

TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
January 29, 2015
Approved By: Bob Waltz

Updates
8/18/2015: Phased Remedy Announced
2/5/2015: FAQ Added

To: All Toyota Dealers
From: Product Support Division

Safety Recall DSB (D3B) (*Supplement to D0B*) – Preliminary Notice
2003 - 2004 Model Year Corolla and Corolla Matrix Vehicles
Supplemental Restraint System (SRS) Electronic Control Unit (ECU)

In January, 2015, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to update the remedy for Safety Recall D0B (2003 through 2004 Model Year Corolla and Corolla Matrix Vehicles – Supplemental Restraint System (SRS) Electronic Control Unit (ECU)).

This notice is being made to inform you that Safety Recall DSB will launch in phases consistent with parts availability. All vehicles covered under Safety Recall D0B (with the exception of those that previously received both a sub-wire harness and replacement SRS ECU) will be covered under this supplemental Safety Recall DSB.

Due to limited parts availability, the remedy for Safety Recall DSB will be launched in several phases based on current vehicle registration location. For additional information about Safety Recall DSB, please refer to the DSB - Remedy Dealer Letter on TIS and the attached FAQ.

For vehicles included in D3B – Preliminary phase, Toyota dealers are requested to continue the remedy procedure as outlined under the current Safety Recall D0B.

Condition

The SRS ECU in these vehicles could have been manufactured with integrated circuits (ICs) that are susceptible to internal short circuiting when exposed to certain electrical noise from various vehicle electrical components. If internal short circuiting occurs, the front airbag(s) and/or seat belt pretensioner(s) could inadvertently deploy. An airbag that deploys inadvertently can, under some circumstances, increase the risk of injury and the possibility of a crash.

Involved Vehicles

There are approximately 752,000 Corolla and Corolla Matrix vehicles (2003 and 2004 model year) covered by the original Safety Recall D0B in the U.S. Vehicles that previously received both a sub-wire harness and SRS ECU are not included in the Supplement Safety Recall DSB.

Model	Model Year	Production Range	Appx. UIO
Corolla	2003 through 2004	Late December, 2001 through Early May, 2004	604,000
Matrix	2003 through 2004	Early January, 2002 through Late April, 2004	148,000

Status

- **Due to limited parts availability, the remedy for Safety Recall DSB will be launched in several phases based on current vehicle registration location.** For additional information about Safety Recall DSB, please refer to the DSB - Remedy Dealer Letter on TIS and the attached FAQ.
- **For vehicles included in D3B – Preliminary phase, Toyota dealers are requested to continue the remedy procedure as outlined under the current Safety Recall D0B.**
- Safety Recall DSB (D3B) Preliminary Notification documents are searchable on TIS.
- ***For reference purposes only***, VINs covered by Safety Recall DSB (D3B) are searchable on TIS.

- All vehicles covered under Safety Recall DSB and which have neither the sub-wire harness nor SRS ECU replaced will be covered under this supplemental Safety Recall. Covered VINs will be labeled as follows on TIS:
 - Vehicles with **only** the sub-wire harness replaced under Safety Recall D0B will remain “*Completed*” under D0B but will show “*Not Completed*” under Safety Recall DSB (D3B).

Campaign **Service History** ToyotaCare Warranty DTC History Diagnostic Report

Service Campaign

Campaign Description: Safety Recall D0B Remedy Notice - 2003 through 2004 Model Year Corolla and Corolla Matrix Vehicles - Supplemental Restraint System (SRS) Electronic Control Module (ECM)
Completion Status: **Completed**
Date Serviced: XX/XX/XX
Dealer Name: JOHN DOE'S TOYOTA
Dealer Code: 12345
[\[Show Documents\]](#)

Campaign Description: Safety Recall DSB (D3B) (Supplement to D0B) - Preliminary: 2003 and 2004 Model Year Corolla and Corolla Matrix Vehicles - Supplemental Restraint System (SRS) Electronic Control Unit (ECU)
Completion Status: **Not Completed**
[\[Show Documents\]](#)

- Vehicles that have **not** had Safety Recall D0B performed will remain “*Not Completed*” under Safety Recall D0B as well as show “*Not Completed*” under Safety Recall DSB (D3B).

