX42N	Z001187-Z144724
		TU22N	Z001571-Z035879
		TU62N	Z001053-Z144895
		TX22N	Z001048-Z144900
		TX62N	Z001181-Z144873
		UU42N	Z001009-Z144899
	UX42N	Z001892-Z144707	
	2006	JU62N	Z144959-Z320617
		KU72N	Z145137-Z320543
		LU42N	Z145036-Z320397
		MU52N	Z145156-Z320285
		NX22N	Z145177-Z320613
		NX62N	Z145547-Z320176
		PX42N	Z145459-Z320265
TU62N		Z144902-Z320213	
TX22N	Z145349-Z320497		
TX62N	Z145234-Z320203		
UU42N	Z144920-Z320426		
UX42N	Z145491-Z320247		

WMI	MY	VIN Range	
		VDS	Range
5TE	2007	JU62N	Z320673-Z469819
		KU72N	Z320671-Z469633
		LU42N	Z320918-Z469698
		MU52N	Z320870-Z469721
		NX22N	Z320620-Z469653
		NX62N	Z321207-Z469255
		PX42N	Z320860-Z469732
		TU62N	Z320771-Z469786
		TX22N	Z321110-Z469654
		TX62N	Z321199-Z469583
	UU42N	Z320622-Z469869	
	UX42N	Z320841-Z469743	
	2008	JU62N	Z470196-Z592508
		KU72N	Z470201-Z592453
		LU42N	Z469993-Z592675
		MU52N	Z470099-Z592630
NX22N		Z469871-Z592426	
NX62N		Z469873-Z592203	
PX42N		Z470165-Z592599	
TU62N		Z470195-Z592581	
TX22N		Z469874-Z592319	
TX62N		Z469875-Z592204	
2009	UU42N	Z469911-Z592689	
	UX42N	Z470171-Z592595	
	JU62N	Z592834-Z625544	
	KU72N	Z592835-Z625549	
	LU42N	Z592756-Z625504	
	MU52N	Z592763-Z625535	
	NX22N	Z592697-Z625702	
	NX62N	Z592974-Z611007	
	PX42N	Z592698-Z616079	
	TU62N	Z592694-Z625542	
TX22N	Z593018-Z625836		
TX62N	Z592970-Z610986		
UU42N	Z592707-Z625914		
UX42N	Z592992-Z616038		

#### NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall Campaign, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not covered or were completed by another dealer.

## V. WORK PROCEDURE

### 1. CONFIRM IF THE AIRBAG WARNING LAMP IS CURRENTLY ILLUMINATED

INSPECTION RESULT	ACTION REQUIRED
Warning lamp not illuminated	This vehicle <b>IS NOT</b> involved in the interim portion of this campaign. Return the vehicle to the customer and await the remedy portion of this campaign.
Warning lamp illuminated	Replace the spiral cable. Refer to TIS for instructions on <a href="#">spiral cable replacement</a> .



Follow all precautions as outlined on TIS before servicing the SRS system.

Part Number	Part Description	Quantity
04002-04104*	Cable Sub-Assy, Spiral	1

\*If the campaign part number (04002-04104) is not available, the service part may be used (84306-04080).

