

# TOYOTA

## ◀ IMPORTANT UPDATE ▶

### PRODUCT SUPPORT DIVISION

*The attached Dealer Letter has been updated, refer to the details below.*

DATE	TOPIC
11/10/2015	The remedy is now available for the majority of Phase 2 VINs.
10/27/2015	The Phase 2 (C1M) interim VIN ranges have been updated.
10/25/2015	<ul style="list-style-type: none"><li>Phase 2 VINs are now searchable on TIS.</li><li>Part ordering process has been updated.</li></ul>
10/20/2015	The previous C0M Dealer Letter has been superseded by the attached version.

*The most recent update in the attached Dealer Letter will be highlighted with a red box.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

# TOYOTA

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Published October 20, 2015

Toyota Motor Sales, USA, Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

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

Subject: Safety Recall C0M – **Expansion REMEDY Notice**  
Multiple Models and Model Years  
Power Window Master Switch (PWMS)

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On October 21, 2015, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall. This will result in an expansion of the model year range involved in Safety Recall C0M – Power Window Master Switch (PWMS).

## **Background**

Safety Recall C0M was announced on October 9, 2012. This involved multiple models and model years and will now be referred to as Phase 1. Toyota's new recall will result in the expansion of C0M to include additional model years; this expansion will be referred to as Phase 2. **The remedy procedures are the same for Phase 1 and Phase 2 vehicles.** Refer to the information below for further details.

## **Condition**

The Power Window Master Switch in the Phase 2 vehicles may have been manufactured with insufficient lubricant grease. If sufficient grease is not applied, under certain conditions the switch may develop a short circuit that can cause the switch assembly to overheat and melt. A melting switch can produce smoke and potentially lead to a fire.

Toyota previously recalled certain 2007 – 2009 model year vehicles for a similar condition. This Safety Recall adds vehicles not previously involved in the prior action that utilized an alternative lubricant application method.

## **Remedy – Phase 1 Vehicles**

Toyota dealers are requested to inspect the PWMS and apply a specialized grease at **NO CHARGE** to the customer. Based upon inspection results, in a limited number of cases (approximately 1%), the dealer may need to replace the electronic circuit board in the PWMS. **The remedy is the same for Phase 1 and Phase 2 vehicles.**

## **Remedy – Phase 2 Vehicles**

The remedy is now available for approximately 1,770,000 of the Phase 2 vehicles. For the Phase 2 remedy vehicles, Toyota dealers are requested to inspect the PWMS and apply a specialized grease at **NO CHARGE** to the customer. Based upon inspection results, in a limited number of cases (approximately 1%), the dealer may need to replace the electronic circuit board in the PWMS.

## **Interim – Phase 2 Vehicles**

All Phase 2 Sequoia vehicles and approximately 13,600 Phase 2 Tundra vehicles are still in the interim phase. Toyota is currently finalizing the remedy for these vehicles and will provide notification to dealers once the remedy is available.

**Covered Vehicles**

There are approximately 4,303,000 vehicles now covered by these Safety Recalls. Phase 2 involves approximately 1,803,000 vehicles, approximately 1,770,000 are in the remedy phase and **approximately 33,900 are still loaded to the interim designation, C1M.**

Phase 1	Model Year	Model Name	Production Period	UIO
	Certain 2007-2008	Yaris	Early September 2006 to Late July 2008	110,300
	Certain 2007-2009	RAV4	Early September 2006 to Mid-December 2008	336,400
		Tundra	Late October 2006 to Mid-December 2008	337,100
		Camry	Early September 2006 to Mid-December 2008	938,100
		Camry Hybrid	Early September 2006 to Mid-December 2008	116,800
	Certain 2008-2009	Scion xD	Early April 2007 to Late July 2008	34,400
		Scion xB	Mid-January 2007 to Late July 2008	77,500
		Sequoia	Mid-November 2007 to Mid-December 2008	38,500
	Certain 2008	Highlander	Early March 2007 to late July 2008	135,400
Highlander HV		Early March 2007 to late July 2008	23,200	
Certain 2009	Corolla	Late November 2007 to Mid-December 2008	270,900	
	Matrix	Early January 2008 to Mid-December 2008	27,000	
Approximate Total				2,500,000

