


TOYOTA

13V-442

PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

To: All Toyota Region General Managers/Vice Presidents

From: Bob Waltz, 
Group Vice President, Product Quality and Service Support

Subject: Safety Recall D0T – **Remedy Available**
Certain 2012 – 2013 Model Year Avalon, Camry, Camry Hybrid, Venza, and
Certain 2013 Model Year Avalon Hybrid
HVAC Assembly

Volume: XIX
Number: TC13-026
Date: 12/02/2013
☒ Action
☒ Retain
☐ Information

As previously announced, on October 17, 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 to 2013 Model Year Avalon, Camry, Camry Hybrid, Venza, and certain 2013 Model Year Avalon Hybrid vehicles.

Toyota has completed remedy preparations and will now begin mailing remedy owner letters.

Condition

Condensed water can accumulate at the bottom of the HVAC unit housing in the subject vehicles if the HVAC drain hose becomes clogged. Due to the location of the housing seam, which is directly above the airbag control module, the accumulated water could leak through the seam onto the module. If the circuit board inside the module becomes wet, a short circuit could occur between adjacent terminals of specific circuits, resulting in illumination of the airbag warning light. In some instances, the air bag(s) could become disabled or could inadvertently deploy. An airbag that deploys inadvertently can, under some circumstances, increase the risk of minor injury or the possibility of a crash. An inoperative airbag can increase the risk of injury in a severe crash.

In limited instances, the power steering assist function could become inoperable because the CAN communication line in the airbag control module is damaged. Loss of power steering assist results in increased steering effort and can increase the risk of a crash at low speeds.

Remedy

Toyota dealers will inspect and, if necessary, repair the HVAC housing 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. Dealer Letter Mailing Date

The attached dealer letter will be sent to all Toyota dealers in early December, 2013.

2. Owner Letter Mailing Date

Toyota has completed remedy preparations and will begin to notify owners in early December, 2013.

3. Dealer/District Summary Reports

We have enclosed the following Safety Recall D0T Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this Safety Recall.
- A District Summary Report that indicates the number of covered vehicles per dealership in each district for this Safety Recall.

4. Number and Identification of Covered Vehicles

There are approximately 802,800 vehicles covered by this Safety Recall in the US.

Model Name	Model Year	Production Period	Approx. UIO
Avalon	Certain 2012 - 2013	Early May, 2012 through Early June, 2013	44,000
Camry		Late August, 2011 through Mid-May, 2013	628,600
Camry Hybrid		Mid-October, 2011 through Mid-May, 2013	75,400
Venza		Early May, 2012 through Mid-May, 2013	44,700
Avalon Hybrid	Certain 2013	Late October, 2012 through Mid-May, 2013	10,100

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 TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

5. Parts Ordering Process (Dealer Ordering Solutions)

Orders can be placed through the dealership's facing PDC. The part kits have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria. Each dealer has received 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.

Additional Part Ordering information can be found in the dealer communication.

6. Media Contacts

If you are a dealership associate and have any questions, please contact your District Service/Parts Manager. ***In the event you are contacted by the News media***, 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.)

The attached Dealer Notification Letter contains additional details.

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

Thank you for your cooperation.

Enclosures

cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
All NAPC General Managers
All TMS Sales Administration Managers
All TMS Product Quality & Service Support Managers
All Field Product Engineers

M. Bevan	T. Doi	C. Hostetter	T. Minyon	G. Smith
G. Borst	R. Dufresne	Y. Inaba	A. Mito	J. Stempkowski
J. Bracken	B. Fay	K. Ito	G. Morino	N. Swartz
R. Broughman	N. Fein	V. Katayama	T. Morrison	M. Templin
W. Burns	G. Fogg	M. King	J. Moses	J. Tetherow
B. Carter	K. Fukushima	C. Knight	C. Neff	M. Tojo
G. Christoff	J. Hanson	J. Lang	K. Ohara	P. Turner
A. Coetzee	B. Hare	S. Lending	R. Perez	K. Ura
J. Colon	J. Hamp	J. Lentz	D. Pettitt	A. Vaish
D. Colvin	S. Heyer	R. Lofaso	R. Pflughaupt	B. Waltz
B. Daly	Z. Hicks	E. Matsuda	M. Reding	M. Warrick
F. Davidson	K. Higgins	F. Matsuoka	C. Reynolds	D. Zellers
D. Depew	E. Hirata	M. Michels	R. Sakai	
	H. Hirata		H. Siddiqi	



