



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

TMS-NTC-13153  
July 10, 2013

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

Re: Toyota Safety Recall 13V-XXX – Preliminary Dealer Notification

To whom it may concern,

Please find attached the Preliminary Dealer Notification Letter for Toyota Safety Recall 13V-XXX on the following Toyota vehicles:

- 2012 Model Year Yaris

If you have any questions regarding this matter, please contact me at (310) 468-5316.

Sincerely,

A handwritten signature in black ink, appearing to read "M. J. K.", is written over a thin horizontal line.

Quality Compliance Assistant Manager

Attachments:

- Toyota 13V-XXX (D0K) Dealer Notification (Prelim)

Lonnie Peterson / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
July 03, 2013  
Approved By: Bob Waltz

To: All Toyota Dealers  
From: Product Support Division

**Safety Recall D0K (D1K) *Preliminary Notification***  
**Certain 2012 Model Year Yaris Vehicles**  
**Power Steering Control Module**  
**\*\*\*\*\*URGENT\*\*\*\*\***

**On July 3, 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 certain 2012 Model Year Yaris vehicles.**

This preliminary information is being provided to keep you informed of the filing. ***Toyota is currently preparing the remedy parts for this condition.*** We will notify dealerships again at the time of the next phase, prior to the owner notification starting.

**Condition**

The involved vehicles are equipped with an electronic power steering system. A relay in the Power Steering Control Module of the system could experience a short circuit and cause a loss of power steering assist, resulting in increased steering effort. If this occurs, an instrument panel warning lamp will illuminate and a buzzer will sound. Loss of power steering assist could increase the risk of a crash at low speeds.

**Covered Vehicles**

There are 74 Toyota Yaris (Certain 2012 Model Year) vehicles covered by this Safety Recall in the US.

Model	Model Year	Production Period	UIO
Yaris	Certain 2012	Late August, 2011	74

**Status**

- D0K (“D1K” until the remedy is launched) Preliminary Notification documents will be posted on TIS starting the morning of Wednesday, July 3, 2013. ***For reference purposes only***, VINs covered by this Safety Recall will be searchable on TIS starting Wednesday morning, July 3, 2013.
- ***Toyota is currently preparing the remedy parts for this condition.***

**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 Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

**Customer Handling**

A FAQ is attached to help dealerships 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.

Please note the attached FAQ is published on the [www.Toyota.com](http://www.Toyota.com) website for customer viewing.

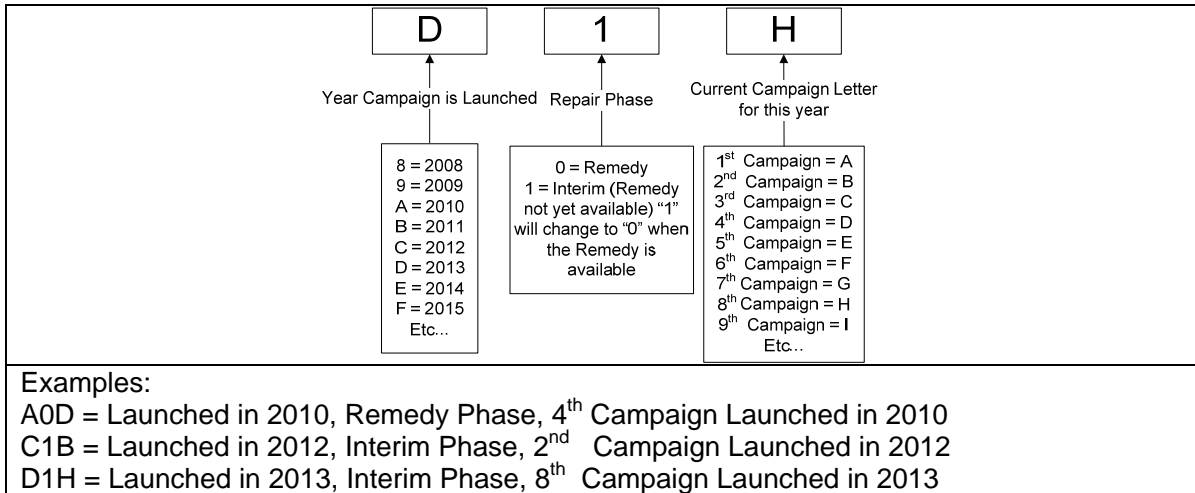
## Pre-Owned Vehicles in Dealer Inventory

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, unless prohibited by your state's law, dealers can deliver un-remedied 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

## Handling of Vehicles Exhibiting this Condition

In the unlikely event a customer contacts a dealership and **has experienced** the condition described, dealerships are requested to assist him/her by setting up an appointment to diagnose the condition. If the condition is related to the Safety Recall, the diagnosis and repair will be performed at **no charge**.