Campaign **Service History** ToyotaCare Warranty DTC History Diagnostic Report

Service Campaign

Campaign Description: Safety Recall D0B Remedy Notice - 2003 through 2004 Model Year Corolla and Corolla Matrix Vehicles - Supplemental Restraint System (SRS) Electronic Control Module (ECM)
Completion Status: **Not Completed**
[\[Show Documents\]](#)

Campaign Description: Safety Recall DSB (D3B) (Supplement to D0B) - Preliminary: 2003 and 2004 Model Year Corolla and Corolla Matrix Vehicles - Supplemental Restraint System (SRS) Electronic Control Unit (ECU)
Completion Status: **Not Completed**
[\[Show Documents\]](#)

- Vehicles with **both** the sub-wire harness (filter) and SRS ECU replaced under D0B **will not be** part of this supplemental remedy and will remain “*Completed*” under Safety Recall D0B.

Campaign **Service History** ToyotaCare Warranty DTC History Diagnostic Report

Service Campaign

Campaign Description: Safety Recall D0B Remedy Notice - 2003 through 2004 Model Year Corolla and Corolla Matrix Vehicles - Supplemental Restraint System (SRS) Electronic Control Module (ECM)
Completion Status: **Completed**
Date Serviced: XX/XX/XX
Dealer Name: JOHN DOE'S TOYOTA
Dealer Code: 12345
[\[Show Documents\]](#)

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 to 4:00 pm Pacific Time.

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 Recall DSB (D3B) (Supplemental Action to D0B)
2003 - 2004 Model Year Corolla and Corolla Matrix Vehicles
Supplemental Restraint System (SRS) Electronic Control Unit (ECU)**

Customer Frequently Asked Questions

Published Mid-August, 2015

We at Toyota care greatly about your safety. We are providing the following information to keep you informed of the details specific to this recall. Please check back frequently as this document will be updated.

Background

The original remedy for Safety Recall D0B announced in January, 2013, included the installation of a sub-wire harness (filter). Also, if certain conditions were found during system diagnosis, a new Supplemental Restraint System (SRS) Electronic Control Unit (ECU) was installed. Toyota has received some reports of inadvertent front airbag(s) and/or seat belt pretensioner(s) deployment involving vehicles in which only the filter was installed during the remedy procedure.

Q1: What is the condition?

A1: The SRS ECU in these vehicles could have been manufactured with integrated circuits (ICs) that are susceptible to internal short circuiting when exposed to certain electrical noise from various vehicle electrical components. If internal short circuiting occurs, the front airbag(s) and/or seat belt pretensioner(s) could inadvertently deploy. An airbag that deploys inadvertently can, under some circumstances, increase the risk of injury and the possibility of a crash.

Q1a: What is the cause?

A1a: Under certain circumstances, electrical noise generated by various electronic parts on the vehicle could damage an IC chip in the SRS ECU.

Q2: Is this a new Safety Recall?

A2: No, the remedy has been updated to include the replacement of the SRS ECU on all covered vehicles. However, the revised remedy has been assigned a new recall number by the National Highway Traffic Safety Administration (NHTSA).

Q2a: Why is Toyota changing the remedy?

A2a: Toyota has received some reports of inadvertent front airbag(s) and/or seat belt pretensioner(s) deployment involving vehicles in which only the filter was installed without ECU replacement.

Q2b: Was the original Safety Recall not effective?

A2b: The original Safety Recall involved installation of a sub-wire harness (filter) that was designed to minimize electrical noise from entering the SRS ECU and damaging the IC chip. In some cases (previous to the installation of the sub-wire harness) a Diagnostic Trouble Code (DTC) related to ECU malfunction was stored in the SRS ECU. This indicated that the IC chip had potentially been damaged. In these cases the SRS ECU was also replaced under the original Safety Recall.

Installation of the sub-wire harness (filter) **in most cases** significantly reduces the chance of inadvertent airbag(s) and/or seat belt pretensioner(s) deployment. However, Toyota has received some reports of inadvertent front airbag(s) and/or seat belt pretensioner(s) deployment involving vehicles in which only the filter was installed, without ECU replacement. As a result, the remedy has changed to also include replacement of the Supplemental Restraint System (SRS) Electronic Control Unit (ECU) on all vehicles.

Q3: Are there any warnings that this condition exists?

A3: No, there are no specific warnings for this condition. In limited instances, the SRS Warning Light may illuminate. If the SRS Warning Light* is illuminated, the vehicle should be taken to an authorized Toyota dealer for diagnosis and repair.

*The SRS Warning Light may be illuminated for conditions unrelated to this Safety Recall.

Q4: What is Toyota going to do?

A4: Due to limited parts availability, Safety Recall DSB will be launched in several phases based on current vehicle registration location.

