

TOYOTA

13V-442

PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

Volume: XIX
Number: TC13-029
Date: 10/28/2013
X Action
X Retain
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To: All Toyota Region General Managers/Vice Presidents
From: Bob Waltz,
Vice President, Product Quality and Service Support
Subject: Safety Recall **D0T** – (D1T) **Interim Notification**
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.

The purpose of this communication is to inform you that Toyota is making available an Interim Inspection procedure for vehicles covered by this Safety Recall for those customers who are concerned about using their vehicles prior to the availability of the campaign remedy. Toyota is continuing to prepare the remedy. Once preparations are completed, you will receive a notice and additional instructions.

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.

1. 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. The Interim Inspection is NOT a remedy and does not satisfy the Federal regulatory requirements.

2. Pre-Owned Vehicles in Dealer Inventory

Toyota generally requests dealers not to deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied. In this case, until the remedy is available, dealers should complete the Interim Inspection on any affected vehicles following their sale to a customer and prior to delivery. Dealers should also be certain to disclose to customers that the vehicle is still subject to a Safety Recall and that Toyota will send them a notification when the remedy is available. Additional information on the Safety Recall, including a Customer FAQ can be found at <http://toyota.com/recall>. If the vehicle currently has the condition present, be sure to diagnose and repair the vehicle prior to customer delivery. Dealers should make sure state DMV records are updated as soon as possible with the new owner name and address.

3. Toyota Rental Car (TRAC) Vehicles and other Dealership Loaner Vehicles

Affected vehicles that are currently part of the TRAC program or are in dealership inventory as loaner vehicles should have the Interim Inspection performed as soon as possible. At the dealer's discretion, vehicles that do not have any identifiable concerns or evidence of HVAC drain tube clogging are eligible to be returned to service until the remedy is available. Once the remedy is available, these vehicles should be repaired promptly.

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

5. Interim Customer Handling and Replacement Criteria

Following the announcement of this Safety Recall, some customers may express concerns regarding the current condition of their vehicle and the potential of a clogged HVAC Drain Tube. While the remedy parts and procedures are being prepared, an Interim Inspection has been developed. This inspection is intended only for use in cases where concerned customers request confirmation of their vehicle's condition. It is not necessary to perform the Interim Inspection on all D0T applicable vehicles, and there will not be any owner mailings requesting customers to bring vehicles into a dealership for inspection before the remedy letters are mailed.

6. Request for Region/PD Office Assistance

It is anticipated that the remedy phase will be launched in mid-November, 2013. Warranty operation codes will be provided at the time of remedy launch. In the event a dealership assists a customer prior to the remedy phase being launched, please assist us by conveying our appreciation to the dealership for their patience in holding the claim until the operation codes are available during the remedy phase.

7. Timing of Safety Recall (Remedy) Notification

When the remedy is available, Toyota will send (consistent with parts availability and repair capacity) a remedy 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**. We anticipate the remedy notification will begin mailing in late November 2013.

8. Dealer/District Summary Reports

Summary Reports will be provided in the remedy communication.

9. 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.)

10. 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 interim 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

R. Broughman
G. Bryan
W. Burns
D. Camden
B. Carter
G. Christoff
J. Colon
B. Cooper
R. Daly
F. Davidson
T. Doi
D. Esmond
W. Fay
N. Fein
F. Fontanella
H. Fukui
M. Groff
S. Heyer

J. Hanson
K. Higgins
C. Hostetter
M. Hosoe
E. Huante
Y. Inaba
K. Ito
M. King
K. Kusakawa
J. Lang
J. Lentz
E. Matsuda
M. Michels
T. MinyonT. Morrison
T. Nakagami
D. Pettitt
R. Pflughaupt
C. Reynoldst

R. Sakai
A. Smith
R. Specht
J. Stempkowski
S. Sugawara
N. Swartz
M. Templin
J. Tetherow
P. Turner
K. Ura
R. Waltz
S. Watanabe
S. Yamaguchi
M. Yamanami
D. Zellers

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

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

As previously announced, in November, 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 2012 to 2013 Model Year Avalon, Camry, Camry Hybrid, Venza, and certain 2013 Model Year Avalon Hybrid vehicles.

