



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

TMS-NTC-14009
February 13, 2014

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

Re: Toyota Safety Recall – Dealer Notification Preliminary

To whom it may concern,

Please find attached the Dealer Notification – Preliminary Letter for Toyota Safety Recall 14V054 on the following Toyota and Lexus vehicles:

- Certain 2012 and 2013 Model Year Toyota Tacoma Vehicles
- Certain 2013 Model Year Toyota RAV4 Vehicles
- Certain 2012 and 2013 Model Year Lexus RX350 Vehicles

If you have any questions regarding this matter, please contact me at (310) 468-1870.

Sincerely,

A handwritten signature in black ink, which appears to read "Wayne Hutchins".

Quality Compliance Administrator

Attachments:

- Toyota 14V054 Dealer Notification (Preliminary)

Wayne Hutchinson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
February 11, 2014
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Safety Recall E0F (E1F) - *Preliminary Notice*
Certain 2012 and 2013 Model Year Tacoma Vehicles
Certain 2012 Model Year RAV4 Vehicles
Brake Actuator Reprogramming

On February 12, 2014, Toyota will file 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 and 2013 Model Year Tacoma vehicles and certain 2012 Model year RAV4 Vehicles.

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

Condition

The integrated system providing enhanced vehicle control, including features like Anti-Lock Braking (ABS), Traction Control (TRAC), and Vehicle Stability Control (VSC), can intermittently become inoperative and illuminate one or more warning lamp(s) due to an electrical circuit condition. If this occurs, the self-diagnostic system will store DTC C1428. Also, the ABS, TRAC, and VSC functions can become inoperative, increasing the risk of a crash.

If these driver support systems are disabled, standard braking operation is fully functional.

Involved Vehicles

There are approximately 207,000 vehicles (certain 2012 through 2013 Model Year) involved in this campaign. All affected vehicles had been produced in North America.

Model Name	Plant	Model Year	Production Period	Appx. UIO
RAV4	TMMC	Certain 2012	Late March, 2012 through Mid December, 2012	107,000
Tacoma	TMMTX TMMBC	Certain 2012 to 2013		100,000

Status

- E0F ("E1F" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting Wednesday, February 12, 2014.
- ***For reference purposes only***, VINs covered by this Safety Recall will be searchable on TIS starting Wednesday, February 12, 2014.
- ***Toyota is currently preparing the remedy for this condition.*** We anticipate the remedy will be available in early March 2014.



New Vehicles in Dealership Inventory

As required by Federal law (49 Code of Federal Regulations §577.13), Toyota is advising that 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 VIN list containing new vehicles in dealer stock can be found at the end of this communication.

Inspection Reminder Mirror Hang Tags for Covered Vehicles

Please be sure to have dealerships apply the Inspection Reminder Hang Tags inside all new vehicles in inventory that are involved in this Safety Recall. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



Additional Inspection Reminder Hang Tags can be ordered through the MDC in packets of 25.
(P/N: 00411-140003)

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.

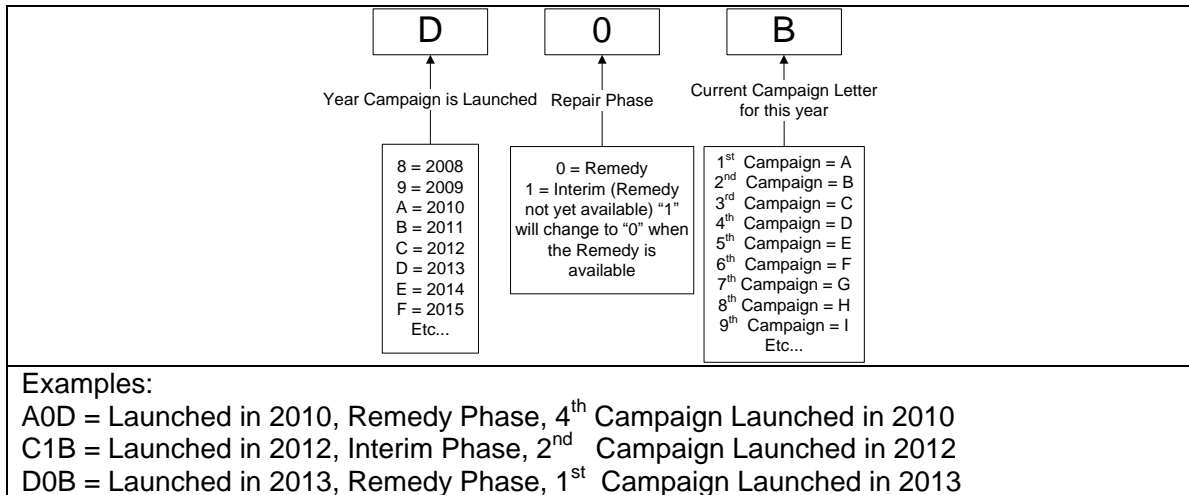
Media Contacts

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

If you are contacted by a customer who has questions or concerns, 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.

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.

