



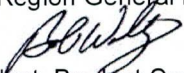
13V-442

PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

October 17, 2013
TMS-NTC-13255

To: All Toyota Region General Managers/Vice Presidents

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

Subject: Safety Recall D0T (D1T) **Preliminary Notification**
Certain 2012 – 2013 Model Year Avalon, Camry, Camry Hybrid, Venza, and
Certain 2013 Model Year Avalon Hybrid
HVAC Assembly

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.

This preliminary information is being provided to keep you informed of the filing. Toyota is currently preparing the remedy for this condition.

Condition

Condensed water can accumulate at the bottom of the air conditioning condenser unit housing in the subject vehicles if the condenser 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.

Covered Vehicles

There are approximately 866,500 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 Late June, 2013	52,200
Camry		Late August, 2011 through Late June, 2013	672,000
Camry Hybrid		Mid-October, 2011 through Late June, 2013	81,300
Venza		Early May, 2012 through Late June, 2013	49,200
Avalon Hybrid	Certain 2013	Late October, 2012 through Late June, 2013	11,900

Status

- D0T ("D1T" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting Thursday morning, October 17, 2013. **For reference purposes only**, VINs covered by this Safety Recall will be searchable on TIS starting Thursday morning, October 17, 2013.
- Toyota is currently preparing the remedy for this condition.** Due to the lead time in making remedy preparations, Toyota will be mailing an interim owner notification letter to customers covered by this Safety Recall in early November, 2013. The interim notice will advise owners: (1) of this Safety Recall, (2) of the fact they will receive a future notice when the remedy is available, (3) what to do if the SRS and/or electronic power steering warning lamps are illuminated.
- The attached Dealer Daily Message will be sent to all dealerships informing them of the DIR filing.

New Vehicles in Dealership Inventory

As required by Federal law, dealers are 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 completion can be verified through TIS. TMS will be providing VIN lists that our records show to be in dealer inventory shortly. We request the assistance of the Region/PD associates in forwarding these lists to the dealership to ensure they are not delivered. Additional information will be provided to Region and Dealer associates as it becomes available.

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.

Media Contacts

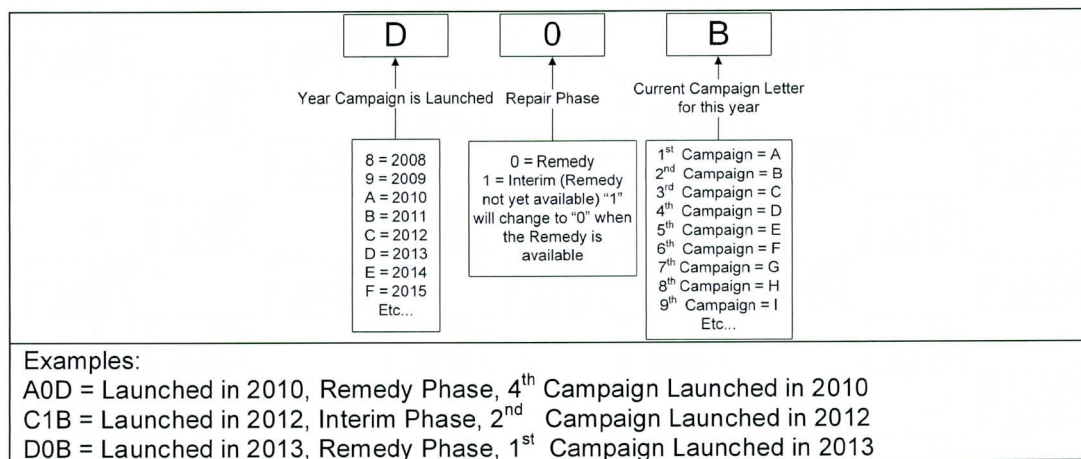
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media 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 website for customer viewing.

Campaign Designation Decoder



The attached Dealer Daily Message will be sent to all dealerships informing them of the DIR filing.

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.

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
G. Bryan	G. Fogg	M. King	J. Moses	J. Tetherow
W. Burns	K. Fukushima	C. Knight	C. Neff	M. Tojo
B. Carter	J. Hanson	J. Lang	K. Ohara	P. Turner
G. Christoff	B. Hare	S. Lending	R. Perez	K. Ura
A. Coetzee	J. Hamp	J. Lentz	D. Pettitt	A. Vaish
J. Colon	S. Heyer	R. Lofaso	R. Pflughaupt	B. Waltz
D. Colvin	Z. Hicks	D. Marsh	M. Reding	M. Warrick
B. Daly	K. Higgins	E. Matsuda	C. Reynolds	D. Zellers
F. Davidson	E. Hirata	F. Matsuoka	R. Sakai	
D. Depew	H. Hirata	M. Michels	H. Siddiqi	

Lonnie Peterson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
October 17, 2013
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Safety Recall D0T (D1T) *Preliminary Notification*
Certain 2012 – 2013 Model Year Avalon, Camry, Camry Hybrid, Venza, and
Certain 2013 Model Year Avalon Hybrid
HVAC Assembly

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This preliminary information is being provided to keep you informed of the filing. ***Toyota is currently preparing the remedy for this condition.***

Condition

Condensed water can accumulate at the bottom of the air conditioning condenser unit housing in the subject vehicles if the condenser 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.

