

Published March 3, 2016

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

Subject: **Safety Recall ESG (Supplemental Action to E0G) – *Remedy Notice***
2003-2004 Model Year Avalon 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 Safety Recall #E0G remedy to include the installation of a sub-wire harness and a replacement SRS ECU for 2003-2004 model year Avalon vehicles.

Toyota has completed the remedy parts and owner mailing preparations and will begin notifying owners of covered vehicles beginning late March, 2016.

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.

Remedy

Toyota dealers are requested to install the sub-harness (filter), if not previously installed as part of Safety Recall E0G, and replace the SRS ECU at **NO CHARGE** to the vehicle owner.

Covered Vehicles

There are approximately 119,140 vehicles covered by the original Safety Recall E0G in the U.S. Vehicles that previously received both a sub-wire harness and SRS ECU are not included in the Supplement Safety Recall ESG.

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

Owner Letter Mailing Date

Toyota will send a remedy notification by first class mail to owners of vehicles covered by this safety recall beginning in late March, 2016.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources 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.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Pre-Owned Vehicles in Dealer Inventory

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

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair 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 performing this repair are required to currently hold at least one of the following certification levels:

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

Always check which technicians can perform the recall remedy by logging on to <https://www.uotdealerreports.com>. 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.

Remedy Procedures

Please refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

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.

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

Parts Ordering Process

Non SET and GST Parts Ordering Process

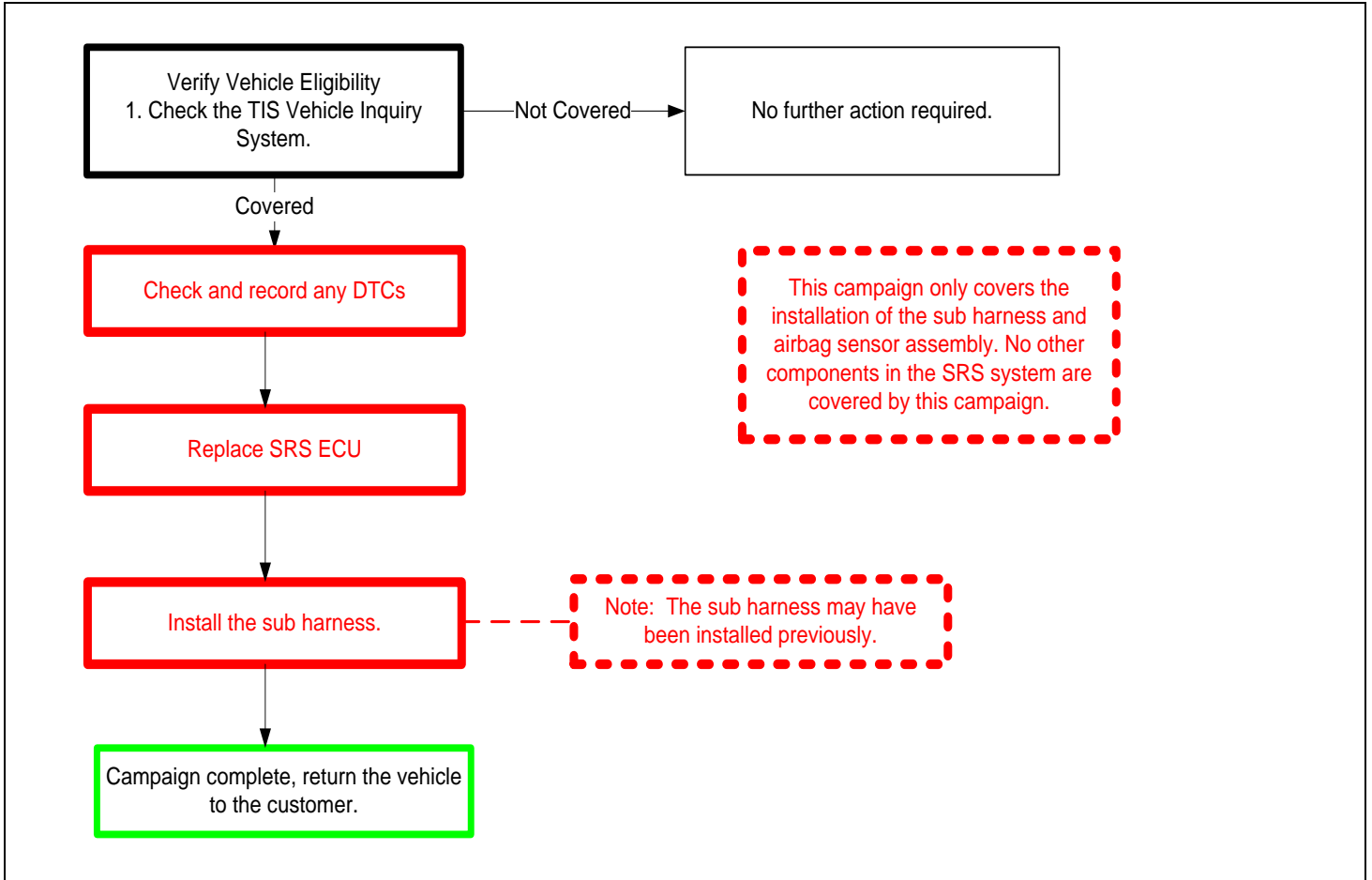
Due to limited availability, the parts have been placed on Dealer Ordering Solutions (DOS). As the parts inventory improves, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

