



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

Customer Frequently Asked Questions

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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 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 is finalizing the remedy and preparing sufficient parts to support installation of the sub-wire harness (filter) **and** SRS ECU. We anticipate preparations will take several months.

Once preparations have been completed, Toyota will notify owners by first class mail informing them that the updated remedy is available. Until then, see Q5, below.

Q4a: How does Toyota obtain my mailing information?

A4a: 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: *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 E0G performed (sub-wire harness (filter) replacement), 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 E0G, there is no action required at this time. Toyota will notify you by first class mail when the updated remedy is available. However, if your vehicle's SRS Warning Light is illuminated, take your vehicle to an authorized Toyota dealer for diagnosis and repair (see Q5a).
3. If both the sub-wire harness (filter) and SRS ECU have been replaced under the current Safety Recall E0G, 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.
4. ***Finally, always wear your seatbelt*** when the vehicle is being operated.

Q5a: What should I do if the Airbag 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: Do I need my owner letter to have the remedy performed?

A5b: 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 some vehicles covered by this Safety Recall are also covered by the Takata airbag inflator Safety Recall.

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.

Q6b: In some cases under the Takata airbag inflator Safety Recall Toyota disabled the airbag until the remedy could be completed. Has there been any consideration to do the same for this Safety Recall?

A6b: No, Toyota will not be disabling airbags under this campaign. According to NHTSA, your chances of being involved in a crash where the airbag could prevent serious injury or death are greater than the risk of serious injury from an inadvertent airbag deployment.¹

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

A7: There are approximately 119,140 Avalon vehicles (2003 and 2004 model year) covered by Safety Recall E0G in the US.

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 Corolla and Corolla Matrix vehicles.

Q8: How long will the repair take?

A8: The current Safety Recall repair (installation of the sub-wire harness (filter)) will take approximately 2 hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q9: What if I previously paid for repairs to my vehicle for this condition?

A9: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q10: What if I have additional questions or concerns?

A10: 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.

¹ See NHTSA Safety Advisory at <http://www.nhtsa.gov/About+NHTSA/Press+Releases/2015/safety-advisory-01-31-2015>.