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

To: All Toyota Dealer Principals, Service Managers, and Parts Managers
Subject: Safety Recall D0T – **Remedy Available**
Certain 2012 – 2013 Model Year Avalon, Camry, Camry Hybrid, Venza, and
Certain 2013 Model Year Avalon Hybrid
HVAC Assembly

As previously announced, on October 17, 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 to 2013 Model Year Avalon, Camry, Camry Hybrid, Venza, and certain 2013 Model Year Avalon Hybrid vehicles.

Toyota has completed remedy preparations and will now begin mailing remedy owner letters.

Condition

Condensed water can accumulate at the bottom of the HVAC unit housing in the subject vehicles if the HVAC drain hose becomes clogged. Due to the location of the housing seam, which is directly above the airbag control module, the accumulated water could leak through the seam onto the module. If the circuit board inside the module becomes wet, a short circuit could occur between adjacent terminals of specific circuits, resulting in illumination of the airbag warning light. In some instances, the air bag(s) could become disabled or could inadvertently deploy. An airbag that deploys inadvertently can, under some circumstances, increase the risk of minor injury or the possibility of a crash. An inoperative airbag can increase the risk of injury in a severe crash.

In limited instances, the power steering assist function could become inoperable because the CAN communication line in the airbag control module is damaged. Loss of power steering assist results in increased steering effort and can increase the risk of a crash at low speeds.

Remedy

Toyota dealers will inspect and, if necessary, repair the HVAC housing 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 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 early December, 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 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. New Vehicles in Dealership Inventory

As required by Federal law (49 Code of Federal Regulations §577.13), Toyota reminds dealers not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the vehicle has been remedied. Vehicle Safety Recall applicability and completion can be verified through TIS.

4. Pre-Owned Vehicles in Dealer Stock

Toyota requests that dealers verify whether their Pre-Owned vehicles in dealer inventory are covered by this Safety Recall. If a vehicle is covered, the dealer should perform the Safety Recall remedy prior to customer delivery.

5. Number and Identification of Covered Vehicles

There are approximately 802,800 vehicles covered by this Safety Recall in the US.

Model Name	Model Year	Production Period	Approx. UIO
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Camry Hybrid		Mid-October, 2011 through Mid-May, 2013	75,400
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Avalon Hybrid	Certain 2013	Late October, 2012 through Mid-May, 2013	10,100

MODEL	WMI	MY	VDS	START	FINISH
AVALON	4T1	2012	BK3DB	U458892	U474015
		2013	BK1EB	U001091	U046345
AVALON HYBRID	4T1	2013	BD1EB	U001041	U011159
CAMRY	4T1	2012	BF1FK	U001027	U203608
				U500082	U637276
			BK1FK	U001006	U020173
				U500059	U525130
		2013	BF1FK	U147918	U267011
				U624447	U697724
			BK1FK	U019882	U022505
				U522281	U532395
	4T4	2012	BF1FK	R157292	R274566
		2013	BF1FK	R239743	R314802
CAMRY HYBRID	4T1	2012	BD1FK	U001048	U063584
		2013	BD1FK	U043785	U085355
VENZA	4T3	2012	BA3BB	U033430	U034083
			BK3BB	U073156	U074095
			ZA3BB	U062055	U063065
			ZK3BB	U051235	U052276
		2013	BA3BB	U033792	U045929
			BK3BB	U073734	U092685
			ZA3BB	U062683	U078380
			ZK3BB	U052048	U061646

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	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	800	GA	26771	ME	2877	NJ	26004	SD	1283
AL	16122	IA	6044	MI	9337	NM	3347	TN	14987
AR	7950	ID	2259	MN	10973	NV	5607	TX	66726
AZ	13421	IL	27496	MO	10581	NY	45065	UT	4534
CA	109342	IN	10375	MS	8314	OH	23602	VA	22574
CO	6215	KS	5747	MT	1792	OK	28051	VT	1579
CT	7145	KY	11258	NC	28425	OR	7836	WA	12031
DC	821	LA	13698	ND	1373	PA	26302	WI	10610
DE	2141	MA	22952	NE	2886	RI	3662	WV	3125
FL	67242	MD	19805	NH	4038	SC	12876	WY	789

6. Parts Ordering Process

Orders can be placed through the dealership's facing PDC. The part kits have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

Please refer to the table below and the Technical Instructions for part ordering information.

