



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

TMS-NTC-14025  
February 27, 2014

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

Re: Toyota Safety Recall 13V-505 Preliminary Dealer Notification Letter

To whom it may concern,

Please find attached the Preliminary Dealer Notification Letter and Remedy Dealer Notification Letter for Toyota Safety Recall 13V-505 on the following Toyota vehicles:

- Certain 2013 Model Year Avalon and Avalon Hybrid
- Certain 2013 – 2014 Model Year Camry and Camry Hybrid
- Certain 2014 Model Year Corolla

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 "Mark T. Kubota".

Mark T. Kubota  
Quality Compliance Assistant Manager

Attachments:

- Toyota 13V-505 (D0S) Dealer Notification (Preliminary)
- Toyota 13V-505 (D0S) Dealer Notification (Remedy)

Lonnie Peterson / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
October 10, 2013  
Approved By: Bob Waltz

To: All Toyota Dealers  
From: Product Support Division

**Safety (Non-Compliance) Recall D0S (D1S) *Preliminary Notification***  
**Certain 2013 Model Year Avalon and Avalon Hybrid**  
**Certain 2013 – 2014 Model Year Camry and Camry Hybrid**  
**Certain 2014 Model Year Corolla**  
**Windshield Wiper Switch**

**On October 10, 2013, Toyota filed a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency that certain 2013 model year Avalon, Avalon Hybrid, certain 2013 – 2014 model year Camry, Camry Hybrid, and certain 2014 Model Year Corolla vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 104, “Windshield Wiping and Washing Systems”.**

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

**Condition**

During manufacture of the wiper switch assembly for the subject vehicles, certain contacts on the switch terminal could have been manufactured to the incorrect specification. If the contacts are not within specification, there is a possibility that a short between the battery and ground contacts could occur if the wiper switch is moved from the OFF to the MIST position. A short can cause the windshield wipers to become inoperative and not comply with S4.1 of FMVSS 104. Inoperative wipers could reduce driver visibility and increase the risk of a vehicle crash.

**Covered Vehicles**

There are approximately 9,800 vehicles covered by this Safety (Non-Compliance) Recall in the US.

Model	Model Year	Production Period	Approx. UIO
Avalon	Certain 2013	August 12, 2013 – August 26, 2013	1,100
Avalon HV			500
Camry	Certain 2013 and 2014	August 12, 2013 – August 27, 2013	7,100
Camry HV			600
Corolla	Certain 2014	August 13, 2013 – August 22, 2013	500

**Status**

- D0S (“D1S” until the remedy is launched) Preliminary Notification documents will be posted on TIS Thursday morning at approximately 9:30 A.M., October 10, 2013 (Pacific Time). ***For reference purposes only***, VINs covered by this Safety Recall will be searchable on TIS starting Thursday morning, October 10, 2013 (Pacific Time).
- ***Toyota is currently preparing the remedy for this condition.***

**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 non-compliance 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**

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**

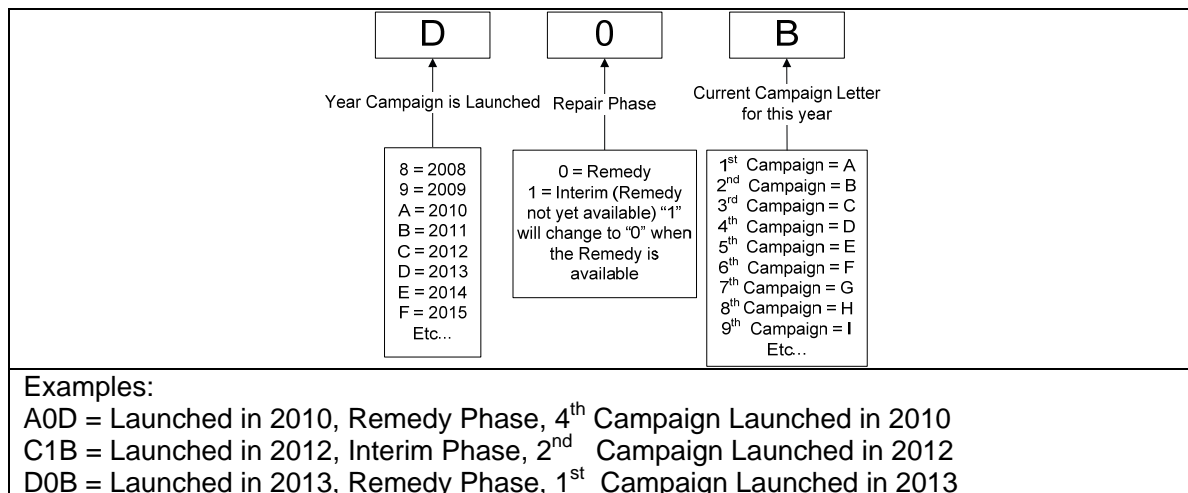
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media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

## **Campaign Designation Decoder**



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 (Non-Compliance) Recall D0S (D1S) - Preliminary Notice**  
**Certain 2013 Model Year Avalon and Avalon Hybrid**  
**Certain 2013 – 2014 Model Camry and Camry Hybrid**  
**Certain 2014 Model Year Corolla**  
**Windshield Wiper Switch**

## **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: During manufacture of the wiper switch assembly for the subject vehicles, certain contacts within the switch could have been manufactured incorrectly. This could lead to a short if the wiper is moved from OFF to the MIST setting. A short can cause the windshield wipers to become inoperative, which could reduce driver visibility and increase the risk of a vehicle crash.

**Q1a: What is the cause of the condition?**

A1a: This condition is caused by contacts within the wiper switch that had been manufactured incorrectly.

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

A2: No, there are no warnings or indicators before this condition occurs.

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

A3: Yes, until the remedy is available, we recommend that you **DO NOT** use the “Mist” function of the Windshield Wiper Switch.

**Q3a: What if I experience the condition before the remedy is available?**

A3a: If you experience the condition 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

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

A4: **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, will be replacement of the Windshield Wiper Switch 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 the remedy will be available in approximately 2-3 weeks.