Phase 2	Model Year	Model Name	Production Period	UIO
	Certain 2006-2010	Yaris	Early June 2005 to Late June 2010	213,900
	Certain 2006-2010	RAV4	Late July 2005 to Late August 2010	417,200
	Certain 2009-2011	Tundra	Early January 2009 to Late August 2010	138,800*
	Certain 2007 & Certain 2009	Camry	Early October 2005 to Mid-March 2009	237,300
		Camry Hybrid	Early October 2005 to Mid-March 2009	31,500
	Certain 2009-2011	Scion xD	Early August 2008 to Late June 2010	31,300
	Certain 2009-2011	Scion xB	Early August 2008 to Late June 2010	50,100
	Certain 2008-2011	Sequoia	Early January 2008 to Late August 2010	20,300*
	Certain 2008-2011	Highlander	Early August 2008 to Late August 2010	137,300
		Highlander HV	Early August 2008 to Late June 2010	20,700
	Certain 2009-2010	Corolla	Early August 2007 to Late August 2010	477,900
	Certain 2009-2010	Matrix	Mid-January 2009 to Late August 2010	27,000
Approximate Total				1,803,000

\*Note that all Phase 2 Sequoia vehicles and approximately 13,600 Tundra vehicles are still loaded to the interim designation, C1M.

**Owner Letter Mailing Date**

Toyota notified all customers involved in Phase 1 of C0M when the Safety Recall launched in late October, 2012. Additionally, all owners of Phase 1 vehicles that were incomplete were re-notified June – August, 2015.

Toyota will begin to notify owners of the remedy phase in late November, 2015. The owner letter will be mailed in quantities consistent with parts availability and dealer repair capacity over the next one to two months.

Toyota will also mail an interim owner letter to owners with vehicles that are still in the interim phase and to owners that a remedy letter will not be mailed to within 60 days of the DIR filing.

**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. Confirm Safety Recall applicability using TIS.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be sold or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

**Campaign Special Service Tools**

All dealers should already have a supply of the campaign special service tools (syringe kits). Toyota will also send a supplemental shipment of syringe kits to all dealers in mid-November, 2015. If additional tools are needed prior to the supplemental shipment, contact your regional representative.

**Remedy Procedures**

Please refer to TIS for Technical Instructions on performing this 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.

**Dealership Best Practices**

Due to a limited quantity of available grease, Toyota recommends that each dealership assign a designated team to perform the repair for these Safety Recalls. The designated team should share one tube of grease, as it will service approximately 50 vehicles. **DO NOT order grease for each team member.**

**Technician Training Requirements**

The training requirements that were in effect at the initial launch of C0M in October, 2012 will remain applicable until November 30, 2015. In late October, 2015 an updated elearning module SCC0M2 will be available; an announcement will be sent informing technicians when this course is available. Starting on December 1, 2015 the training requirements will be updated and all technicians performing C0M **MUST** meet the updated training requirements. See the details below for the initial and updated training requirements.

**Initial Training Requirements**

In order to perform this campaign, technician must have completed training course SCC0M. Training courses 623, 652 are prerequisites to completing SCC0M. There are two ways to receive credit for SCC0M:

1. Review training video and technical instructions, then complete a survey.  
(This survey is no longer available, option 2 must be utilized.)
2. Receive hands on training from the region.

If you have questions regarding training, contact your regional representative.

**Updated Training Requirements – In effect starting 12/1/2015**

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 **must successfully complete elearning SCC0M2 AND** are required to currently hold at least one of the following certification levels:

- Certified Technician (any specialty)
- Expert Technician (any specialty)
- Master Technician
- Master Diagnostic Technician

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.