Model Application	Part No.	Part Name	Qty/Unit
All models	04003-49133	COVER KIT, HEATER	1
	04003-49233*	PACKING KIT, HEATER (Butyl Tape)	1**
	OR 04003-49333*		

***NOTE:** Both 04003-49233 and 04003-49333 are interchangeable. Either part may be used or ordered.

****NOTE:** Both 04003-49233 and 04003-49333 contains sufficient quantity to repair 50 vehicles. **These part numbers cannot be submitted on the claim.** The cost of Butyl tape can be claimed as sublet type "OF" at a maximum rate of \$1.25 per vehicle.

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.

7. **Manual Allocation Parts Ordering Process**

In the limited cases, where replacement of the airbag ECU is necessary, the following parts should be ordered.

Model	Model Year	Part Number	Description	Qty
Camry	2012 – 2013	89170-06660	SENSOR ASSY, AIR BAG	1
		89170-06390	SENSOR ASSY, AIR BAG	1
Camry HV	2012 – 2013	89170-06650	SENSOR ASSY, AIR BAG	1
		89170-06400	SENSOR ASSY, AIR BAG	1
Venza	2012	89170-0T040	SENSOR ASSY, AIR BAG	1
	2013	89170-0T060	SENSOR ASSY, AIR BAG	1
		89170-0T070 or 89170-0T030	SENSOR ASSY, AIR BAG	1
Avalon	2012	89170-07240	SENSOR ASSY, AIR BAG	1
		89170-07280	SENSOR ASSY, AIR BAG	1
	2013	89170-07290	SENSOR ASSY, AIR BAG	1
Avalon HV	2013	89170-07300	SENSOR ASSY, AIR BAG	1

Due to a limited number of available parts initially, the parts listed above and in the appendix 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 with the following information:

1. **Subject Line: D0T MAC Release Request (Dealer Code)**
2. **Dealer Code**
3. **VIN Number**
4. **Part Number and Qty Ordered**
5. **Order Reference Number**
6. **Order Date**
7. **Contact Person**
8. **Photo of the Airbag ECU which clearly shows corrosion or wetness or a photo of the debris.**

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.*

In the rare cases in which the replacement of the wire harness is necessary, refer to your electronic parts catalog to find the correct wire harness part number. Only a small number of vehicles will require replacement of the wire harness.

7. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certification levels:

- **Electrical - Expert**
- **Master Technician**
- **Master Diagnostic Technician**

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, the technician skill level and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

9. Remedy Procedures

Please refer to TIS for Technical Instructions on repair.