**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 9,800 vehicles covered by this Safety Recall in the US.

Model	Model Year	Production Period	Approx. UIO
Avalon	Certain 2013	August 12, 2013 – August 26, 2013	1,100
Avalon HV			500
Camry	Certain 2013 and 2014	August 12, 2013 – August 27, 2013	7,100
Camry HV			600
Corolla	Certain 2014	August 13, 2013 – August 22, 2013	500

**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 Windshield Wiper Switch on other vehicles is of a different design or was produced outside of the affected production period.

**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.

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

Subject: Safety (Non-Compliance) Recall D0S – **Remedy Available**  
Certain 2013 Model Year Avalon and Avalon Hybrid  
Certain 2013 – 2014 Model Year Camry and Camry Hybrid  
Certain 2014 Model Year Corolla  
Windshield Wiper Switch

As previously announced on October 10, 2013, Toyota filed a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency that certain 2013 model year Avalon, Avalon Hybrid, certain 2013 – 2014 model year Camry, Camry Hybrid, and certain 2014 Model Year Corolla vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 104, "Windshield Wiping and Washing Systems".

**Toyota has completed remedy preparations and will now begin mailing the remedy owner letter.**

## **Condition**

During manufacturing of the wiper switch assembly for the subject vehicles, certain contacts on the switch terminal could have been manufactured to the incorrect specification. If the contacts are not within specification, there is a possibility that a short between the battery and ground contacts could occur when the wiper switch is moved from the OFF to the MIST position. A short can cause the windshield wipers to become inoperative and not comply with S4.1 of FMVSS 104. Inoperative wipers could reduce driver visibility and increase the risk of a vehicle crash.

## **Remedy**

Toyota dealers will replace the Windshield Wiper Switch 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 late October, 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 and new vehicle dealer inventory 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), 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. Reports containing new vehicles in dealer inventory have been enclosed in the hard copy package.

### 4. Pre-Owned Vehicles in Dealer Inventory

Toyota 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.

### 5. Number and Identification of Covered Vehicles

There are approximately 9,800 vehicles covered by this Safety (Non-Compliance) Recall in the US.

Model	WMI	MY	VDS	START	FINISH
Avalon	4T1	2013	BK1EB	U066873	U069613
Avalon Hybrid			BD1EB	U014844	U015746
Camry			BF1FK	U298993	U726267
			BK1FK	U023711	U537366
		2014	BF1FK	U300245	U730146
			BK1FK	U023766	U538119
4T4	2013	BF1FK	R336416	R336871	
	2014		R336872	R340005	
Camry Hybrid	4T1	2013	BD1FK	U096960	U097179
		2014		U097180	U098144
Corolla	2T1	2014	BPRHE	C004782	C005433
	5YF		BURHE	C004387	C006727
				P003949	P005301

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.

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

STATE	UIO
AK	2
AL	187
AR	54
AZ	102
CA	958
CO	85
CT	118
DC	0
DE	40
FL	1,076
GA	411

STATE	UIO
HI	0
IA	110
ID	13
IL	515
IN	237
KS	84
KY	214
LA	93
MA	254
MD	337
ME	44

STATE	UIO
MI	161
MN	107
MO	171
MS	46
MT	8
NC	380
ND	12
NE	40
NH	58
NJ	441
NM	21

STATE	UIO
NV	38
NY	583
OH	481
OK	58
OR	59
PA	399
RI	53
SC	192
SD	21
TN	248
TX	510

STATE	UIO
UT	36
VA	356
VT	11
WA	54
WI	195
WV	60
WY	8

## 6. Parts Ordering Process

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

Campaign	Part Number	Part Description	Qty.
D0S	84652-07140*	SWITCH, WINDSHIELD WIPER	1 as Needed
	84652-06340*	SWITCH, WINDSHIELD WIPER	
	84652-06350*	SWITCH, WINDSHIELD WIPER	

\*Please note you will need to log in to the parts system and populate the VIN you are currently servicing to determine the appropriate replacement part number.

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 are 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. 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 have the following minimum certification:

- **Toyota Certified in Electrical**

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.



