

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

Subject: Safety Recall DSB (Supplement to D0B) - **Remedy Available**
2003 - 2004 Model Year Corolla and Corolla Matrix Vehicles
Supplemental Restraint System (SRS) Electronic Control Unit (ECU)

IMPORTANT

Reference the following information to assist you in identifying vehicles eligible for repair.

REMEDY PHASE - ELIGIBLE FOR REPAIR

Campaign Description: Safety Recall DSB (D3B) (SUPPLEMENTAL ACTION TO D0B) **Remedy** 2003 - 2004 Model Year Corolla and Corolla Matrix Vehicles - Supplemental Restraint System (SRS) Electronic Control Unit (ECU)

Completion Status: **Not Completed**
[\[Show Documents\]](#)

STATUS IDENTIFICATION

- A: Campaign Description – DSB Remedy
B: Completion Status – Not Completed

This vehicle is eligible to have DSB remedy performed.

PRELIMINARY PHASE - FUTURE REPAIR

Campaign Description: Safety Recall DSB (D3B) (SUPPLEMENTAL ACTION 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**
[\[Show Documents\]](#)

STATUS IDENTIFICATION

- A: Campaign Description – D3B Preliminary
B: Completion Status – Not Completed

This vehicle is in the preliminary phase; the remedy cannot be performed at this time.

Document Updates

10/22/2015: Phase 2 Available

8/20/2015: Part Number Correction

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Subject: Safety Recall DSB **(Supplement to D0B) - Remedy Available**
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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.

Toyota has completed the remedy preparations and owner mailing for Phase 1 and 2 of Safety Recall DSB. Additional phases will be announced as sufficient quantities of remedy parts become available.

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.

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.

Vehicles involved in Safety Recall DSB may also be involved in another Safety Recall relating to the Front Passenger Side Inflator Module (Safety Recall E04 or DSF). Refer to TIS for additional details on these recalls.

Remedy

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

Phase	Location	Launch Date
1	Vehicles registered in Puerto Rico and U.S. Virgin Islands	Mid-August, 2015
2	Vehicles registered in Hawaii, Gulf States Toyota (GST), and Southeast Toyota (SET). States: AL, AR, FL, HI, LA, GA, MS, NC, OK, SC, and TX	Late October, 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.

Toyota dealers with vehicles included in Phase 1 and 2 are requested to install the sub-wire harness (filter), if not previously installed as part of Safety Recall D0B, and replace the SRS ECU at **No Charge** to the vehicle's owner.

The following information is provided to inform you of the owner notification timing and your degree of involvement.

1. Owner Letter Mailing

Toyota has completed the owner letter mailings for vehicles included in Phase 1 late August, 2015.

Toyota will begin mailing customers included in Phase 2 late October, 2015. Owner mailings for additional phases will be sent as parts become available.

Toyota makes significant effort 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.

If a dealer is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through TIS prior to performing repairs**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

2. Pre-Owned Vehicles in Dealer Stock

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the vehicle has been remedied.

3. Number and Identification of Covered 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

4. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this procedure are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials" To ensure that all vehicles have the repair performed correctly; technicians are also required to currently hold at least one of the following certification levels to perform this operation:

- **Toyota Expert Electrical**
- **Master**
- **Master Diagnostic Technician (MDT)**

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this 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.

5. Inadvertent Deployment Handling Instructions

In the rare instance a customer contacts your dealership with a vehicle that has experienced inadvertent deployment of the airbags or pretensioners, please assist the customer by setting up an appointment to verify the condition and perform the repair. If inadvertent deployment occurred, the repair will be performed at **no charge** to the vehicle’s owner.

Prior to starting repairs, contact your Regional representative for reporting and claim filing instructions.

Confirm the following information is available when contacting your Regional representative:

- The situation in which the inadvertent deployment occurred
- Any incidents of bodily injury that may have been caused by the inadvertent deployment

6. Parts Ordering Process

Due to limited availability, remedy parts have been placed on Dealer Ordering Solutions (DOS). Order quantities for each part number will vary based on the dealership’s location.