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

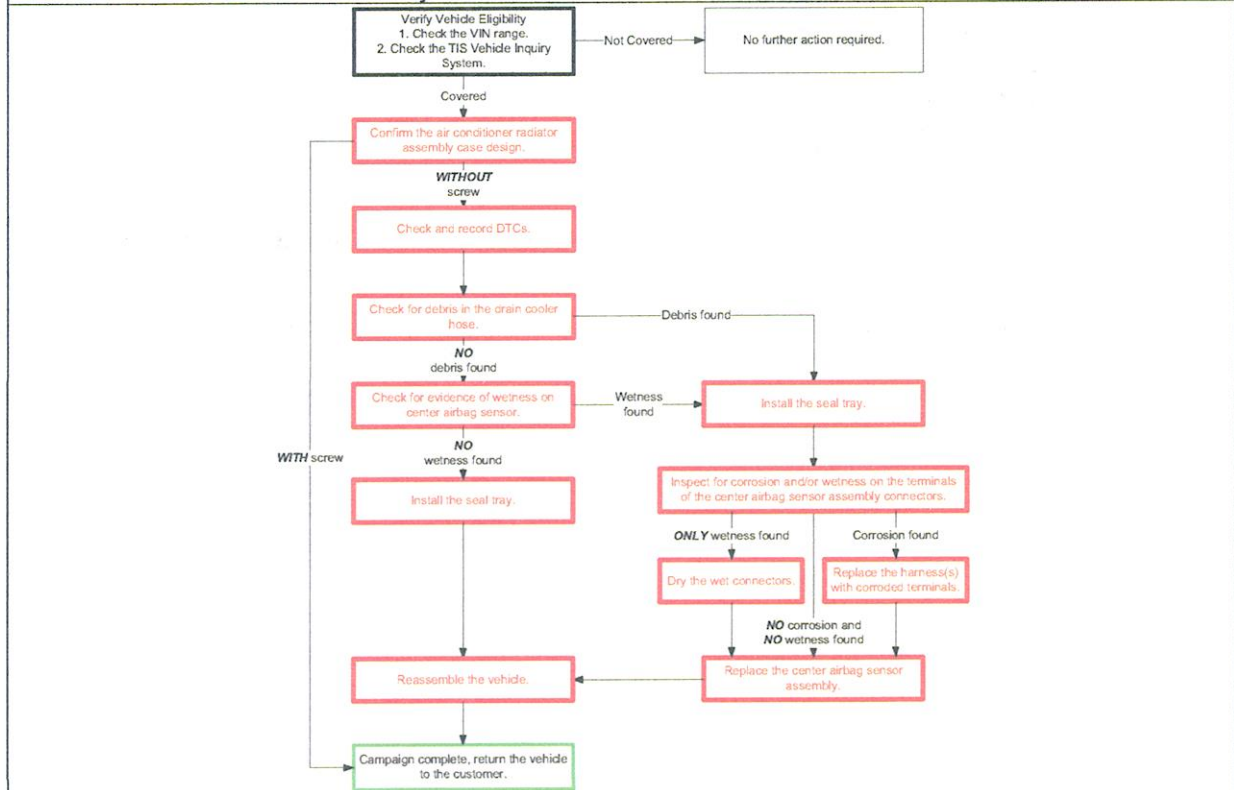
10. Campaign Special Service Tools

In a separate shipment scheduled to arrive no later than December 3, 2013, your dealership will receive a package containing a special service tool for this campaign.

Part Name	Sample	Qty
Nylon Loop Handle Brush		4

11. Warranty Reimbursement Procedure

Certain 2012 – 2013 Model Year Avalon, Camry, Camry Hybrid, Venza, and
Certain 2013 Model Year Avalon Hybrid



(Warranty Reimbursement Procedure continued...)

NOTE: Claims can be filed starting December 5, 2013.

Most vehicles will utilize op.codes listed below:

Model	Op. Code	Description	Flat Rate Hour
Camry (includes HV)	3511KB	Inspect the HVAC unit for screw design and no wetness on sensor and install seal tray	1.2 hr/vehicle
2013 MY Avalon (includes HV)	3512KB	Inspect the HVAC unit for screw design and no wetness on sensor and install seal tray	1.1 hr/vehicle
2012 MY Avalon	3513KB	Inspect the HVAC unit for screw design and no wetness on sensor and install seal tray	1.2 hr/vehicle
Venza	3514KB	Inspect the HVAC unit for screw design and no wetness on sensor and install seal tray	1.3 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost of Butyl tape can be claimed as sublet type "OF" at a maximum rate of \$1.25 per vehicle.

A small minority of vehicles may only require inspection:

Model	Op. Code	Description	Flat Rate Hour
Camry (includes HV)	3511KA	Inspect the HVAC unit for screw design	0.5 hr/vehicle
2013 MY Avalon (includes HV)	3512KA	Inspect the HVAC unit for screw design	0.4 hr/vehicle
2012 MY Avalon	3513KA	Inspect the HVAC unit for screw design	0.5 hr/vehicle
Venza	3514KA	Inspect the HVAC unit for screw design	0.6 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Butyl Tape and part kits should not be claimed with these opcodes.

(Warranty Reimbursement Procedure continued...)