**Parts Ordering Process**

Orders should be placed through the dealership’s facing PDC. These parts have been placed on Dealer Ordering Solutions (DOS) and will be systematically released daily based on dealer ordering criteria. For DOS details, refer to the MAC report.

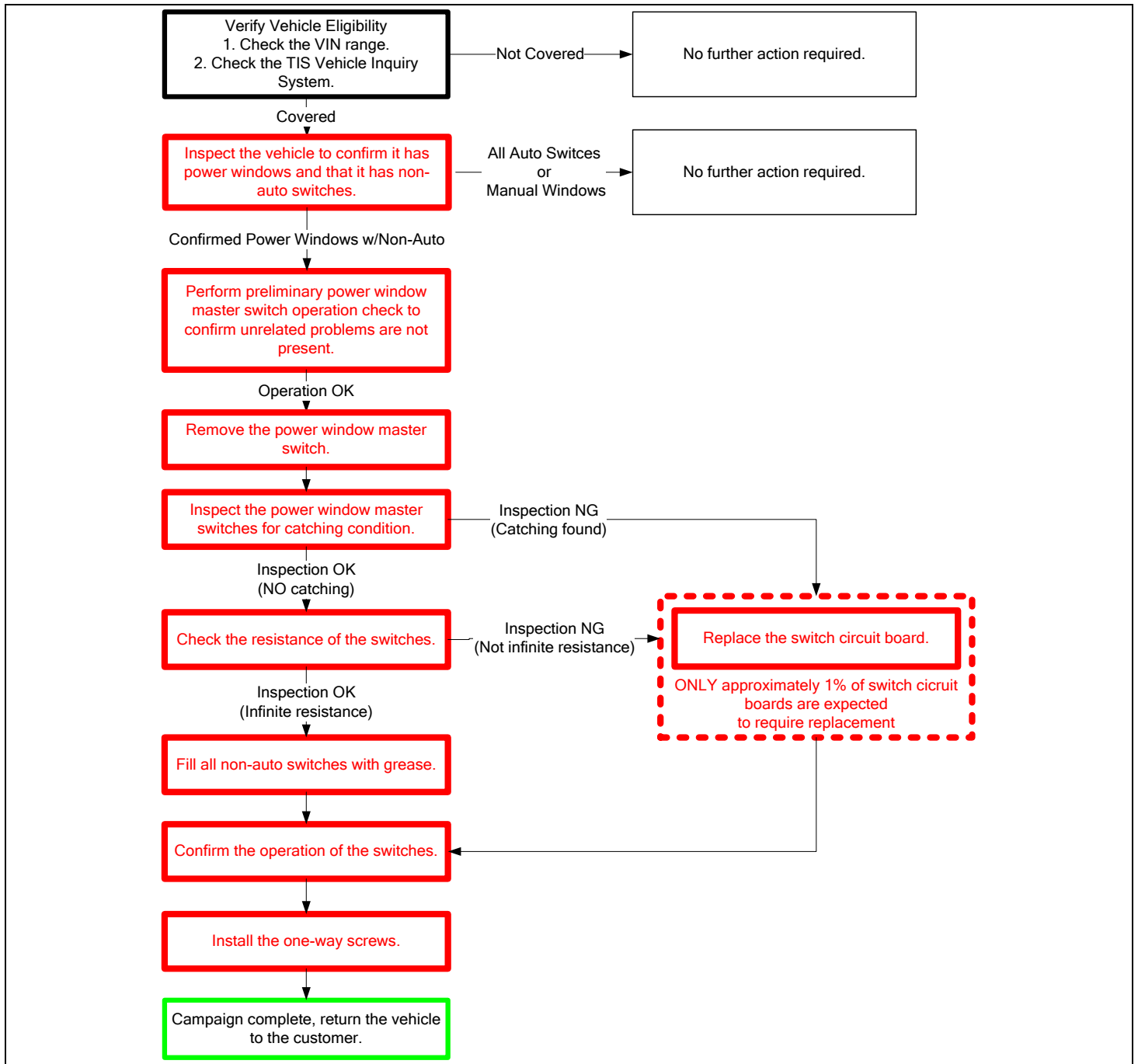
Part Number	Description	On DOS	Quantity	Notes
04002-18242	Grease*	Yes	1	-
04002-18342	One-Way Screw**	Yes	3	With Rear Power Windows
			2	Without Rear Power Windows

\*One tube of grease will service approximately 50 vehicles.

