

**◀ IMPORTANT UPDATE ▶**

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

DATE	TOPIC
02/10/2020	<ul style="list-style-type: none"><li>• Interim rental opcodes now available.</li><li>• Toyota Customer Vehicle Offsite Storage Form available</li></ul>

*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.

Original Publication Date: January 21, 2020

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

**SAFETY RECALL 20TA03** *(Interim Notice 20TB03)*

Certain 2011 – 2019 Model Year Corolla  
 Certain 2011 – 2013 Model Year Matrix  
 Certain 2012 – 2018 Model Year Avalon  
 Certain 2013 – 2018 Model Year Avalon Hybrid  
 Incomplete or Nondeployment of Airbags and/or Seat Belt Pretensioners May Occur

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
Corolla 2011 – 2019	Late November 2010 – Late February 2019	2,577,000	30
Matrix 2011 – 2013	Early December 2010 – Mid-June 2013	10,200	0
Avalon 2012 – 2018	Mid-May 2012 – Mid-April 2018	241,900	0
Avalon HV 2013 – 2018	Late May 2012 – Late March 2018	63,800	3

**STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.***Refer to Dealer Inventory Procedures section for more details.*

On January 17, 2020, 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 on certain 2011 – 2019 model year Corolla, 2011 – 2013 model year Matrix, 2012 – 2018 model year Avalon and 2013 – 2018 Avalon Hybrid vehicles.

**Condition**

The subject vehicles may be equipped with an electronic control unit (ECU) from a specific supplier designed to receive signals from crash sensors and deploy the airbags and seat belt pretensioners. The ECU may not have adequate protection against certain electrical noise that can occur in certain crashes, such as severe underride crashes. This can lead to incomplete or nondeployment of the airbags and/or seat belt pretensioners. Airbag non-deployment and/or lack of seat belt pretensioner operation can increase the risk or severity of injury in a crash.

### **Remedy**

Toyota is currently preparing the remedy. When the remedy becomes available, in most cases, Toyota dealers will install a noise filter between the airbag control module and its wire harness. In some cases, Toyota dealers may inspect the ECU to determine if the noise filter is necessary before installing it. The remedy will be at no cost to vehicle owners.

### **Covered Vehicles**

There are approximately 2,892,900 vehicles covered by this Safety Recall. Approximately 50,000 vehicles involved in this Safety Recall were distributed to Puerto Rico.

### **Owner Letter Mailing Date**

Toyota will notify owners by mid-March 2020.

*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.

## Dealer Inventory Procedures

### New Vehicles in Dealership Inventory

There are approximately 33 vehicles in new dealer inventory as of January 21, 2020.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Toyota reimburses dealers for flooring costs associated with new vehicles held in dealership inventory until the recall remedy becomes available. Toyota provides these flooring reimbursements at 60-day intervals. Toyota reserves the right to withhold or charge-back any flooring reimbursement funds that may have been paid to the dealer if it determines that a new vehicle subject to a safety recall was sold without first being remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

#### NOTE:

- *New vehicles in dealer inventory subject to a Safety Recall must be remedied before delivery into commerce under a sale or lease. Dealer-to-dealer trades as well as vehicle sales between dealers should not be made until a vehicle is remedied.*
- Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

**Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock**

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

**Pre-Owned Vehicles in Dealer Inventory**

Toyota typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to [quality\\_compliance@toyota.com](mailto:quality_compliance@toyota.com). In the subject line of the email, state "Disclosure Form 20TA03/20TB03" and include the VIN.

**NOTE:** Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (**Non SET and GST dealers:** <https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

**Toyota Certified Used Vehicle (TCUV)**

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

**Toyota Rent-A-Car (TRAC) & Service Loaners**

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

## Customer Handling, Parts Ordering, and Remedy Procedures

**Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. 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) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