Shifter Location	Part Number	Part Description	Qty.
Floor & Column	04005-02807	Sensor Assy, Air Bag (SRS ECU)	1

Shifter Location	Part Number	Description	Qty
Floor	04004-22241	HARNESS, AIR BAG (Sub-wire harness (Filter))	1*
Column	04004-22141		1*

*** Check service history to confirm if the sub-wire harness was previously installed as part of E0G.**

Warranty Reimbursement Procedure



Shifter Location	Op. Code	Description	Flat Rate Hour
Floor	AGGG1B	Install Sub-Wire Harness (Filter) & Replace SRS ECU	1.9 hr/vehicle
Column	AGGG1E		1.8 hr/vehicle
- OR -			
Floor	AGGG1A	Replace SRS ECU ONLY (and confirm sub-wire harness filter is installed)	1.9 hr/vehicle
Column	AGGG1D		1.8 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- 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.

Media Contacts

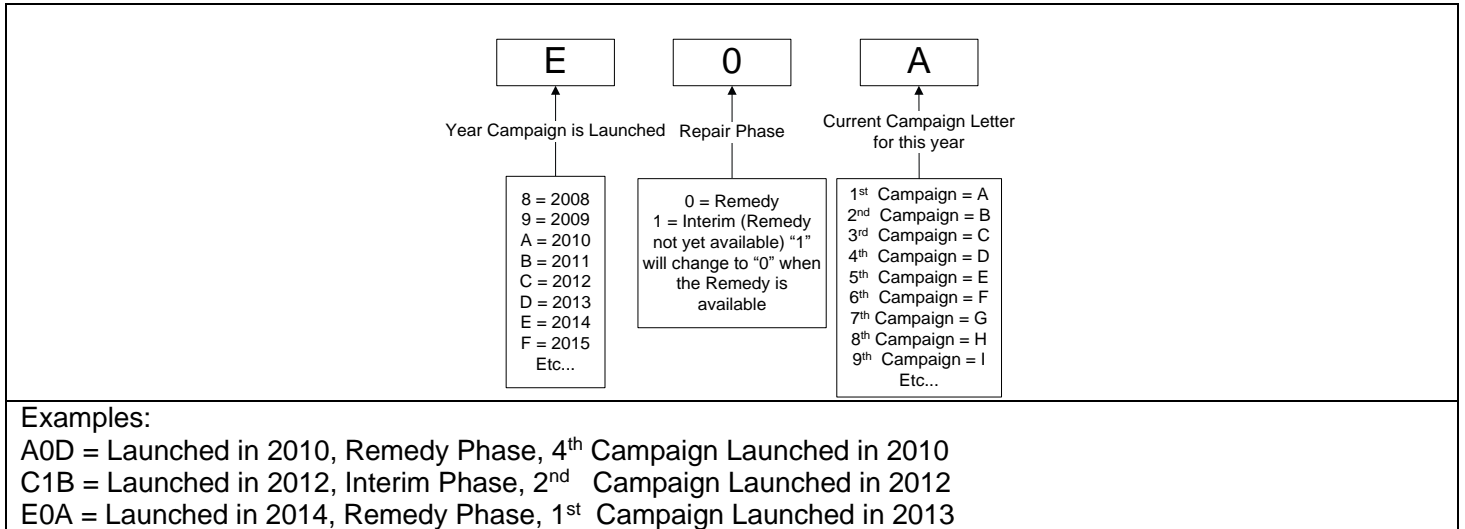
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

Campaign Designation Decoder



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 ESG (Supplemental Action to E0G) – **Remedy Notice**
2003-2004 Model Year Avalon Vehicles
Supplemental Restraint System (SRS) Electronic Control Unit (ECU)

Frequently Asked Questions
Published March 3, 2016

Background

The original remedy for Safety Recall E0G announced in March, 2014, 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 noise filter was installed without ECU replacement.

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 noise 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 noise 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: Toyota will send a remedy notification by first class mail to owners of vehicles covered by this safety recall beginning in late March, 2016.

Any authorized Toyota dealer will install the sub-harness (filter), if not previously installed as part of Safety Recall E0G, and replace the SRS ECU at **NO CHARGE**.

Always wear your seatbelt when the vehicle is being operated.

Q5: Which and how many vehicles are covered by this campaign?

A5: There are approximately 119,140 vehicles covered by the original Safety Recall E0G in the U.S. Vehicles that previously received both a sub-wire harness and SRS ECU are not included in the Supplement Safety Recall ESG.

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Q5a: Are there any other Toyota/Lexus/Scion vehicles covered by this Safety Recall in the U.S.?

A5a: Yes, there are approximately 752,000 Toyota Corolla and Corolla Matrix (2003-2004 MY) vehicles covered by Safety Recall DSB in the U.S.

Q6: What should I do if the Airbag (SRS) Warning light is illuminated?

A6: 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.*

Q7: How long will the repair take?

A7: Installing the sub-wire harness (filter) **and** replacing the SRS ECU will take approximately 2.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7a: How do I know which Safety Recalls are currently not completed on my vehicle?

A7a: Please refer to www.toyota.com/recall for additional information and to locate a Toyota Dealer in your area.

Q8: What if I previously paid for repairs related to this campaign?

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

Q9: How does Toyota obtain my mailing information?

A8: 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.

Q10: What if I have additional questions or concerns?

A10: If you have additional questions or concern, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday – Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.