Toyota is currently working on obtaining the necessary remedy parts. Once the remedy parts have been produced in sufficient quantities, Toyota will send (in phases consistent with parts availability and repair capacity), an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the sub-wire harness (filter) installed, if not previously installed as part of Safety Recall D0B, **and** SRS ECU replaced at **No Charge** to the vehicle's owner.

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

A4a: Toyota is currently launching this campaign in phases based upon parts availability. The table below indicates the vehicle registration location of the launched phases.

Phase	Location	Launch Date
1	Vehicles registered Puerto Rico and U.S. Virgin Islands	Mid-August, 2015

Additional Phases: Toyota is currently working on obtaining the remedy parts for subsequent phases of this Safety Recall. Additional information will be provided as remedy parts become available.

Q4b: How does Toyota obtain my mailing information?

A4b: Toyota uses an industry provider who works with each state Department of Motor Vehicles (DMV) to receive registration or title information. Please make sure your registration or title information is correct.

Q5: What should I do?

A5: **For vehicles registered in a launched location (SRS ECU Remedy Available)**, please contact any authorized Toyota dealer to schedule an appointment to have the sub-wire harness (filter) installed, if not previously installed as part of Safety Recall D0B, **and** SRS ECU replaced at **No Charge** to the vehicle's owner.

For vehicles registered in a location that has not launched (SRS ECU Remedy Pending), installation of the sub-wire harness (filter) in most cases prevents inadvertent deployment of both the airbag(s) and the seat belt pretensioner(s). Therefore, Toyota recommends the following:

1. **If your vehicle does not have the current remedy for D0B performed (sub-wire harness (filter) installation), immediately contact an authorized Toyota dealer to have the sub-wire harness (filter) installed. This will significantly reduce the possibility of inadvertent deployment.**
2. If the sub-wire harness (filter) was installed on your vehicle under the current remedy for D0B, there is no action required at this time. Toyota will notify you by first class mail when the updated remedy is available in your location. However, if your vehicle's SRS Warning Light is illuminated, take your vehicle to an authorized Toyota dealer for diagnosis and repair (see Q5a).

If both the sub-wire harness (filter) and SRS ECU have been replaced under the current Safety Recall D0B, no further action is required. Replacement of the sub-wire harness (filter) and the SRS ECU satisfies the requirements for completing both the current and updated Safety Recall.

Always wear your seatbelt when the vehicle is being operated.

Q5a: What should I do if the Airbag (SRS) Warning light is illuminated?

A5a: The SRS Warning Light is designed to come on when the engine switch is turned to the “ON” position during the ignition cycle check function. Under normal operation it goes off after a few seconds. **The warning light turning off after the check period means the system is operating as designed**.** If the SRS Warning light (1) does not illuminate or (2) illuminates or remains illuminated **after** the few second check period, please contact your local authorized Toyota dealer for diagnosis and appropriate repair. If the warning lamp illumination is related to the condition covered by this Safety Recall, the inspection and repair will be performed at **no charge** to you.

*** Please refer to the Owner’s Manual for additional operation details related to this system.*

Q5b: How long will the repair take?

A5b: Installing the sub-wire harness (filter) **and** replacing the SRS ECU will take approximately 1.5 hours. However, depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5c: Do I need my owner letter to have the remedy performed?

A5c: 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 the owner notification at the time of your service appointment.

Q6: How does this condition relate to the Airbag Safety Recall that Toyota recently announced for certain vehicles equipped with Takata airbag inflators?

A6: The causes associated with this Safety Recall and the Takata airbag inflator recall differ. However vehicles covered by this Safety Recall may also be covered by the Takata airbag inflator Safety Recall. We encourage you to contact your dealer to have the remedy for this recall performed if you have not already done so.

Q6a: How do I know which Safety Recalls are currently not completed on my vehicle?

A6a: Please refer to www.toyota.com/recall for additional information and to locate a Toyota Dealer in your area.

Q7: Which and how many vehicles are covered by this Safety Recall Campaign?

A7: There are approximately 752,000 Corolla and Corolla Matrix vehicles (2003 and 2004 model year) covered by the original Safety Recall D0B in the U.S. Vehicles that previously received both a sub-wire harness and SRS ECU are not included in the Supplement Safety Recall DSB.

Q7a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A7a: Yes, this condition affects 2003 through 2004 Avalon vehicles.

Q8: What if I previously paid for repairs to my vehicle for this condition?

A8: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q9: What if I have additional questions or concerns?

A9: 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 to 4:00 pm Pacific Time.