

# TOYOTA

## ◀ IMPORTANT UPDATE ▶

### PRODUCT SUPPORT DIVISION

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
10/28/2016	<ul style="list-style-type: none"><li>This Safety Recall is no longer active. Refer to DSB documents posted on TIS for current information.</li></ul>

*The most recent update in the attached Dealer Letter will be highlighted with a red box.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

## Updated

- **MAC Instruction Update (SET Handling Added– 5/13/2013)**
- **TRAC Rental Time Extended updated - 4/24/2013**
- **Inadvertent Deployment Op. Code Available from Regional Staff - 4/24/2013**

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

Subject: Safety Recall D0B – **Remedy Available**  
2003 through 2004 Model Year Corolla and Corolla Matrix  
Supplemental Restraint System (SRS) Electronic Control Module (ECM)

As previously announced in January, 2013, 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 through 2004 model year Corolla and Corolla Matrix 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 (ICs) 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 repair procedures, please refer to TIS.

The following information is provided to inform you and your dealers 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 Mid-March, 2013. A sample of the owner notification letter has been included for your reference.

*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.*

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.

#### 2. Dealer/Owner Lists

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 Dealer Daily or TIS prior to performing repairs.)

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

There are approximately 752,000 Corolla and Corolla Matrix vehicles (2003 through 2004 Model Year) covered by this Safety Recall in the US.

MODEL	WMI	MY	VDS	START	FINISH
COROLLA	1NX	2003	BR32E	Z000001	Z190446
			BR38E	Z000012	Z190424
		2004	BR32E	Z190447	Z342397
			BR38E	Z190512	Z342398
	2T1	2003	BR32E	C000086	C165641
			BR38E	C000082	C165643
		2004	BR32E	C165645	C318812
			BR38E	C167737	C318750
	JTD	2003	BR32E	0002007	0051596
			BR32E	2000000	2016855
			BR38E	0006684	0051592
			BR38E	2000002	2016852
		2004	BR32E	0051487	0053025
			BR32E	2016856	2048916
			BR38E	0051779	0053026
			BR38E	2016863	2048900

MODEL	WMI	MY	VDS	START	FINISH
MATRIX	2T1	2003	KR32E	C000083	C165642
			KR38E	C000094	C165424
			KY32E	C000098	C165632
		2004	KY38E	C000118	C165579
			LR32E	C000084	C165628
			LR38E	C001163	C165585
	2004	KR32E	C165644	C318778	
		KR38E	C165737	C318759	
		KY32E	C163607	C318715	
		KY38E	C165661	C318453	
		LR32E	C165669	C318772	
		LR38E	C165650	C318561	

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.

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

STATE	UIO
AK	796
AL	6,791
AR	3,212
AZ	12,647
CA	129,649
CO	8,676
CT	10,288
DC	1,362
DE	1,718
FL	60,989
GA	18,070

STATE	UIO
HI	7,413
IA	3,486
ID	1,995
IL	24,404
IN	7,681
KS	4,037
KY	8,889
LA	8,718
MA	24,486
MD	21,007
ME	3,020

STATE	UIO
MI	8,431
MN	8,437
MO	8,340
MS	3,461
MT	921
NC	18,396
ND	464
NE	1,885
NH	4,443
NJ	26,393
NM	3,553

STATE	UIO
NV	6,042
NY	38,720
OH	22,984
OK	4,416
OR	7,859
PA	26,189
RI	3,627
SC	6,836
SD	594
TN	10,021
TX	48,342

STATE	UIO
UT	5,971
VA	21,781
VT	2,156
WA	13,905
WI	10,015
WV	2,474
WY	509

**4. 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**.

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

**5. Parts Ordering Process**

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	Part Number	Part Description	Qty.
D0B	04002-66112	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.*

**6. Manual Allocation Parts Ordering Process**



**In the limited cases in which the ECU replacement is necessary, one of the following parts should be ordered. Only a small number of vehicles will require these parts.**

Model	Model Year	Side Airbag	Part Number	Description	Qty
Corolla	2003 - 2004	No	89170-02191	SENSOR ASSY, AIR BAG	1
		Yes	89170-02201	SENSOR ASSY, AIR BAG	1
Matrix		No	89170-01011	SENSOR ASSY, AIR BAG	1
		Yes	89170-01021	SENSOR ASSY, AIR BAG	1