## 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 D0K (D1K) - Preliminary Notice**  
**Certain 2012 Model Year Yaris Vehicles**  
**Power Steering Control Module**

**Customer Frequently Asked Questions**

Published Early July, 2013

We at Toyota care greatly about your safety while we prepare the remedy for this condition. We are providing the following information to keep you informed of the recall details. Please check back frequently as this document will be updated.

**Q1: What is the condition?**

A1: The involved vehicles are equipped with an electronic power steering system. A relay in the Power Steering Control Module of the system could experience a short circuit and cause a loss of power steering assist, resulting in increased steering effort. If this occurs, an instrument panel warning lamp will illuminate and a buzzer will sound. Loss of power steering assist could increase the risk of a crash at low speeds.

**Q1a: What is the Power Steering Control Module and how does it work?**

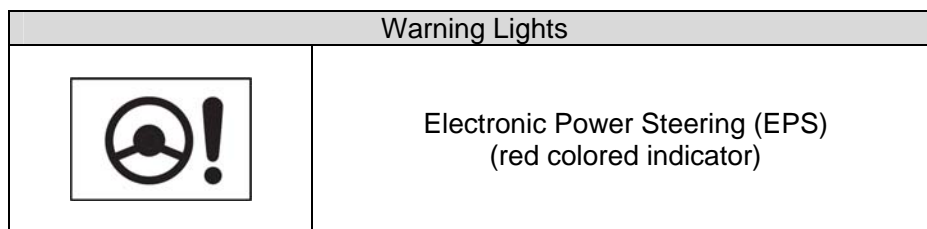
A1a: The Power Steering Control Module actuates the Power Steering Motor which is mounted on the Steering Column Assembly to provide steering assist torque. The amount of calculated assist is based on steering torque signals from the torque sensor and vehicle speed signals from the Skid Control ECU.

**Q1b: What is the cause of the condition?**

A1b: Improper humidity control during the relay coil wire manufacturing process can cause water to be absorbed by the coil wire during manufacturing. Absorbed water that later condenses can cause a short circuit due to the spacing between the relay terminals.

**Q2: Are there any warnings or indicators before this condition exists?**

A2: There are no advanced warnings that this condition may occur. However, if the condition does occur, in addition to the increased steering effort, the Electronic Power Steering (EPS) warning light on the instrument panel will illuminate and a buzzer will sound to alert the driver that the system is not operating as designed.



Please note that the warning light shown above may also illuminate for conditions not related to this Safety Recall.

**Q2a: What if I experience the condition or warning described before the remedy is available?**

A2a: If you experience the condition or warning described above, please contact your local authorized Toyota dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at **No Charge** to you

**Q2b: Can my vehicle be driven if I experience the condition?**

A2b Yes, the vehicle can still be driven with the condition present; however, additional steering effort will be required at low speeds because the power assist function is inoperative.

**Q3: What is Toyota going to do?**

A3: **Toyota is currently preparing the remedy for this condition.** Once preparations are complete, Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall.

The remedy, when available, is replacement of the Power Steering Control Module at **No Charge**.

**Q3a: When does Toyota anticipate the remedy will be available?**

A3a: Toyota is currently working on obtaining the remedy parts for this Safety Recall. Toyota anticipates the remedy will be available in late July, 2013.

**Q3b: How does Toyota obtain my mailing information?**

A3b: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q3c: When the remedy becomes available, do I need my owner letter to have the remedy performed?**

A3c: 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.

**Q4: Which and how many vehicles are covered by this Safety Recall?**

A4: There are 74 Toyota Yaris (Certain 2012 Model Year) vehicles covered by this Safety Recall in the US.

Model Name	Model Year	Production Period	UIO
Yaris	Certain 2012	Late August, 2011	74

**Q4a: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall in the U.S.?**

A4a: No, there are no other Toyota, Lexus, or Scion vehicles covered by this Safety Recall.

**Q5: What if I previously paid for repairs to my vehicle for this condition?**

A5: Reimbursement consideration instructions will be provided in the remedy owner letter.

**Q6: What if I have additional questions or concerns?**

A6: 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.

July 2, 2013

*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](http://www.toyotaneewsroom.com).

---

### **Toyota Recalls 74 Yaris Vehicles in the United States for Steering Switch**

Toyota today announced it will conduct a voluntary safety recall involving approximately 74 Model Year 2012 Toyota Yaris vehicles in the United States and 174,000 globally.

In the involved vehicles, a relay in the Power Steering Control Module of the electronic power steering system could experience a short circuit due to insufficient distances between terminals in the relay and moisture contamination of relay coil windings. This could cause a loss of power steering assist, resulting in increased steering effort at low speeds.

If this condition should occur, the Electronic Power Steering (EPS) warning light on the instrument panel will illuminate and a buzzer will sound to alert the driver that the system is not operating as designed.

Owners of vehicles subject to this recall will receive a notification by first class mail. The remedy will involve replacement of the Power Steering Control Module.

Detailed information is available to customers at [www.toyota.com/recall](http://www.toyota.com/recall) and at the Toyota Customer Experience Center at 1-800-331-4331.