

TMS-NTC-14005  
February 5, 2014

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

Re: Toyota Safety Recall 13V-442 Owner Notification Letter (Remedy)

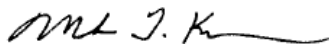
To whom it may concern,

Please find attached, for your records, representative copies of the previously approved Owner Notification Letter for Safety Recall 13V-442 on the following Toyota vehicles:

- Certain 2012 – 2013 Model Year Avalon, Camry, Camry Hybrid, Vehicles
- Certain 2013 Model Year Avalon Hybrid Vehicles

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

Sincerely,



Quality Compliance Assistant Manager

Attachments:

- Toyota 13V-442 (D0T) Owner Notification (Remedy)



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

**URGENT SAFETY RECALL**  
This is an important Safety Recall.  
The remedy will be performed  
at **NO CHARGE** to you.

**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 ABCDEFGH987654321

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 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.

**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, 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.
- To view the Frequently Asked Questions online, please visit [www.toyota.com/recall](http://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 a.m. to 6:00 p.m., or Saturday 7:00 a.m. through 4:00 p.m. 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 [www.safercar.gov](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.