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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.

1. Interim Customer Handling and Replacement Criteria

Following the announcement of this Safety Recall, some customers may express concerns regarding the current condition of their vehicle and the potential of a clogged HVAC Drain Tube. While the remedy parts and procedures are being prepared, an Interim Inspection has been developed. This inspection is intended only for use in cases where concerned customers request confirmation of their vehicle's condition. It is not necessary to perform the Interim Inspection on all DOT applicable vehicles and there will not be any owner mailings requesting customers to bring vehicles into a dealership for inspection before the remedy letters are mailed.

2. 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. The Interim Inspection is NOT a remedy and does not satisfy the Federal regulatory requirements.

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Toyota generally requests dealers not to deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied. In this case, until the remedy is available, dealers should complete the Interim Inspection on any affected vehicles following their sale to a customer and prior to delivery. Dealers should also be certain to disclose to customers that the vehicle is still subject to a Safety Recall and that Toyota will send them a notification when the remedy is available.

Pre-Owned Vehicles in Dealer Inventory (cont...)

Additional information on the Safety Recall, including a Customer FAQ, can be found at <http://toyota.com/recall>. If the vehicle currently has the condition present, be sure to diagnose and repair the vehicle prior to customer delivery. Dealers should make sure state DMV records are updated as soon as possible with the new owner name and address.

3. Toyota Rental Car (TRAC) Vehicles and other Dealership Loaner Vehicles

Affected vehicles that are currently part of the TRAC program or are in dealership inventory as loaner vehicles should have the Interim Inspection performed as soon as possible. At the dealer's discretion, vehicles that do not have any identifiable concerns or evidence of HVAC drain tube clogging are eligible to be returned to service until the remedy is available. Once the remedy is available, these vehicles should be repaired promptly.

4. Timing of Safety Recall (Remedy) Notification

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5. Dealer Summary Reports

Summary Report will be provided in the remedy communication.

6. 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

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	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 Interim Technical Instructions located on TIS.

A UIO matrix by state will be provided during the remedy phase.

7. **Parts Ordering during the Interim Phase**

No parts are necessary to perform the interim inspection procedure.

8. **Interim Inspection Procedures**

The interim inspection should be performed only upon customer request or for in-service TRAC vehicles. Toyota Certified Used Vehicles and other pre-owned vehicles applicable under this Safety Recall should have the Interim Inspection performed prior to customer delivery. Please note the interim inspection does not satisfy the remedy requirement for NEW vehicles in dealer stock

For **Interim Inspection** procedure, 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. Campaign Special Service Tools