### 2. CONFIRM VEHICLE DOES NOT HAVE ANY DTCs

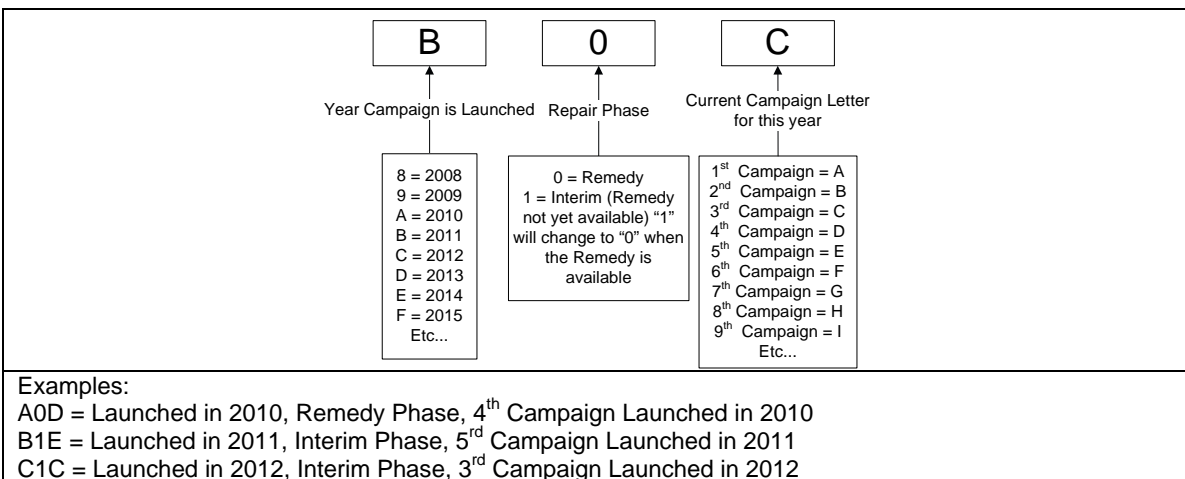
a) If DTCs are present, diagnose as outlined in TIS.

## ◀ VERIFY REPAIR QUALITY ▶

- Confirm that the Airbag Warning Lamp is currently illuminated prior to replacing the spiral cable
- Read all precautions as outlined on TIS before servicing the SRS system
- Confirm all steps outlined in TIS are followed when replacing any SRS component
- If you have any questions regarding this recall, please contact your regional representative

## VI. APPENDIX

### A. CAMPAIGN DESIGNATION DECODER



### B. RECALL PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, **unless requested for parts recovery return**.

Lonnie Peterson / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
April 20, 2012  
Approved By: Bob Waltz

To: All Toyota Dealers  
From: Toyota Customer Services

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

As previously announced, 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.

***The purpose of this communication is to inform you that Toyota will be mailing an interim notice to owners of vehicles covered by this Safety Recall.***

**Condition**

Due to the 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 provide 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.

**Interim Owner Notification**

As communicated in the Preliminary Notification on March 7th, Toyota is currently working on obtaining the necessary remedy parts for this Safety Recall. In the meantime, we are communicating the ***interim*** actions:

- To assure transparency with owners, Toyota will mail an interim owner notification in Mid-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 remedy is available, and (3) of what to do if the airbag warning light illuminates or remains illuminated ***after*** the initial 6 seconds\* following the engine switch being turned to the “ON” position.

\*The air bag warning light is designed to come on when the engine switch is turned to the “ON” position during the ignition cycle check function. It is designed to go 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, customers will be advised to contact their local Toyota dealer for diagnosis and appropriate repair.

- A Dealer Letter containing additional information has been posted on TIS.
- ***Please refer to TIS for vehicle applicability and additional information.***

**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.
- If a customer contacts your dealership and has an Airbag Warning Light Illuminated, beyond the primary check period (approximately 6 seconds after ignition “ON”), please assist them by setting up an appointment to verify the condition and perform the necessary repair. If the MIL illumination is due to the problem that led to this Safety Recall, the repair will be performed at **no charge**

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.





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

**Background**

As previously announced, 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 the necessary replacement parts.** We will notify dealerships and owners again when the replacement parts are available.

**Interim Owner Notice**

Toyota is currently working on obtaining the necessary remedy parts for this Safety Recall. In the meantime, to assure transparency with owners, Toyota will mail an *interim* owner notification beginning in Mid-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 remedy is available, and (3) of what to do if the airbag warning light illuminates or remains illuminated **after** the initial 6 seconds following the engine switch being turned to the “ON” position.

The following information is provided to assist in responding to customer inquiries only.

**Q1: What is the condition?**

A1: Due to the 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 provide 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 the airbag warning light illuminates or remains illuminated **after** the initial 6 seconds\* after the engine switch is turned to the "ON" position.

\*The air bag 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. If the MIL illumination is due to the problem that led to this Safety Recall, the repair will be performed at **no charge**.

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 sufficient parts quantities. When the parts are available Toyota will mail a remedy owner letter consistent with parts availability and repair capacity.

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

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

**Q8: What if an owner has additional questions or concerns?**

A8: 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.