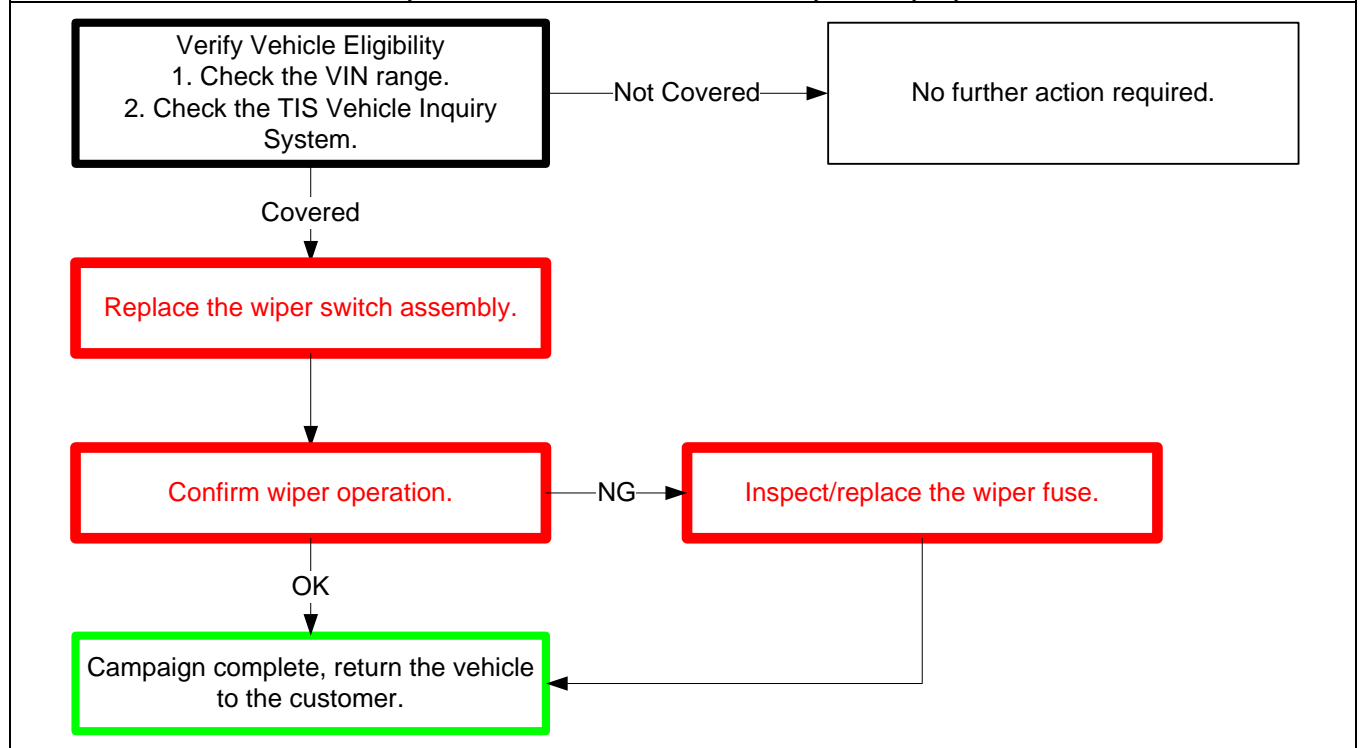
## 8. Remedy Procedures

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.

## 9. Warranty Reimbursement Procedure

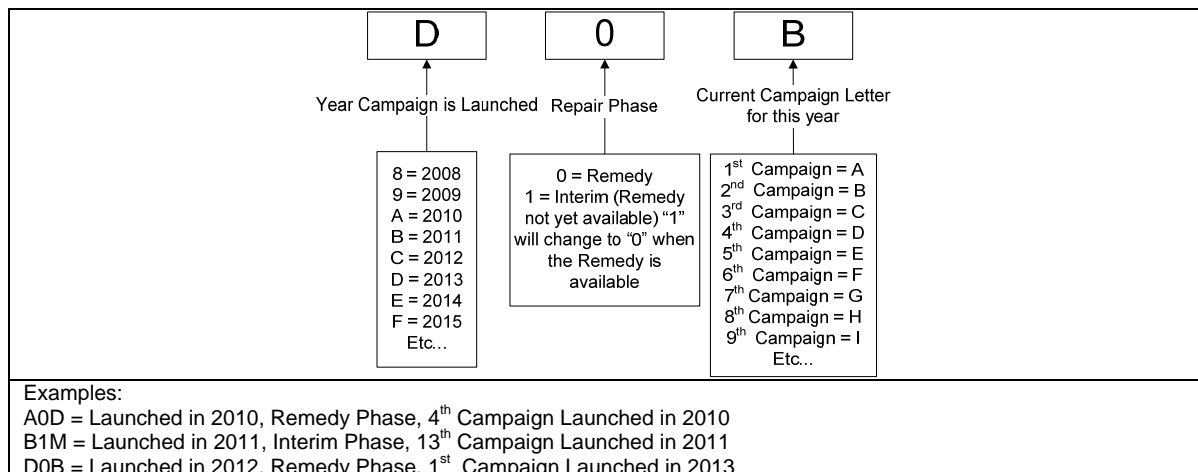
Certain 2013 Avalon, Avalon Hybrid, Certain 2013 – 2014 Camry, Camry Hybrid, and Certain 2014 Corolla



Model	Op. Code	Description	Flat Rate Hour
All	3505KA	Replace the Windshield Wiper Switch	0.4 hr/vehicle

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

## Campaign Designation Decoder



#### **10. 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.

#### **11. 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)

#### **12. 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](http://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.



Safety (Non-Compliance) Recall D0S – **Remedy Notice**  
Certain 2013 Model Year Avalon and Avalon Hybrid  
Certain 2013 – 2014 Model Camry and Camry Hybrid  
Certain 2014 Model Year Corolla  
Windshield Wiper Switch

## Customer Frequently Asked Questions

Published Mid-October, 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: During manufacture of the wiper switch assembly for the subject vehicles, certain contacts within the switch could have been manufactured incorrectly. This could lead to a short if the wiper is moved from OFF to the MIST setting. A short can cause the windshield wipers to become inoperative, which could reduce driver visibility and increase the risk of a vehicle crash.

**Q1a: What is the cause of the condition?**

A1a: This condition is caused by contacts within the wiper switch that had been manufactured incorrectly.

**Q2: What is Toyota going to do?**

A2: In late October, 2013 Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Toyota dealer will replace the Windshield Wiper Switch at **No Charge** to you.

**Q2a: How does Toyota obtain my mailing information?**

A2a: 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.

**Q2b: Do I need my owner letter to have the remedy performed?**

A2b: 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.

**Q3: Are there any warnings or indicators before this condition occurs?**

A3: No, there are no warnings or indicators before this condition occurs.

**Q4: Are there any steps I can take to minimize the occurrence of this condition?**

A4: Yes, until the remedy is performed, we recommend that you **DO NOT** use the “**Mist**” function of the Windshield Wiper Switch.

**Q4a: What if I experience the condition described above?**

A4a: If you experience the condition 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.

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

A5: There are approximately 9,800 vehicles covered by this Safety Recall in the US.

Model	Model Year	Production Period	Approx. UIO
Avalon	Certain 2013	August 12, 2013 – August 26, 2013	1,100
Avalon HV			500
Camry	Certain 2013 and 2014	August 12, 2013 – August 27, 2013	7,100
Camry HV			600
Corolla	Certain 2014	August 13, 2013 – August 22, 2013	500

**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 Windshield Wiper Switch on other vehicles is of a different design or was produced outside of the affected production period.

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

A6: The repair will take approximately 30 minutes. 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 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.

Certain 2013 Model Year Avalon, Avalon Hybrid,  
Certain 2013 – 2014 Model Year Camry, Camry Hybrid, and  
Certain 2014 Model Year Corolla Vehicles  
Windshield Wiper Switch

**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**

[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 certain 2013 model year Avalon, Avalon Hybrid, certain 2013 - 2014 Camry, Camry Hybrid, and certain 2014 model year Corolla vehicles fail to conform to Federal Motor Vehicles Safety Standard (FMVSS) No. 104, "Windshield Wiping and Washing Systems".

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?**

During manufacture of the wiper switch assembly for the subject vehicles, certain contacts within the switch could have been manufactured incorrectly. This could lead to a short if the wiper is moved from OFF to the MIST setting. A short can cause the windshield wipers to become inoperative, which could reduce driver visibility and increase the risk of a vehicle crash.