DOS Parts Ordering Process

Orders should be placed through the dealership’s facing PDC. This kit has been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

Model	Model Year	Side Airbag	Part Number	Description	Qty
Corolla	2003 - 2004	No	89170-02191 or 04005-02602	SENSOR ASSY, AIR BAG (SRS ECU)	1
		Yes	89170-02201 or 04005-02702	SENSOR ASSY, AIR BAG (SRS ECU)	1
Matrix		No	89170-01011 or 04005-02101	SENSOR ASSY, AIR BAG (SRS ECU)	1
		Yes	89170-01021 or 04005-02301	SENSOR ASSY, AIR BAG (SRS ECU)	1

Model	Model Year	Part Number	Description	Qty
Corolla	2003 - 2004	04002-66112	HARNESS, AIR BAG (Sub-wire harness (Filter))	1*
Matrix				

*** Check service history to confirm if the sub-wire harness was previously installed as part of D0B.**

NOTE: If the sub-wire harness has been previously installed, you will also need 2 cable ties and double sided tape.

IMPORTANT PARTS ORDERING UPDATE

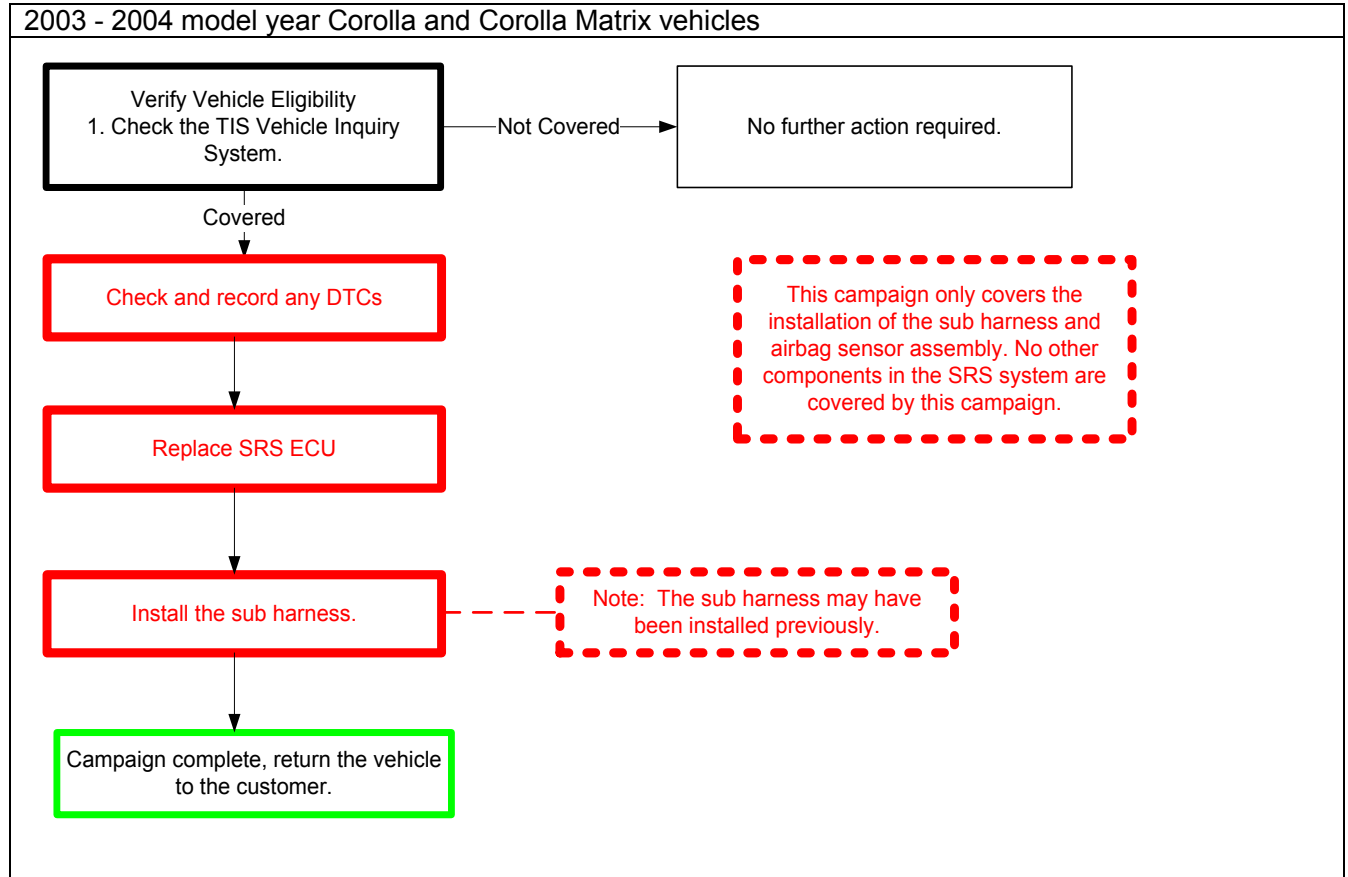
All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