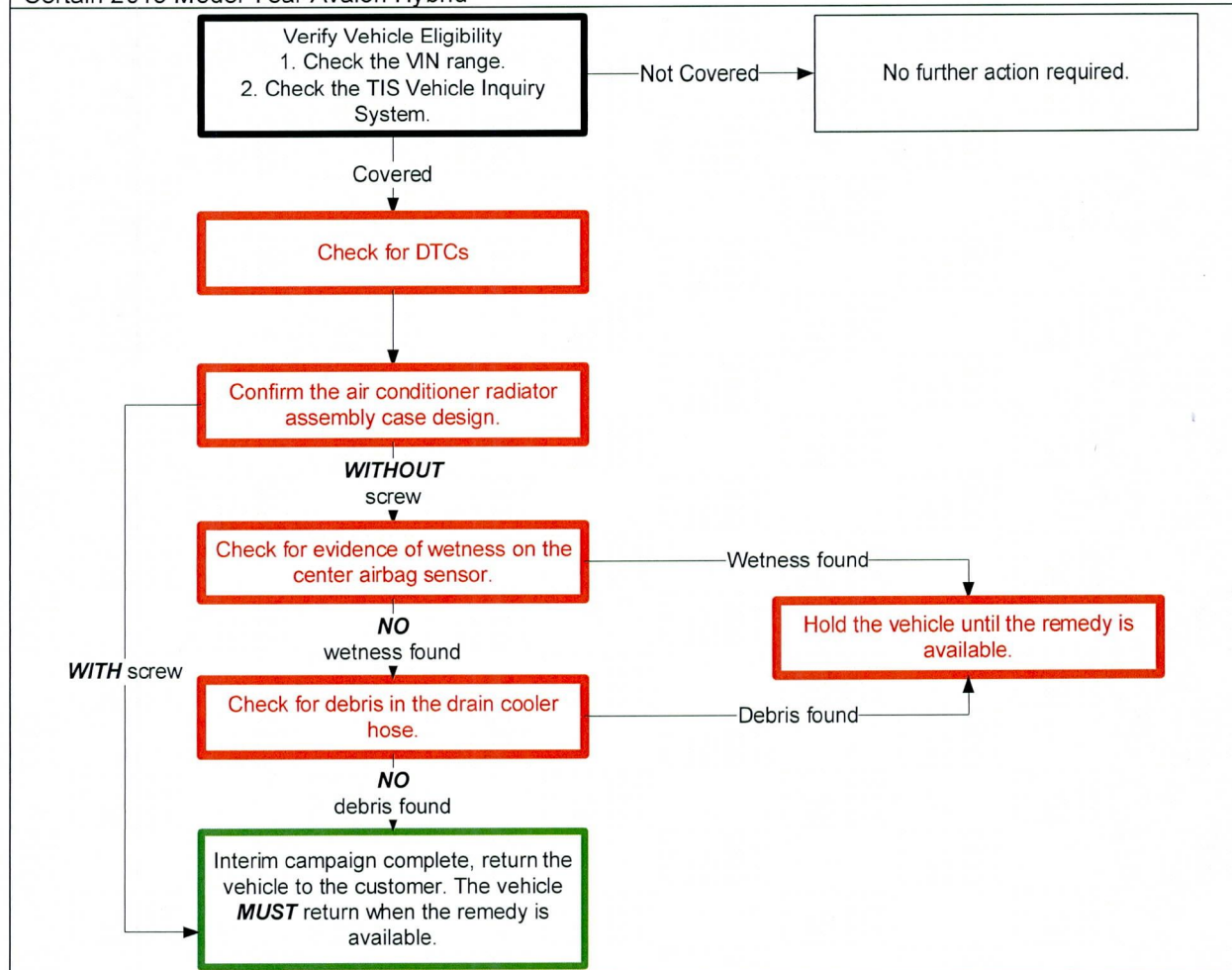
In a separate shipment scheduled to arrive no later than October 30, 2013, your dealership will receive a package containing a special service tool for this campaign. When received, the package will have a fluorescent (green, orange, yellow, or pink) label like the sample shown below for easy identification.

ATTN: Service Manager
SAFETY RECALL D0T
Campaign Tools

Part Name	Sample	Qty
Nylon Loop Handle Brush		1

10. Interim Warranty Reimbursement Procedure

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

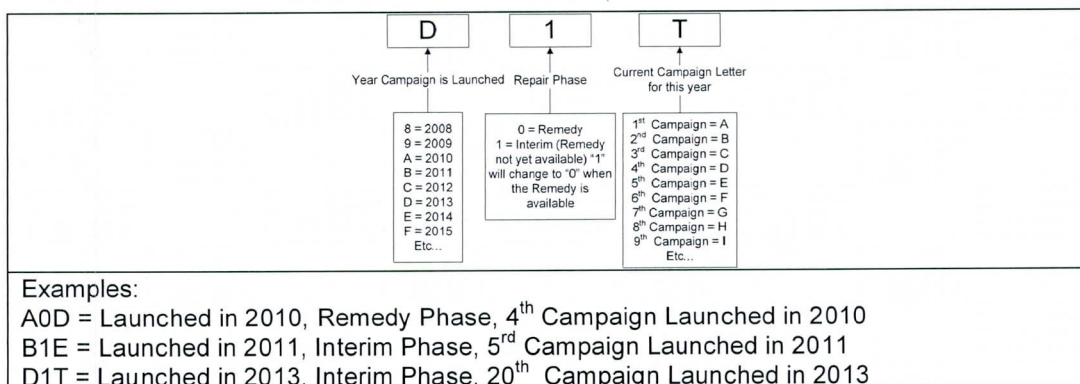




The following operation codes are only to be used if a customer requests an interim inspection.
Note: The customer must return for the Remedy phase when it becomes available.