In the rare event the Airbag ECU, Instrument Panel Wire, Floor Wire, and/or Floor Wire No.2 requires replacement, please utilize the opcodes listed below:

Safety Recall	Model	Op. Code	Inspect the HVAC unit.	Inspect for wetness on the airbag sensor.	Install the seal tray.	Replace the Airbag ECU.	Replace the instrument panel wire.	Replace the floor wire.	Replace the floor wire No. 2.	Flat Rate Hour
D0T	Camry (includes HV)	3511KC	✓	✓	✓	✓				1.2 hr/vehicle
		3511KD	✓	✓	✓	✓	✓			8.0 hr/vehicle
		3511KE	✓	✓	✓	✓		✓		6.4 hr/vehicle
		3511KF	✓	✓	✓	✓			✓	6.4 hr/vehicle
		3511KG	✓	✓	✓	✓	✓	✓		13.2 hr/vehicle
		3511KH	✓	✓	✓	✓	✓		✓	13.2 hr/vehicle
		3511KJ	✓	✓	✓	✓		✓	✓	11.6 hr/vehicle
		3511KK	✓	✓	✓	✓	✓	✓	✓	18.4 hr/vehicle
	2013 MY Avalon (includes HV)	3512KC	✓	✓	✓	✓				1.1 hr/vehicle
		3512KD	✓	✓	✓	✓	✓			6.3 hr/vehicle
		3512KE	✓	✓	✓	✓		✓		6.3 hr/vehicle
		3512KF	✓	✓	✓	✓			✓	5.6 hr/vehicle
		3512KG	✓	✓	✓	✓	✓	✓		11.5 hr/vehicle
		3512KH	✓	✓	✓	✓	✓		✓	10.8 hr/vehicle
		3512KJ	✓	✓	✓	✓		✓	✓	10.8 hr/vehicle
		3512KK	✓	✓	✓	✓	✓	✓	✓	16.0 hr/vehicle
	2012 MY Avalon	3513KC	✓	✓	✓	✓				1.2 hr/vehicle
		3513KD	✓	✓	✓	✓	✓			6.7 hr/vehicle
		3513KE	✓	✓	✓	✓		✓		6.7 hr/vehicle
		3513KF	✓	✓	✓	✓			✓	6.0 hr/vehicle
		3513KG	✓	✓	✓	✓	✓	✓		12.2 hr/vehicle
		3513KH	✓	✓	✓	✓	✓		✓	11.5 hr/vehicle
		3513KJ	✓	✓	✓	✓		✓	✓	11.5 hr/vehicle
		3513KK	✓	✓	✓	✓	✓	✓	✓	17.0 hr/vehicle
	Venza	3514KC	✓	✓	✓	✓				1.3 hr/vehicle
		3514KD	✓	✓	✓	✓	✓			8.9 hr/vehicle
		3514KE	✓	✓	✓	✓		✓		6.5 hr/vehicle
		3514KF	✓	✓	✓	✓			✓	6.5 hr/vehicle
		3514KG	✓	✓	✓	✓	✓	✓		14.1 hr/vehicle
		3514KH	✓	✓	✓	✓	✓		✓	14.1 hr/vehicle
		3514KJ	✓	✓	✓	✓		✓	✓	11.7 hr/vehicle
		3514KK	✓	✓	✓	✓	✓	✓	✓	19.3 hr/vehicle

Note: The flat rate times above includes 0.1 hours for campaign administrative cost per unit.

Please refer to the sublet table for available sublet and claim amount.

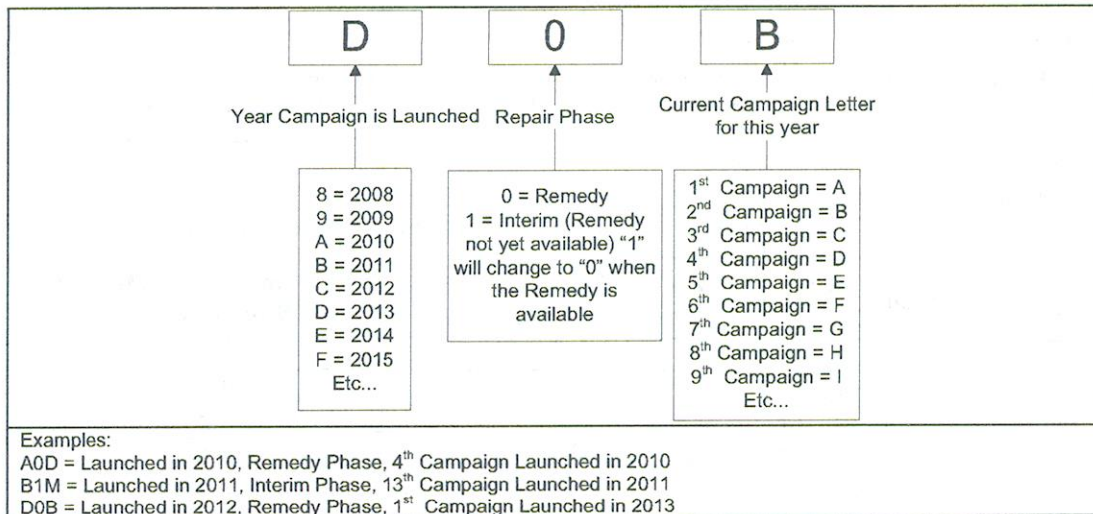
All parts will be placed on random recovery. If any recovered parts are inspected and determined to be replaced unnecessarily, the claim will be debited.