**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 [Quality\\_Compliance@Toyota.com](mailto:Quality_Compliance@Toyota.com) with the following information:

- **Subject Line: D0B 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.***

**SET Dealers:**

Please submit a pre-call worksheet on [SETDEALERDAILY.COM](http://SETDEALERDAILY.COM)

**Comment Line: Please state the following:**

- **D0B MAC Release Request**
- **SRS DTC Present**
- **VIN Number Part Number**

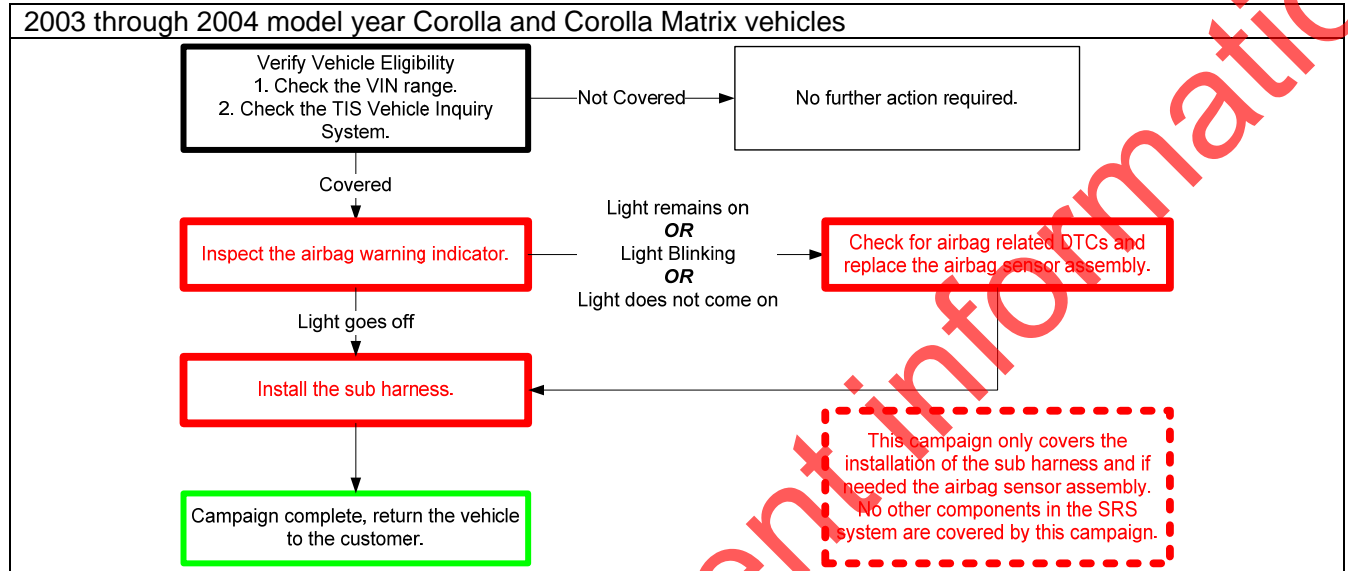
Once a Field Technical Specialist confirms the information provided, the PDC will be notified and parts will be authorized for release. If there is a concern regarding the information provided, a Field Technical Specialist will contact your dealership.

**7. Remedy Procedures**

Please refer to TIS for Technical Instructions on inspection and repair.

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

**8. Warranty Reimbursement Procedure**



Model	Op. Code	Description	Flat Rate Hour
Corolla Matrix	3526AA	Install Wire Sub Harness with Filter	1.0 hr/vehicle