**What will Toyota do?**

Any authorized Toyota dealer will replace Windshield Wiper Switch 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 30 minutes. However, depending on 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, we recommend that you **DO NOT** use the Mist setting on the Windshield Wiper Switch.

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 and set up an appointment to perform the repair.***
- You can find additional information and locate a Toyota dealer in your area by going online and visiting [www.toyota.com/recall](http://www.toyota.com/recall).
- 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.

SAMPLE  
DRAFT

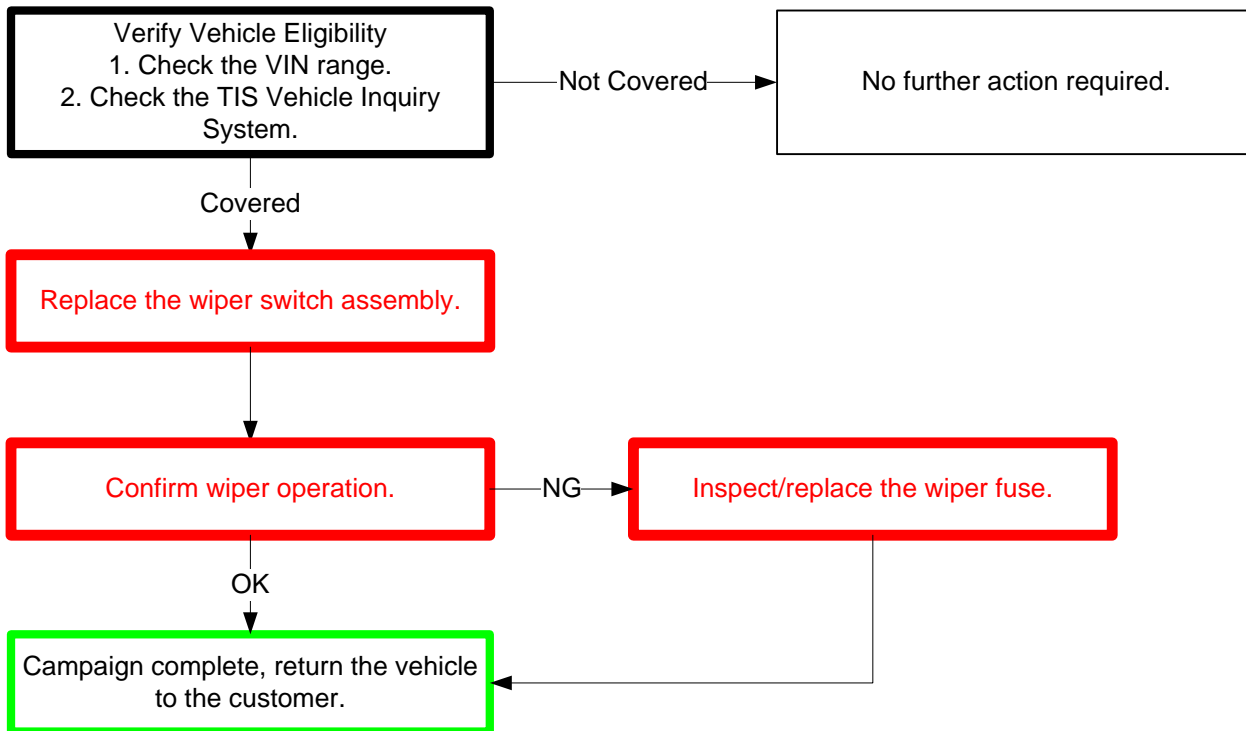
**TECHNICAL INSTRUCTIONS**  
**FOR**  
**SAFETY (NON-COMPLIANCE) RECALL D0S**  
**WINDSHIELD WIPER SWITCH**

**CERTAIN 2013 MODEL YEAR AVALON & AVALON HYBRID**  
**CERTAIN 2013 – 2014 MODEL YEAR CAMRY & CAMRY HYBRID**  
**CERTAIN 2014 MODEL YEAR COROLLA**

**ONLY TECHNICIANS WHO HAVE COMPLETED TRAINING COURSE SC13A AND ARE TOYOTA  
CERTIFIED IN ELECTRICAL CAN PERFORM THIS REPAIR**

## I. OPERATION FLOW CHART

The flow chart is for reference only. **DO NOT** use it in place of the full technical instructions. Follow **ALL** steps as outlined in the full technical instructions to confirm the campaign is completed correctly.



## II. BACKGROUND

During manufacturing of the wiper switch assembly for the subject vehicles, certain contacts on the switch terminal could have been manufactured to the incorrect specification. If the contacts are not within specification, there is a possibility that a short between the battery and ground contacts could occur when the wiper switch is moved from the OFF to the MIST position. A short can cause the windshield wipers to become inoperative and not comply with S4.1 of FMVSS 104. Inoperative wipers could reduce driver visibility and increase the risk of a vehicle crash.

## III. PREPARATION

### A. PARTS – WINDSHIELD WIPER SWITCH ASSEMBLY

Part Number	Part Description	Quantity
84652-07140	Windshield Wiper Switch	1
84652-06340	Windshield Wiper Switch	1
84652-06350	Windshield Wiper Switch	1

**Log in to the parts system and populate the VIN that is currently being serviced to determine the appropriate part number.**