(Warranty Reimbursement Procedure continued...)**Allowable Sublet for Safety Recall D0T**

- **Rental Vehicle:** Use "RT" sublet type for rental vehicle cost based on the chart below. During the Airbag ECU and/or wire harness replacement, customers' rental car through the Toyota Rent-A-Car (TRAC) Program is available for a maximum of 4 days. Follow the Toyota Transportation Assistance Program (TTAP) guidelines.
- **Materials/Supplies:**
Use "OF" sublet type for material cost based on the chart below to cover Butyl tape.

Safety Recall	Op. Code	Maximum Time For Rental Sublet (RT):	Maximum Cost for Material Sublet (OF):
D0T	3511KC	1 day	\$1.25
	3511KD	2 days	\$1.25
	3511KE	2 days	\$1.25
	3511KF	2 days	\$1.25
	3511KG	3 days	\$1.25
	3511KH	3 days	\$1.25
	3511KJ	2 days	\$1.25
	3511KK	4 days	\$1.25
	3512KC	1 day	\$1.25
	3512KD	2 days	\$1.25
	3512KE	2 days	\$1.25
	3512KF	1 day	\$1.25
	3512KG	2 days	\$1.25
	3512KH	2 days	\$1.25
	3512KJ	2 days	\$1.25
	3512KK	3 days	\$1.25
	3513KC	1 day	\$1.25
	3513KD	2 days	\$1.25
	3513KE	2 days	\$1.25
	3513KF	1 day	\$1.25
	3513KG	3 days	\$1.25
	3513KH	2 days	\$1.25
	3513KJ	2 days	\$1.25
	3513KK	3 days	\$1.25
	3514KC	1 day	\$1.25
	3514KD	2 days	\$1.25
	3514KE	2 days	\$1.25
	3514KF	2 days	\$1.25
	3514KG	3 days	\$1.25
	3514KH	3 days	\$1.25
	3514KJ	2 days	\$1.25
	3514KK	4 days	\$1.25

Campaign Designation Decoder



12. 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.

13. Media Contacts

If you are a dealership associate and have any questions, please contact your District Service/Parts Manager. ***In the event you are contacted by the News media***, 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)

14. Customer Contacts

A FAQ 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.

Please note the attached FAQ is published on the www.Toyota.com website for customer viewing.

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.

Certain 2012 – 2013 Model Year Avalon, Camry, Camry Hybrid, Venza, and
Certain 2013 Model Year Avalon Hybrid Vehicles
HVAC Assembly

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: [VIN]

URGENT SAFETY RECALL

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

Dear Toyota Customer:

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 2012 to 2013 Avalon, Camry, Camry Hybrid, Venza, and certain 2013 Avalon Hybrid vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?



Water from the air conditioning unit housing could leak onto the air bag control module and cause a short circuit, resulting in illumination of the airbag warning light. In some instances, the air bag(s) could become disabled or could inadvertently deploy. An airbag that deploys inadvertently can, under some circumstances, increase the risk of minor injury or the possibility of a crash. An inoperative airbag can increase the risk of injury in a severe crash.

In limited instances, the power steering assist function could also become inoperative if a communication line in the airbag control module is damaged. Sudden loss of power steering assist results in increased steering effort and can increase the risk of a crash at low speeds.

What should you do?