Tacoma Dealer Stock List:

VIN	Dealer Code
5TFJU4GN0DX035460	00199
5TFJU4GN8DX036856	01067
5TFUX4ENXDX016549	04050
3TMJU4GN6CM136264	04233
3TMJU4GN5CM135378	04233
3TMMU4FN7DM052244	04233
3TMKU4HN0DM034981	04233
5TFJU4GN5DX029671	04233
3TMJU4GN5DM140436	05999
3TMLU4EN6CM102210	05999
5TFLU4EN8DX060425	09112
5TFJX4GN1DX018593	09165

VIN	Dealer Code
5TFUU4EN9DX059823	09204
5TFPX4EN6DX013547	29070
3TMLU4EN0DM111230	29997
5TFJX4CN1DX025923	30013
5TFNX4CN4CX014334	31039
5TFMU4FN7DX010036	31176
5TFLU4EN9DX061339	32027
5TFLU4EN4DX059109	35049
5TFNX4CNXDX019779	36084
5TFNX4CN0DX021461	37106
3TMLU4EN3DM112890	37132

RAV4 Dealer Stock List:

VIN	Dealer Code
2T3BF4DVXCW257106	29997
2T3BF4DV2CW257309	00199
2T3DF4DV1CW257326	29997
2T3DF4DV6CW264773	31170

VIN	Dealer Code
2T3DF4DV2CW266987	31162
2T3ZF4DV0CW125843	19027
2T3DK4DV6CW077027	24040
2T3DK4DV6CW080574	04233



Safety Recall E0F (E1F) - **Preliminary Notice**
Certain 2012 and 2013 Model Year Tacoma Vehicles
Certain 2012 Model Year RAV4 Vehicles
Brake Actuator Reprogramming - FAQ

Customer Frequently Asked Questions

Published mid-February, 2014

We at Toyota care greatly about your safety. While preparing 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 may be updated.

Q1: What is the condition?

A1: The integrated system providing enhanced vehicle control, including features like Anti-Lock Braking (ABS), Traction Control (TRAC), and Vehicle Stability Control (VSC), can intermittently become inoperative and illuminate one or more warning lamp(s) due to an electrical circuit condition. If this occurs, the ABS, TRAC and VSC functions could become inoperative increasing the risk of a crash.

If these driver support systems are disabled, standard braking operation is fully functional.

Q1a: What is ABS?

A1a: The Anti-lock Braking System (ABS) manages the brake force at each wheel during braking to help prevent or minimize wheel lock up, maximizing stopping performance under a variety of driving and road surface conditions.

Q1b: What is VSC?

A1b: Vehicle Stability Control (VSC) assists the driver in maintaining directional control of the vehicle by applying individual brake pressure to the appropriate wheels and managing engine output.

Q1c: What is TRAC?

A1c: TRAC helps minimize the slippage of the drive wheels if the driver depresses the accelerator pedal excessively when accelerating on a low traction road surface.

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

A2: Yes. If this condition occurs, the VSC, ABS, and/or the Brake lamp (located in the instrument panel) can illuminate, and the ABS, TRAC and VSC functions can become inoperative.

Q2a: Which warning lamps can illuminate if this condition occurs?

A2a: If this condition occurs, the following lights can illuminate:



and/or



and/or



Please note that these Lamps can illuminate for reasons unrelated to this condition.

Q3: What if I experience this condition before the remedy is available?

A3: If you experience this condition, contact your local authorized Toyota dealer for diagnosis. In most instances, this condition is intermittent and can be cleared by stopping the vehicle in a safe manner and turning the ignition OFF.

Q3a: Can my vehicle be driven if this condition occurs?

A3a: Yes, the vehicle can still be driven, as the **standard braking system remains operational** even if this condition is present. However, as the enhanced functions (ABS, TRAC, and VSC) can be disabled, Toyota requests that you use caution while driving, especially under adverse weather conditions.

Also, in most instances, this condition is intermittent and can be cleared by stopping the vehicle in a safe manner and turning the ignition OFF.

Q4: What is Toyota going to do?

A4: **Toyota is currently preparing the remedy for this condition.** The final remedy will be a software update to the affected Electronic Control Unit. Once remedy preparations are complete, Toyota will send an owner notification letter by first class mail to owners of vehicles involved in this Safety Recall. The remedy, when available, will be provided at **no charge** to you.

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

A4a: Toyota is currently preparing the updated software for this Safety Recall. Toyota anticipates it will take several weeks before the remedy is available.

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 involved in this Safety Recall?

A5: There are approximately 207,000 vehicles (2012 through 2013 Model Year) involved in this campaign. All affected vehicles had been produced in North America

Model Name	Plant	Model Year	Production Period	Appx. UIO
RAV4	TMMC	Certain 2012	Late March, 2012 through Mid December, 2012	107,000
Tacoma	TMMTX TMMBC	Certain 2012 to 2013		100,000

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

A5a: Yes. Certain 2012 and 2013 Model Year RX350 are also involved in this Safety Recall.

Q5b: Are all 2012 and 2013 model year Tacoma and 2012 model year RAV4 vehicles involved in this Safety Recall?

A5b: **No.** Only certain 2012-2013 Model Year Tacoma Vehicles produced in TMMTX (Texas Plant) and TMMBC (Mexico Plant) and Certain 2012 Model year RAV4 Vehicles produced in TMMC (Canada Plant) are involved in this campaign. If you are unsure whether or not your vehicle is involved in this campaign, please contact your local Toyota dealership for assistance.

Q6: What if I previously paid for repairs to my 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.