### B. TOOLS & EQUIPMENT

- Standard hand tools
- Marking pen



## IV. IDENTIFICATION OF AFFECTED VEHICLES

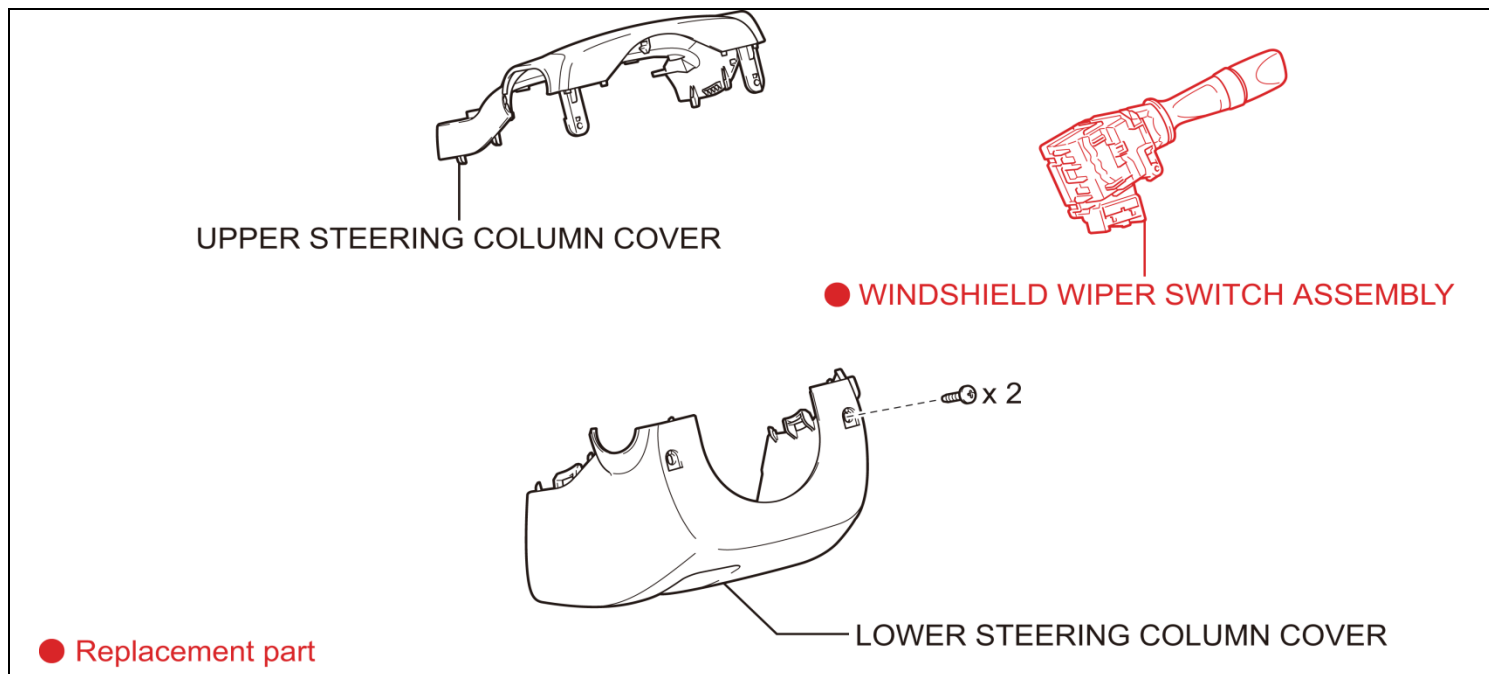
### A. COVERED VIN RANGE

Model	WMI	MY	VDS	START	FINISH
Avalon	4T1	2013	BK1EB	U066873	U069613
Avalon Hybrid			BD1EB	U014844	U015746
Camry			BF1FK	U298993	U726267
			BK1FK	U023711	U537366
		2014	BF1FK	U300245	U730146
			BK1FK	U023766	U538119
Camry Hybrid	4T4	2013	BF1FK	R336416	R336871
		2014		R336872	R340005
	4T1	2013	BD1FK	U096960	U097179
		2014		U097180	U098144
Corolla	2T1	2014	BPRHE	C004782	C005433
	5YF		BURHE	C004387	C006727
				P003949	P005301

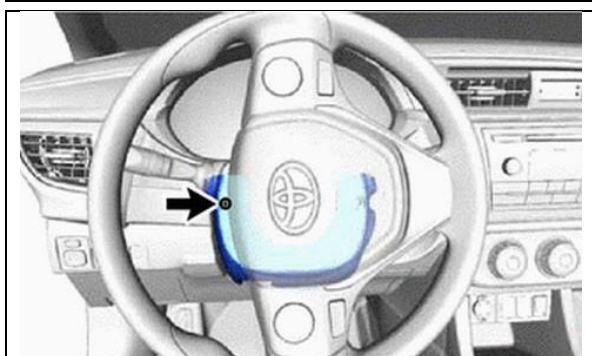
#### NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety (Non-Compliance) Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

## V. COMPONENTS

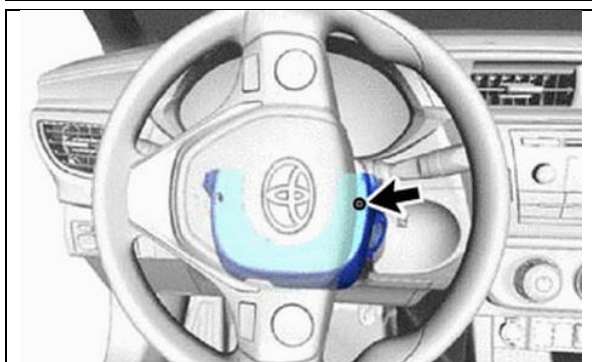


## VI. WINDSHIELD WIPER SWITCH ASSEMBLY REPLACEMENT

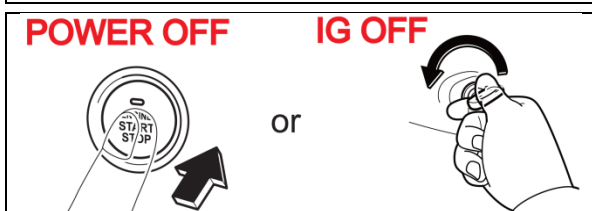


### 1. REMOVE THE STEERING COLUMN COVER SCREWS

- Release the tilt lever to fully extend and lower the steering column, then lock the tilt lever.
- Turn the steering wheel to the left and remove the screw.



- Turn the steering wheel to the right and remove the screw.



### 2. TURN THE IGNITION OFF

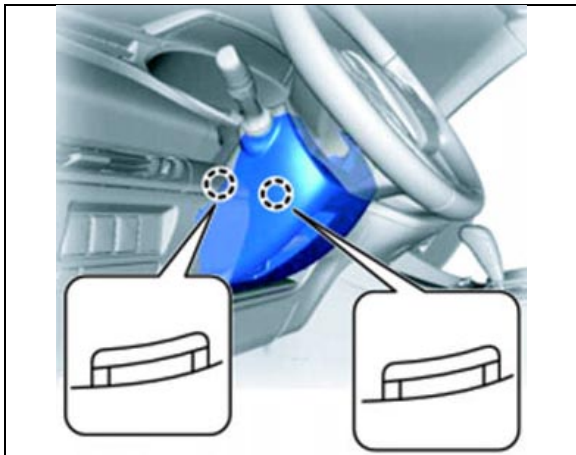
**NOTE:** IG should remain OFF until the new wiper switch has been installed.