7. Remedy Procedures

Please refer to TIS for Technical Instructions on inspection and repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

8. Warranty Reimbursement Procedure



Model	Op. Code	Description	Flat Rate Hour
Corolla & Matrix	3527AB	Install Sub-Wire Harness (Filter) & Replace SRS ECU	1.1 hr/vehicle
- OR -			
Corolla & Matrix	3527AA	Replace SRS ECU ONLY	1.1 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- If the sub-wire harness has been previously installed, dealers may claim the cost for 2 cable ties and double sided tape under opcode 3527AA at a maximum rate of \$0.50 per vehicle as sublet type “ZZ.”
- If parts are not available due to back order, a loaner vehicle or alternative transportation through the Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day for a maximum of 4 days. Per day expense exceeding \$35 or loaners exceeding 4 days, requires DSPM authorization. For additional information, reference the Toyota Transportation Assistance Program (TTAP) guidelines.

9. 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.

10. 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.)

11. Customer Contacts

An 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 to 4:00 pm Pacific Time.

Please note the attached FAQ is published on the 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 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

Updated Late October, 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
2	Vehicles registered in Hawaii, Gulf States Toyota (GST), and Southeast Toyota (SET). States: AL, AR, FL, HI, LA, GA, MS, NC, OK, SC, and TX	Late October, 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.**
- 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.

2003 through 2004 Model Year Corolla and Corolla Matrix Vehicles
Supplemental Restraint System (SRS) Electronic Control Unit (ECU)

SAFETY RECALL NOTICE
This notice applies to your vehicle [VIN]
REVISED REMEDY PROCEDURE

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

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 a defect, which relates to motor vehicle safety, exists in certain 2003 through 2004 model year Corolla and Corolla Matrix 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.

According to our records, your vehicle has not yet had this Safety Recall completed or it was completed with only the installation of the sub-wire harness (filter). As described below, your vehicle requires installation of the sub-wire harness and replacement of the SRS ECU.

What is the Condition?

The Electronic Control Unit (ECU) for the Supplemental Restraint System (SRS) 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.

Background

The original remedy for this Safety Recall (Toyota #D0B), announced in January, 2013, included the installation of a sub-wire harness (filter) to address this condition. Installation of the sub-wire harness (filter) significantly reduces the chance of inadvertent airbag(s) and/or seatbelt pretensioner(s) deployment. To further ensure this condition does not occur, Toyota is making preparations to also replace the SRS Electronic Control Unit (ECU) in all covered vehicles.

What will Toyota do?

Any authorized Toyota dealer will install a sub-wire harness (filter), if not previously installed as part of Safety Recall D0B, **and** replace the SRS ECU at **no charge** to you.

What should you do?

This is an important Safety Recall

Toyota has prepared sufficient parts for vehicles registered in your location. **Please contact any authorized Toyota dealer to schedule an appointment to have the revised remedy performed as soon as possible.**

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.

Important Information About Your Vehicle

Your vehicle may also be involved in a Safety Recall relating to a **Front Passenger Air Bag Inflator Module** that could create excessive internal pressure when the air bag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, striking the vehicle occupants potentially resulting in serious injury or death.

If either Safety Recall has not been completed on your vehicle, Toyota strongly recommends that you have both remedies performed at the time of your scheduled appointment. To confirm which Safety Recalls need to be performed on your vehicle, please visit www.toyota.com/recall or contact your local authorized Toyota Dealer.

If you would like to update your vehicle ownership or contact information, you may do so by registering at 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 on Safety Recalls applicable to your vehicle and locate a Toyota dealer in your area by going online and visiting 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