Covered Vehicles

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New Vehicles in Dealership Inventory

As required by Federal law (49 Code of Federal Regulations §577.13), dealers are 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 completion can be verified through TIS. A member of your Region/PD will provide a list of VIN's that our records show to be in your dealership's inventory, to ensure they are not delivered. Additional information will be provided as it becomes available.

Pre-Owned Vehicles in Dealer Inventory

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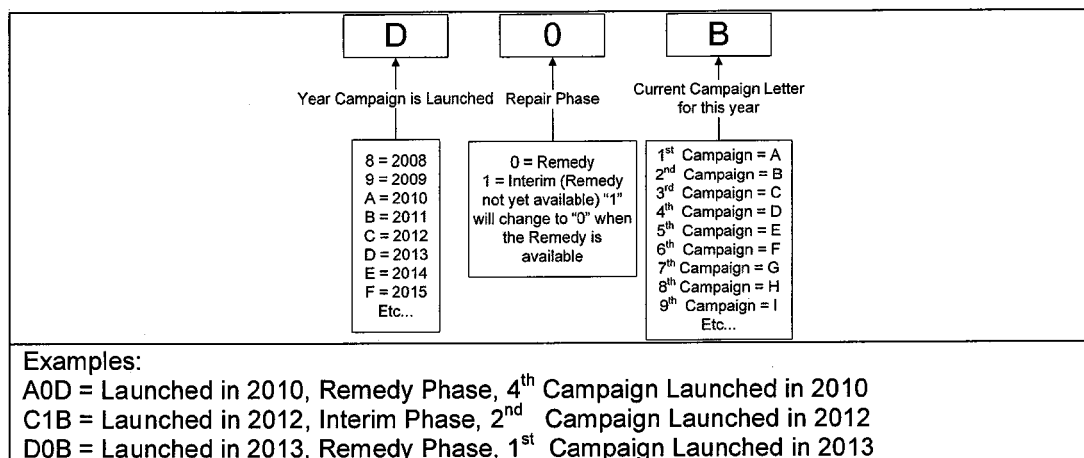
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Campaign Designation Decoder



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Thank you for your cooperation.



Safety Recall D0T (D1T) - Preliminary Notice

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-October, 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: Water from the air conditioning condenser 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 diagnosis and appropriate repair.

Airbag Warning Light	
Electronic Power Steering Light	

Q3: Are there any steps I can take to minimize the occurrence of this condition?

A3: 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.

Q3a: What if I experience illumination of the SRS and/or power steering warning lamp(s) before the remedy is available?

A3a: If you experience illumination of the warning lamp(s), please **immediately** 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

Q3b: Can my vehicle be driven if I experience illumination of the SRS and/or power steering warning lamp(s)?

A3b: Yes, the vehicle will continue to operate; however, we recommend that you **immediately** 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

Q4: What is Toyota going to do?

A4: **Toyota is currently preparing the remedy for this condition.** In the meantime we are communicating our **interim** actions:

- Toyota will mail an interim owner notification letter in early November, 2013.
- The interim notice will advise owners: (1) of this Safety Recall, (2) of the fact they will receive a future notice when the remedy is available and, (3) what to do if the SRS and/or power steering warning lamps are illuminated.

Once remedy preparations are complete, Toyota will send a second owner notification letter by first class mail to owners of vehicles covered by this Safety Recall. The remedy, when available, will involve an inspection, sealing the HVAC hosing, and installing a protective cover on the bottom of the housing above the Airbag Control Module at **No Charge**.

Q4a: When does Toyota anticipate the remedy will be available?

A4a: Toyota is currently working on obtaining the remedy parts for this Safety Recall. Toyota anticipates it will take several months to prepare the remedy.

Q4b: How does Toyota obtain my mailing information?

A4b: 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.

Q4c: When the remedy becomes available, do I need my owner letter to have the remedy performed?

A4c: 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.

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

A5: There are approximately 866,500 vehicles covered by this Safety Recall in the US.

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Avalon	Certain 2012 - 2013	Early May, 2012 through Late June, 2013	52,200
Camry		Late August, 2011 through Late June, 2013	672,000
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Avalon Hybrid	Certain 2013	Late October, 2012 through Late June, 2013	11,900

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

A5a: No, there are no other Toyota, Lexus, or Scion vehicles covered by this Safety Recall.

Q5b: Why are other vehicles not covered by this Safety Recall?

A5b: The HVAC assembly used on other vehicles is of a different design.

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.