**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 Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

## Warranty Reimbursement Procedures

**Loaner Vehicle or Alternative Transportation Reimbursement Procedure**

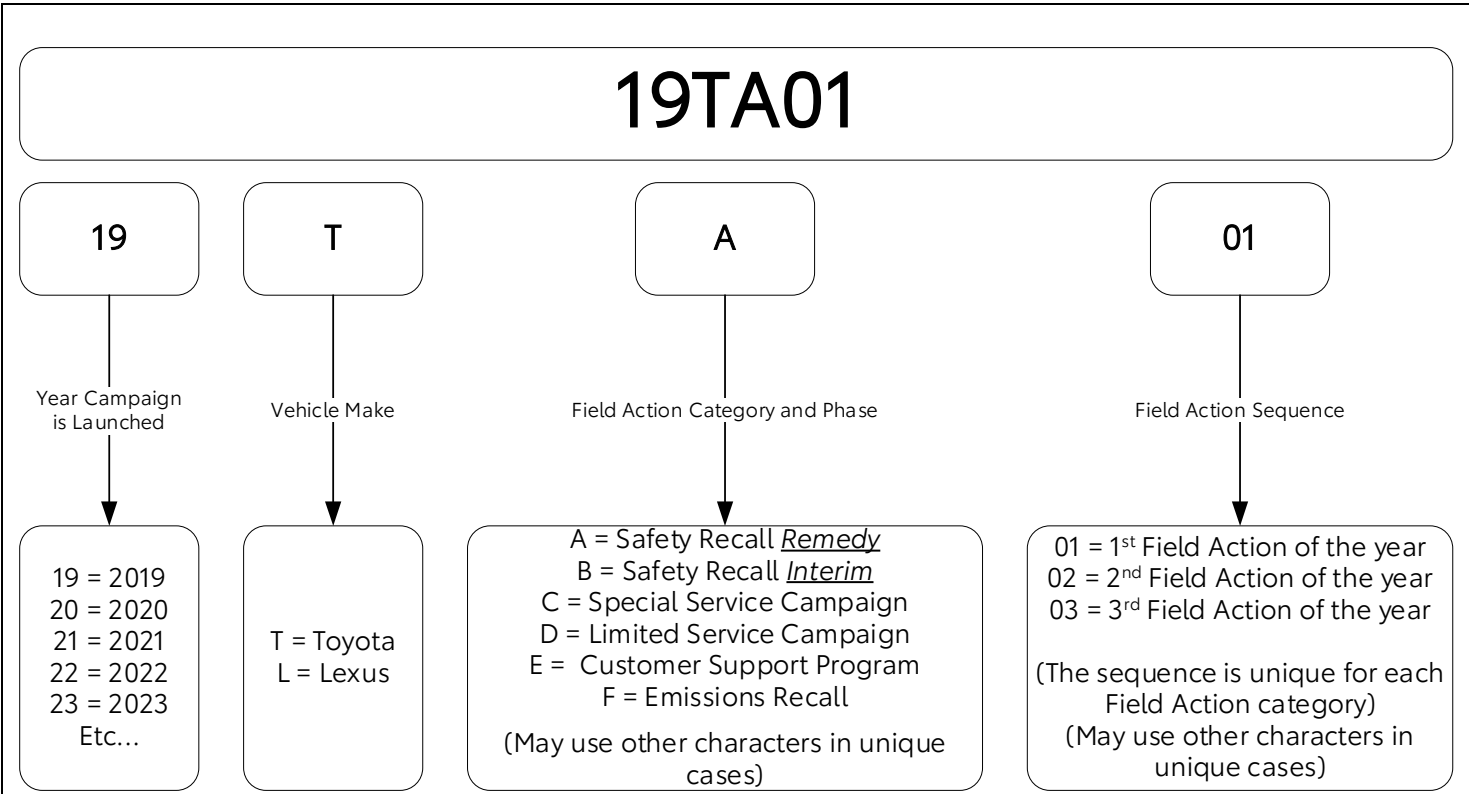
Until the remedy is available, customers who are uncomfortable driving their vehicle during the interim phase may receive a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) which can be claimed for \$35 per day.

Op Code	Description
TB03R1	Vehicle Rental 1-30 Days
TB03R2	Vehicle Rental 31-60 Days

**NOTE:**

- Rental invoice ***MUST*** be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.
- Rentals that exceed the maximum allowable daily rate will require DSPM authorization per the Toyota Transportation Assistance Policy (TTAP).
- Dealers will be allowed to file these Op Codes up to 90 days after the final phase has launched into remedy. After that time, no claims for alternative transportation reimbursement will be accepted.

**Campaign Designation / Phase Decoder**



**Examples:**

19TA01 = Launched in 2019, Toyota, Safety Recall Remedy Phase, 1<sup>st</sup> Safety Recall Launched in 2019  
 20TC02 = Launched in 2020, Special Service Campaign, 2<sup>nd</sup> Special Service Campaign Launched in 2020  
 21TE05 = Launched in 2021, Customer Support Program, 5<sup>th</sup> Customer Support Program Launched in 2021

*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 20TA03 *(Interim Notice 20TB03)*

Certain 2011 – 2019 Model Year Corolla  
Certain 2011 – 2013 Model Year Matrix  
Certain 2012 – 2018 Model Year Avalon  
Certain 2013 – 2018 Model Year Avalon Hybrid  
Incomplete or Nondeployment of Airbags and/or Seat Belt Pretensioners May Occur

### Frequently Asked Questions

Original Publication Date: January 21, 2020

**Q1:** *What is the condition?*

A1: The subject vehicles may be equipped with an electronic control unit (ECU) from a specific supplier designed to receive signals from crash sensors and deploy the airbags and seat belt pretensioners. The ECU may not have adequate protection against certain electrical noise that can occur in certain crashes, such as severe underride crashes. This can lead to incomplete or nondeployment of the airbags and/or seat belt pretensioners. Airbag non-deployment and/or lack of seat belt pretensioner operation can increase the risk or severity of injury in a crash.