\*\*04002-18342 is a quantity pack that contains 75 screws; each PWMS will use 2 or 3 screws.

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.

**Warranty Reimbursement Procedure**



Model	Opcode	Description	Flat Rate Hours
Camry	2611HA	Inspect PWMS, apply grease and install one-way screws	0.8 hr/vehicle
All Except Camry	2611HB		0.7 hr/vehicle
Camry	2611HC	Inspect PWMS, replace circuit board and install one-way screws	0.6 hr/vehicle
All Except Camry	2611HD		0.5 hr/vehicle
All	BGG55K	Inspection only, not applicable	0.2 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost of the grease AND one-way screws may be claimed at a maximum of \$6.02 per vehicle as sublet type 'ZZ' under operation codes 2611HA, and 2611HB.
- The cost of the one-way screws may be claimed at a maximum of \$0.16 per vehicle as sublet type 'ZZ' under operation codes 2611HC, and 2611HD.

**Media Contacts**

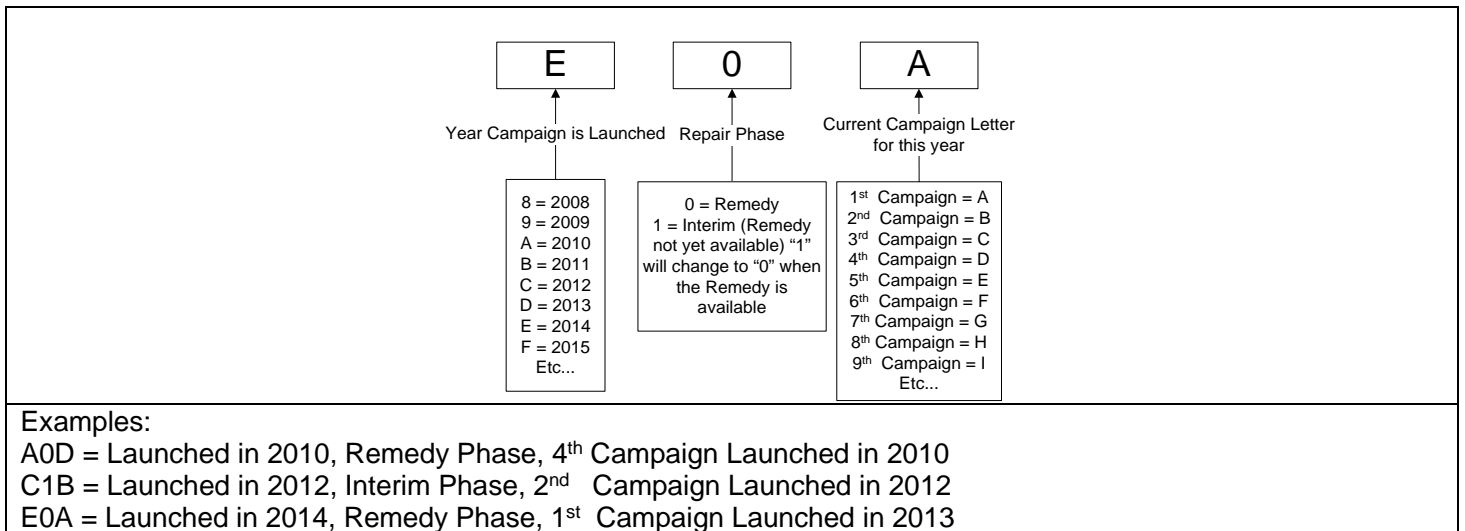
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media 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 C0M – *Expansion REMEDY Notice***  
**Multiple Models and Model Years**  
**Power Window Master Switch (PWMS)**