### 3. REMOVE THE STEERING COLUMN COVERS

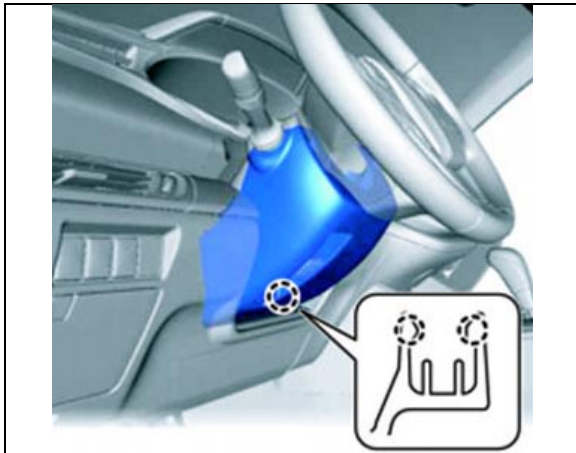


- Use care when removing the steering column covers to prevent damage.
- The location of claws/clips/tabs differs by model, refer to the correct steps for each model.

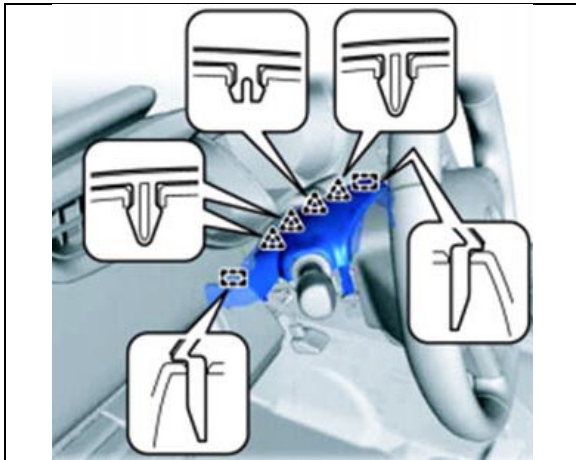
## AVALON & CAMRY



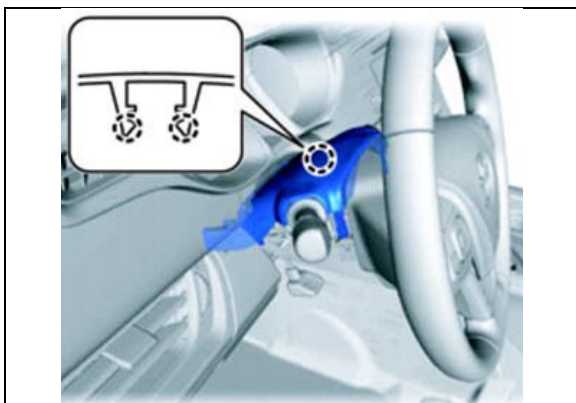
- a) Push the right and left sides of the lower cover to disengage the 2 claws.



- b) Insert your fingers into the opening of the tilt lever to spread the 2 claws and remove the lower cover.

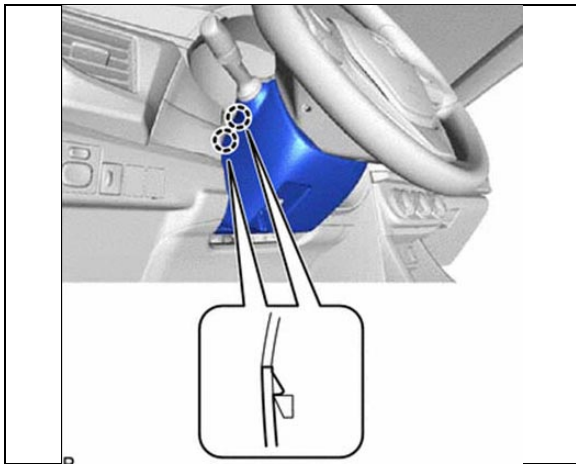


- c) Disengage the 4 clips and 2 guides to separate the upper cover from the instrument cluster finish panel.

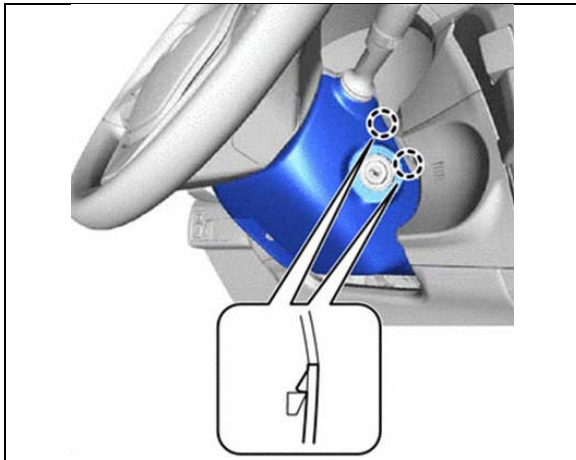


- d) Disengage the 2 claws and remove the upper cover.