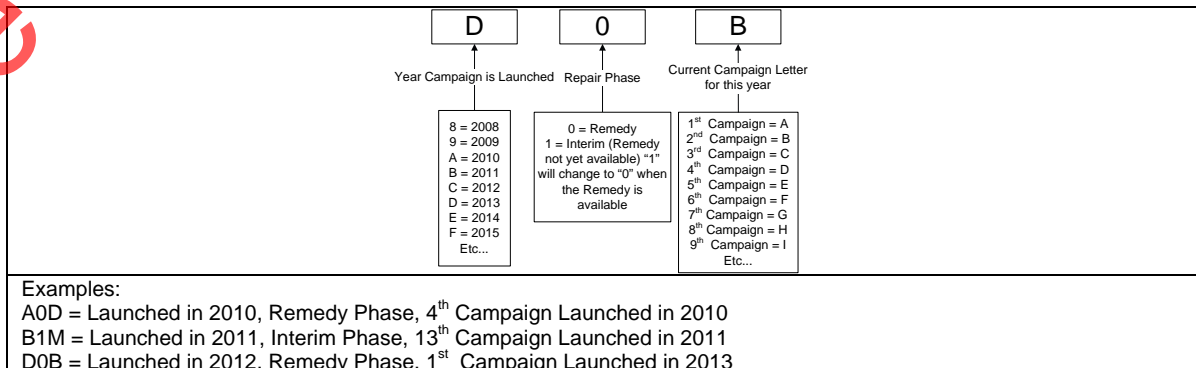
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the event the Sub Harness with Filter is out of stock a rental car is available through the Toyota-Rent-A-Car program for a maximum of 4 days at a maximum of \$35 per vehicle. Use sublet type "RT" under op code 3526AA/AB. If the Sub Harness with Filter or ECU is out of stock beyond 4 days a rental car is available for a longer period of time with DSPM authorization.

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

Model	Op. Code	Description	Flat Rate Hour
Corolla Matrix	3526AB	SRS ECM Replacement and Install Wire Sub Harness with Filter	1.1 hr/vehicle

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

**Campaign Designation Decoder**



**9. 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.

**10. 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.)

**11. 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.

See DSB for current information



## Safety Recall D0B – **Remedy Notice**

2003 through 2004 Model Year Corolla Vehicles

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

### Customer Frequently Asked Questions

Published Mid-March, 2013

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

#### **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 (ICs) 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 that this condition exists?**

A3: No, there are no specific warnings for this condition. In limited instances, the airbag warning lamp may illuminate. If the airbag warning lamp\* is illuminated, the vehicle should be taken to an authorized Toyota dealer for diagnosis and repair.

\*The airbag warning lamp may be illuminated for conditions unrelated to this Safety Recall.

#### **Q4: What is Toyota going to do?**

A4: In Mid-March, 2013 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.

#### **Q4b: What should I do if the Airbag Warning light is illuminated?**

A4b: 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 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**.

#### **Q4b: What does the sub wire harness with noise filter do?**

A4b: The sub wire harness minimizes the induction of electrical noise to the SRS ECM.

#### **Q4c: How does Toyota obtain my mailing information?**

A4c: Toyota uses an industry provider who works with each state Department of Motor Vehicles (DMV) to receive registration or title information. Please make sure your registration or title information is correct.

#### **Q4d: Do I need my owner letter to have the remedy performed?**

A4d: 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 the owner notification at the time of your service appointment.



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

A5: There are approximately 752,000 Corolla and Corolla Matrix vehicles (2003 through 2004 Model Year) covered by this Safety Recall in the U.S.

Model	Model Year	Production Range	Appx. UIO
Corolla	2003	Late December, 2001 through Early May, 2004	604,000
Matrix	through 2004	Early January, 2002 through Late April, 2004	148,000

**Q5a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?**

A5a: No, this condition only affects 2003 through 2004 Corolla and Corolla Matrix vehicles.

**Q5b: Are there any Lexus/Toyota/Scion vehicle involved in other markets?**

A5b: Yes, in the Japan domestic market, the Voltz is covered by this Safety Recall.

**Q6: How long will the repair take?**

A6: The repair will take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**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 through 4:00 pm Pacific Time.

See DSB for current information

**2003 through 2004 Model Year Corolla and Corolla Matrix vehicles  
Supplemental Restraint System (SRS) Electronic Control Module (ECM)  
SAFETY RECALL NOTICE**

**URGENT SAFETY RECALL**

This is an important Safety Recall.  
The remedy will be performed at  
**NO CHARGE** to you.

[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 certain 2003 through 2004 model year Corolla and Corolla Matrix vehicles.

**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 (ICs) 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 **one hour**. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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, 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 repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your 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 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.

See DSB for current information

SAMPLE