Please contact any authorized Toyota dealer and make an appointment to have the remedy performed. The remedy will involve inspecting the HVAC housing and airbag control module, sealing the HVAC housing, and installing a protective cover on the bottom of the housing above the Airbag Control Module at **No Charge** to you. The inspection and, if necessary, the repair of the HVAC will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until the remedy is performed, please pay close attention to the airbag and electronic power steering warning lights. These lights are designed to come on during the ignition cycle check function when the engine switch is turned to the "ON" position. The lights turn off after about 6 seconds. ***This means the systems are operating as designed.*** If one or more lights (1) illuminate or remain illuminated **after** this 6 second check period, or (2) come on while driving, or (3) at times previously stayed illuminated while driving, please contact your local Toyota dealer for **immediate** diagnosis and appropriate repair. Additionally, if you notice a water leak from the HVAC housing or damp carpeting around the occupants' foot well, please contact your local authorized Toyota dealer for diagnosis and repair.

Airbag Warning Light	
Electronic Power Steering Light	

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, please go to 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 and set up an appointment to perform the repair.***
- To view the Frequently Asked Questions online, please visit www.toyota.com/recall and input your full 17-digit Vehicle Identification Number (VIN) which is shown above.
- 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>.

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.



Safety Recall D0T – **Remedy Available**
Certain 2012 – 2013 Model Year Avalon, Camry, Camry Hybrid, Venza, and
Certain 2013 Model Year Avalon Hybrid
HVAC Assembly

Customer Frequently Asked Questions

Published mid-November, 2013

Background

As previously announced on October 17, 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 – 2013 Model Year Avalon, Camry, Camry Hybrid, Venza, and certain 2013 Model Year Avalon Hybrid vehicles.

Toyota has completed remedy preparations and will now begin to notify owners.

Q1: What is the condition?

A1: Water from the air conditioning unit housing could leak onto the air bag control module and cause a short circuit, resulting in illumination of the airbag warning light. In some instances, the air bag(s) could become disabled or could inadvertently deploy. An airbag that deploys inadvertently can, under some circumstances, increase the risk of minor injury or the possibility of a crash. An inoperative airbag can increase the risk of injury in a severe crash.

In limited instances, the power steering assist function could also become inoperable if a communication line in the airbag control module is damaged. Sudden loss of power steering assist results in increased steering effort and can increase the risk of a crash at low speeds.

Q1a: What is the HVAC system?



A1a: The HVAC system is the "Heating, Ventilation, and Air Conditioning" system for the vehicle. It consists of an evaporator, condenser, pump, heater core, servo motors, mixing doors, temperature sensors and a blower motor.

Q1b: What is the cause of the condition?

A1b: This condition is caused by a clogged HVAC drain hose. A clogged HVAC drain hose could cause water to leak through the HVAC unit housing seal and onto the airbag control module.

Q2: Are there any warnings or indicators of this condition?

A2: Yes. The airbag and electronic power steering warning lights are designed to come on when the engine switch is turned to the "ON" position during the ignition cycle check function. The lights turn off after about 6 seconds. ***This means the systems are operating as designed.*** If the airbag or electronic power steering warning light illuminates or remains illuminated ***after*** this period, please immediately contact your local Toyota dealer for inspection and diagnosis.

Airbag Warning Light	
Electronic Power Steering Light	

Q3: What is Toyota going to do?

A3: In late November, 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 perform the remedy at **No Charge** to you.

The remedy will involve inspecting the HVAC housing and airbag control module, sealing the HVAC housing, and installing a protective cover on the bottom of the housing above the Airbag Control Module at **No Charge** to you.

Q3a: How does Toyota obtain my mailing information?

A3a: 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.

Q3b: When the remedy becomes available, do I need my owner letter to have the remedy performed?

A3b: 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 approximately 802,800 vehicles covered by this Safety Recall in the US.

Model Name	Model Year	Production Period	Approx. UIC
Avalon	Certain 2012 - 2013	Early May, 2012 through Early June, 2013	44,000
Camry		Late August, 2011 through Mid-May, 2013	628,600
Camry Hybrid		Mid-October, 2011 through Mid-May, 2013	75,400
Venza		Early May, 2012 through Mid-May, 2013	44,700
Avalon Hybrid	Certain 2013	Late October, 2012 through Mid-May, 2013	10,100

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.

Q4b: Why are other vehicles not covered by this Safety Recall?

A4b: The HVAC assembly used on other vehicles is of a different design.

Q5: What if I have additional questions or concerns?

A5: 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.