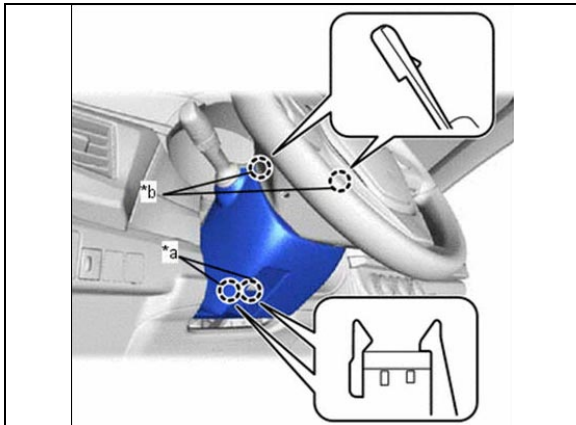
## COROLLA



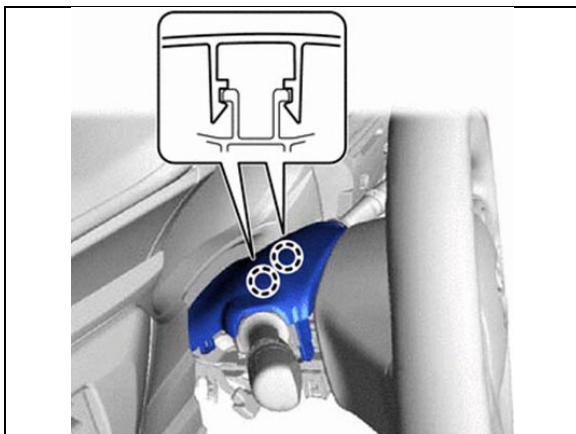
a) Disengage the 2 claws on the left side.



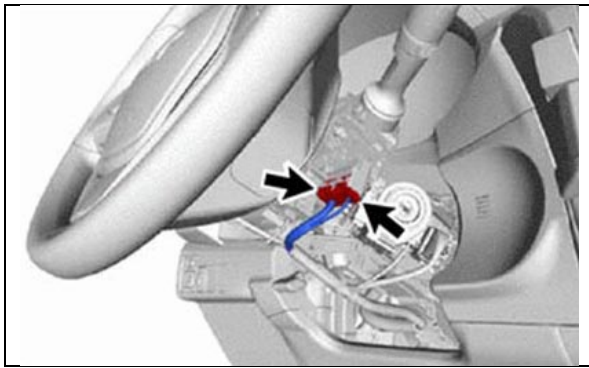
b) Disengage the 2 claws on the right side.



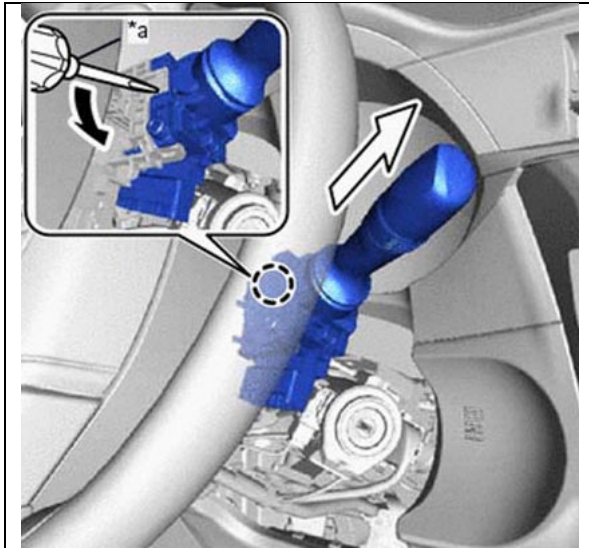
c) Insert your fingers into the opening of the tilt lever to spread the 2 claws, then disengage the 2 upper claws and remove the lower cover.



d) Disengage the 2 claws and remove the upper cover.

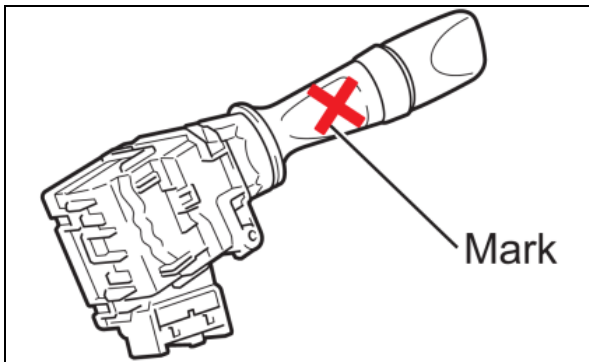


#### 4. DISCONNECT THE CONNECTORS



#### 5. REMOVE THE WIPER SWITCH

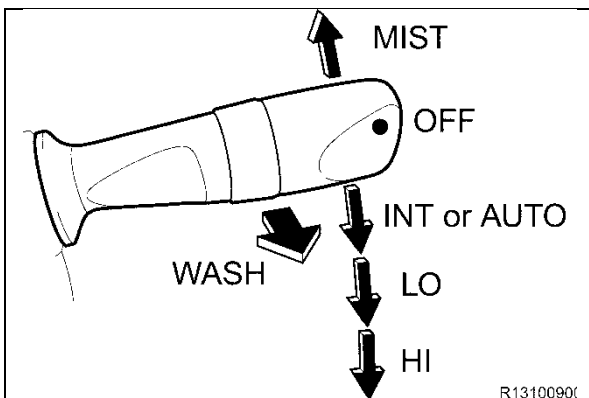
- a) Use a screwdriver to disengage the claw and remove the switch assembly.



#### 6. MARK THE OLD SWITCH SO THAT IT IS NOT REUSED

#### 7. INSTALL THE NEW WIPER SWITCH ASSEMBLY

- a) Install the new switch assembly and upper/lower covers in reverse order.
- b) Refer to TIS for detailed installation instructions



#### 8. TEST ALL FUNCTIONS OF THE WINDSHIELD WIPER SWITCH

- a) Turn the IG ON and test all functions of the wiper switch.