Safety Recall	Model	Op. Code	Description	Flat Rate Hour
D1T	Camry/Camry HV	3510KA	Inspect HVAC case assembly - Not Affected Design	0.5 hr/vehicle
	2013 MY Avalon/ Avalon HV	3510KB	Inspect HVAC case assembly - Not Affected Design	0.4 hr/vehicle
	2012 MY Avalon	3510KC	Inspect HVAC case assembly - Not Affected Design	0.5 hr/vehicle
	Venza	3510KD	Inspect HVAC case assembly - Not Affected Design	0.6 hr/vehicle
	Camry/Camry HV	3510KE	Inspect HVAC case assembly – Check for wetness and inspect the drain hose	1.0 hr/vehicle
	2013 MY Avalon/ Avalon HV	3510KF	Inspect HVAC case assembly – Check for wetness and inspect the drain hose	0.9 hr/vehicle
	2012 MY Avalon	3510KG	Inspect HVAC case assembly – Check for wetness and inspect the drain hose	1.0 hr/vehicle
	Venza	3510KH	Inspect HVAC case assembly – Check for wetness and inspect the drain hose	1.1 hr/vehicle
	Camry/Camry HV	TMSQC2	NEW DEALER STOCK ONLY: Inspect HVAC Unit, Check for Wetness, Check Drain Hose, and Install Seal Tray	1.2 hr/vehicle
	2013 MY Avalon/ Avalon HV	TMSQC3	NEW DEALER STOCK ONLY: Inspect HVAC Unit, Check for Wetness, Check Drain Hose, and Install Seal Tray	1.1 hr/vehicle
	2012 MY Avalon/ Avalon HV	TMSQC4	NEW DEALER STOCK ONLY: Inspect HVAC Unit, Check for Wetness, Check Drain Hose, and Install Seal Tray	1.2 hr/vehicle
	Venza	TMSQC5	NEW DEALER STOCK ONLY : Inspect HVAC Unit, Check for Wetness, Check Drain Hose, and Install Seal Tray	1.3 hr/vehicle
	Camry/Camry HV	TMSQC6	NEW DEALER STOCK ONLY: Inspect HVAC Unit, Not Affected Design	0.5 hr/vehicle
	2013 MY Avalon/ Avalon HV	TMSQC7	NEW DEALER STOCK ONLY: Inspect HVAC Unit, Not Affected Design	0.4 hr/vehicle
	2012 MY Avalon/ Avalon HV	TMSQC8	NEW DEALER STOCK ONLY: Inspect HVAC Unit, Not Affected Design	0.5 hr/vehicle
	Venza	TMSQC9	NEW DEALER STOCK ONLY : Inspect HVAC Unit, Not Affected Design	0.6 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- In the event the vehicle does not pass the interim inspection, a customer rental car through the Toyota-Rent-A-Car (TRAC) Program is available until the remedy is available at a maximum rate of \$35 per day. Use "RT" sublet type for Op. Code 3510KE, 3510KF, 3510KG, and 3510KH.



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 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.)

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 D0T (D1T) - Interim 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 Late 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 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: 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 inspection and diagnosis.

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 inspection and diagnosis. If the condition is related to this Safety Recall, a rental vehicle will be provided until the remedy can be completed.

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:

While the remedy parts and procedures are being prepared, an Interim Inspection has been developed. If you are concerned about the condition of your vehicle, you may request an authorized Toyota dealer to perform the Interim Inspection. ***Please note the interim inspection does not complete this Safety Recall. Customers will still need to return to the dealer to have the remedy completed once it becomes available.***

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

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** to you.

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 the remedy will be available by late November, 2013.

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 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
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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 a customer has previously paid for repairs to their vehicle for this condition?

A6: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q7: What if I have additional questions or concerns?

A7: 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.