**Frequently Asked Questions**  
**Published October 20, 2015**

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**Background**

Safety Recall C0M was announced on October 9, 2015. This involved multiple models and model years and will now be referred to as Phase 1. Toyota’s new recall will result in the expansion of C0M to include additional model years; this expansion will be referred to as Phase 2. **The remedy is the same for Phase 1 and Phase 2 vehicles.** Refer to the information below for further details.

**Q1: What is the condition?**

A1: The Power Window Master Switch in Phase 2 vehicles may have been manufactured with insufficient lubricant grease. If sufficient grease is not applied, under certain conditions the switch may develop a short circuit that can cause the switch assembly to overheat and melt. A melting switch can produce smoke and potentially lead to a fire.

Toyota previously recalled certain 2007 – 2009 model year vehicles for a similar condition. This Safety Recall adds vehicles not previously involved in the prior action that utilized an alternative lubricant application method.

**Q2: Are there any warnings that this condition exists?**

A2: In some cases, customers may notice an inoperative switch. In some cases, there may also be a smell of melting plastic, or smoke. These symptoms are possible indications that the switch may have developed a short circuit but may not be present in all cases.

**Q3: What is Toyota going to do?**

A3: The remedy will involve an inspection, switch disassembly, and application of a specialized grease. In a limited number of cases, the electronic circuit board in the PWMS will be replaced. The inspection and applicable repair will be performed at **NO CHARGE**.

**Q3a: What is the specialized grease?**

A3a: The specialized heat resistant grease is fluorine based and will prevent the condition from occurring.

**Q3b: Why can’t owners simply apply a commercially available lubricant?**

A3b: The PWMS is not designed to be lubricated with commercially available lubricants. Application of these foreign lubricants to the PWMS could lead to smoking and/or melting, of the switch assembly. Under some circumstances, this could lead to a fire.

**Q3c: Is the specialized grease non-flammable?**

A3c: Yes. The specialized grease is non-flammable.

**Q3d: Why is Toyota not applying the grease to the ‘AUTO’ switch on the power window switch?**

A3d: The internal design of the ‘AUTO’ switch is different from the other manual type switches.

**Q3e: Is Toyota going to apply a specialized grease to the other switches in the vehicle?**

A3e: No. The other power window switches in the vehicle have a different internal design from the power window master switch.

**Q4: Which and how many vehicles are covered by this campaign?**

A4: There are approximately 4,303,000 vehicles covered by these Safety Recalls. Phase 2 involves approximately 1,803,000 vehicles, approximately 1,770,000 million are in the remedy phase and **approximately 33,900 are still in an interim status**

Phase 1	Model Year	Model Name	Production Period	UIO
	Certain 2007-2008	Yaris	Early September 2006 to Late July 2008	110,300
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Approximate Total				1,803,000

\*Note that all Phase 2 Sequoia vehicles and approximately 13,600 Tundra vehicles are still in an interim status.

**Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?**

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by these Safety Recalls.

**Q5: Is the remedy currently available for Phase 1 and Phase 2 vehicles?**

A5: The remedy is currently available for all Phase 1 vehicles. The remedy is also available for approximately 1,770,000 of the Phase 2 vehicles. All Phase 2 Sequoia vehicles and approximately 13,600 Phase 2 Tundra vehicles are still in an interim status. Toyota is currently finalizing the remedy for these vehicles and will provide notification to dealers once the remedy is available.

**Q6: How long will the repair take?**

A6: The repair takes approximately one to one and a half hours; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q7: What if I previously paid for repairs related to this campaign?**

A7: Reimbursement consideration instructions will be provided in the remedy owner letter.

**Q8: 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.

**Q9: What if I have addition questions or concerns?**

A9: 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.