

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

To: All Toyota Dealers
From: Product Support Division

Safety Recall ESG (E3G) (*Supplement to E0G*) – Preliminary Notice
2003 and 2004 Model Year Avalon Vehicles
Supplemental Restraint System (SRS) Electronic Control Unit (ECU)

On January 27, 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 E0G (Certain 2003 and 2004 Avalon vehicles – Supplemental Restraint System (SRS) Electronic Control Unit (ECU)).

All vehicles covered under Safety Recall E0G (with the exception of those that previously received a sub-wire harness and SRS ECU replacement) will be covered under this supplemental Safety Recall. At this time Toyota dealers are requested to continue the remedy procedure as outlined under the current Safety Recall E0G.

Condition

The Electronic Control Unit (ECU) for the Supplemental Restraint System (SRS) in these vehicles could have been manufactured with integrated circuits 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 pretensioners could inadvertently deploy. An airbag that deploys inadvertently can, under some circumstances, increase the risk of minor injury and the possibility of a crash.

Involved Vehicles

There are approximately 119,140 Avalon vehicles (2003 and 2004 model year) covered by Safety Recall E0G in the US.

Model	Model Year	Production Range	Appx. UIO
Avalon	2003 and 2004	Early June, 2002 through Late December, 2004	119,140

At this time approximately:

- 77,100 vehicles have not had Safety Recall E0G performed.
- 3,100 vehicles have had both the sub-wire harness and SRS ECU replaced.
- 38,940 have only had the sub-wire harness replaced.

Status

- The remedy for Safety Recall ESG is currently being finalized and sufficient remedy parts are being produced.
- ***During this preliminary phase for ESG (E3G), dealers are requested to continue the remedy procedure as outlined under the current Safety Recall E0G.***
- Safety Recall ESG (E3G) Preliminary Notification documents will be posted on TIS the evening of Thursday January 29, 2015.
- ***For reference purposes only***, VINs covered by Safety Recall ESG (E3G) will be searchable on TIS starting the evening of Thursday January 29, 2015.

- All vehicles covered under Safety Recall E0G 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 E0G will remain “*Completed*” under E0G but will show “*Not Completed*” under Safety Recall ESG (E3G).

Campaign	Service History	ToyotaCare	Warranty	DTC History	Diagnostic Report
Service Campaign					
Campaign Description: Safety Recall E0G (Remedy) - 2003 and 2004 Model Year Avalon Vehicles - Supplemental Restraint System (SRS) Electronic Control Module (ECU)					
Completion Status: Completed					
Date Serviced: XX/XX/XX					
Dealer Name: JOHN DOE'S TOYOTA					
Dealer Code: 12345					
[Show Documents]					
Campaign Description: Safety Recall ESG (E3G) (Supplement to E0G) - Preliminary: 2003 and 2004 Model Year Avalon Vehicles - Supplemental Restraint System (SRS) Electronic Control Unit (ECU)					
Completion Status: Not Completed					
[Show Documents]					

- Vehicles that have **not** had Safety Recall E0G performed will remain “*Not Completed*” under Safety Recall E0G as well as show “*Not Completed*” under Safety Recall ESG (E3G).

Campaign	Service History	ToyotaCare	Warranty	DTC History	Diagnostic Report
Service Campaign					
Campaign Description: Safety Recall E0G (Remedy) - 2003 and 2004 Model Year Avalon Vehicles - Supplemental Restraint System (SRS) Electronic Control Module (ECU)					
Completion Status: Not Completed					
[Show Documents]					
Campaign Description: Safety Recall ESG (E3G) (Supplement to E0G) - Preliminary: 2003 and 2004 Model Year Avalon 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 E0G **will not be** part of this supplemental remedy and will remain “*Completed*” under Safety Recall E0G.

Campaign	Service History	ToyotaCare	Warranty	DTC History	Diagnostic Report
Service Campaign					
Campaign Description: Safety Recall E0G (Remedy) - 2003 and 2004 Model Year Avalon Vehicles - Supplemental Restraint System (SRS) Electronic Control Module (ECU)					
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 through 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.