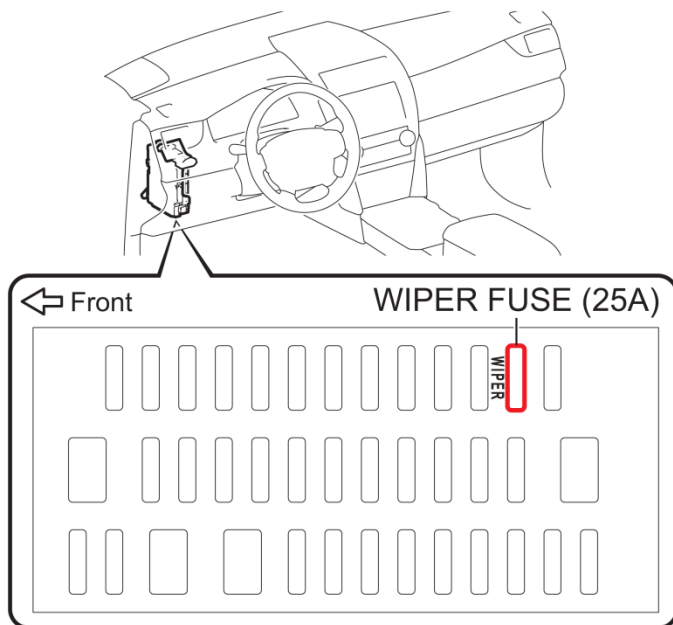
**OK: ALL functions operate correctly – Campaign Complete**  
**NG: Wiper function fails to operate – Proceed to STEP 8. INSPECT/REPLACE THE WIPER FUSE**



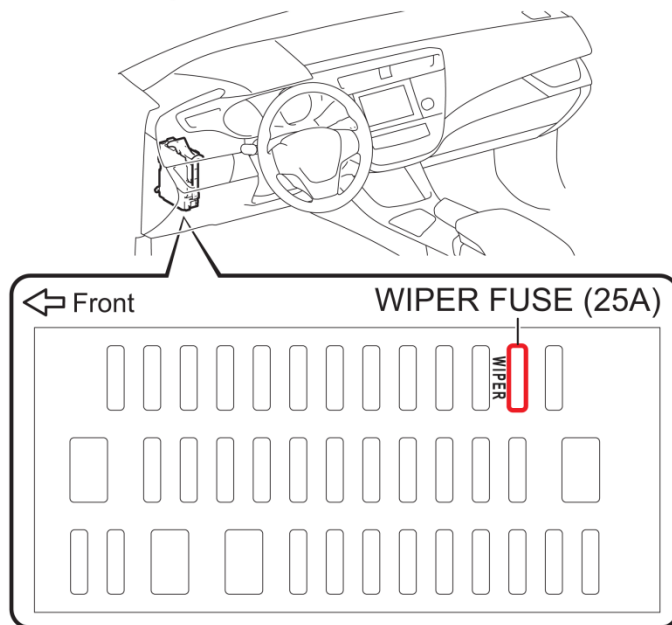
## 9. INSPECT/REPLACE THE WIPER FUSE

- Inspect the fuse indicated for the model of vehicle being repaired, replace the fuse if blown.
- Perform **STEP 8** again to confirm wiper functions after fuse replacement.

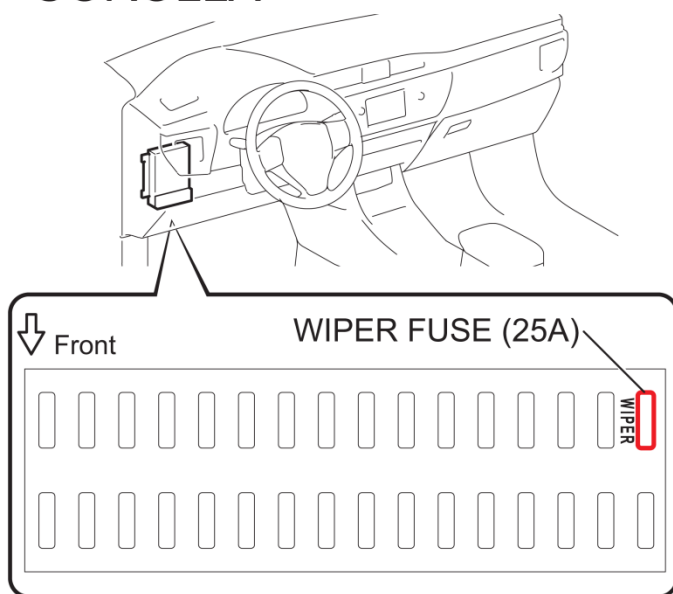
### <CAMRY>



### <AVALON>

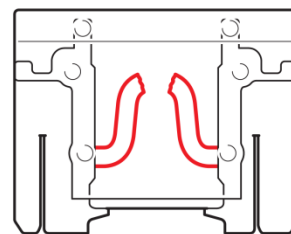
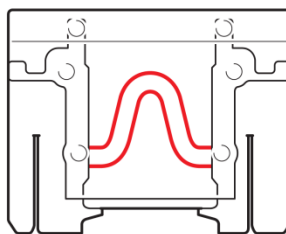


### <COROLLA>



**OK**

**NG**



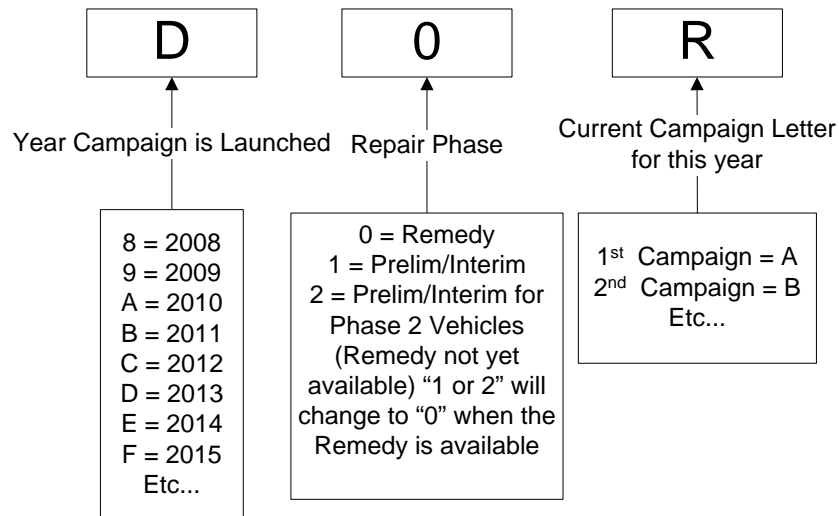
## ◀ VERIFY REPAIR QUALITY ▶

- Use caution to prevent damage to the interior panels
- Confirm the new switch is fully seated and that the connectors are snapped in place
- Confirm the functions of the switch work correctly

If you have any questions regarding this recall, please contact your regional representative.

## VII. APPENDIX

### A. CAMPAIGN DESIGNATION DECODER



### B. CAMPAIGN PARTS DISPOSAL

As required by Federal Regulations, please make sure all campaign parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***