**Q1a:** *Are there any warnings that this condition exists?*

A1a: No, there are no warnings prior to the occurrence of this condition.

**Q2:** *What is Toyota going to do?*

A2: Toyota is currently preparing the remedy. When the remedy becomes available, in most cases, Toyota dealers will install a noise filter between the airbag control module and its wire harness. In some cases, Toyota dealers may inspect the ECU to determine if the noise filter is necessary before installing it. The remedy will be at no cost to vehicle owners.

**Q3:** *Which and how many vehicles are covered by this Safety Recall?*

A3: There are approximately 2,892,900 vehicles covered by this Safety Recall.

Model Name	Model Year	Approximate UIO	Production Period
Corolla	2011 – 2019	2,577,000	Late November 2010 – Late February 2019
Matrix	2011 – 2013	10,200	Early December 2010 – Mid-June 2013
Avalon	2012 – 2018	241,900	Mid-May 2012 – Mid-April 2018
Avalon Hybrid	2013 – 2018	63,800	Late May 2012 – Late March 2018

**Q3a:** *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.



**Q4:** *What if I previously paid for repairs related to this Safety Recall?*

A4: Reimbursement consideration instructions will be provided in the owner letter.

**Q5:** *How does Toyota obtain my mailing information?*

A5: 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.

**Q6:** *What if I have additional questions or concerns?*

A6: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.



Toyota Motor Sales, USA, Inc.  
6565 Headquarters Drive  
Plano, TX 75024  
(469) 292-4000

## CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and TCUV units.

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature \_\_\_\_\_

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using [www.toyota.com/recall](http://www.toyota.com/recall) or [www.safercar.gov](http://www.safercar.gov). You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model \_\_\_\_\_ Model Year \_\_\_\_\_

### Customer Information

Customer Name _____	Customer Email _____
Customer Address _____	Home Phone # _____
_____	Mobile Phone # _____
_____	Date _____

*Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate) or contact us at 1-888-270-9371.*

### Dealer Information

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____



I acknowledge that the dealer associate above has informed me that the vehicle referenced above is subject to Safety Recall 20TA03 (Interim 20TB03) that Toyota has issued. I am aware that Toyota has decided that a defect which relates to motor vehicle safety exists in the Subject Vehicle. The subject vehicles may be equipped with an electronic control unit (ECU) from a specific supplier designed to receive signals from crash sensors and deploy the airbags and seat belt pretensioners. The ECU may not have adequate protection against certain electrical noise that can occur in certain crashes, such as severe underride crashes. This can lead to incomplete or nondeployment of the airbags and/or seat belt pretensioners. Airbag non-deployment and/or lack of seat belt pretensioner operation can increase the risk or severity of injury in a crash.

I understand that Toyota is currently preparing the remedy. When the remedy is available, it will be free of charge to vehicle owners. I have therefore elected to drive a loaner/rental car provided through an authorized Toyota dealer until the Subject Recall remedy can be completed. The dealer is authorized to provide me with a loaner/rental vehicle to drive until my dealer notifies me that the remedy is available for my vehicle, or until such time as the dealer requests that I return the rental vehicle, whichever is earlier.

**I acknowledge that I will take the vehicle referenced above home or to another personal storage location and store it while driving the rental car provided by the dealer. I specifically and knowingly make the following agreements:**

- I agree not to drive the Subject Vehicle while it is in my possession, custody, or control until the Subject Safety Recall Repair is completed other than directly to or from the Dealer. However, to maintain the vehicle battery life, I will start the vehicle and let it idle for a short period. If your vehicle is garaged, I will move it out of the garage while the vehicle is idling.
- I agree not to allow the Subject Vehicle to be driven by others and will ensure that all keys/key fobs to the vehicle are inaccessible to all others, until the Subject Safety Recall remedy is completed.
- I agree to drive the Subject Vehicle directly to the Dealer after the Dealer notifies me that the Subject Safety Recall remedy can be completed on my vehicle and an appointment is confirmed. This repair will be at no cost to me.
- I understand that I may be held responsible for the cost of the loaner vehicle if I cause the Subject Vehicle to be driven other than directly to or from the Dealer prior to the performance of the Subject Safety Recall Repair.
- I agree to maintain possession of the Subject Vehicle and will not alter or modify the Subject Vehicle until such time as the Subject Safety Recall Repair is performed.
- Should I lose possession of and/or sell the Subject Vehicle before the Subject Safety Recall Repair is performed, I agree to notify the Dealer immediately, and no later than 24 hours after I have lost possession of the Subject Vehicle and return the loaner/rental vehicle within 48 hours.

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(Signature of vehicle owner/lessee)

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(Date)