

◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
03/23/2020	Added Step to Flow Chart under Warranty Reimbursement Procedure
03/17/2020	Added Toyota Customer Vehicle Offsite Storage Form

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: March 12, 2020

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

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

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
 NHTSA Recall No. 20V-024

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 that is 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 and seat belt pretensioners that do not deploy as intended can increase the risk of injury in a crash.

Remedy

Toyota has sufficient parts to begin a phased implementation of the remedy. Any authorized Toyota dealer will, in most cases, 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. Refer to the table below to determine the remedy status and remedy campaign designation for vehicles involved in this Safety Recall.

Phase	Model / Years	Approximate Total Vehicles	Remedy Status	Remedy Campaign Designation
1	Corolla 2014 – 2019	528,000	Remedy Available*	20TA03
2	Corolla 2011 – 2012	112,000	Remedy NOT Available at this time	20TA05**
	Corolla 2011 – 2013	616,000	Remedy NOT Available at this time	20TA03
	Matrix 2011 – 2013	10,200		
	Avalon 2012 – 2018	241,900		
	Avalon HV 2013 – 2018	63,800		
	Corolla 2014 – 2019	1,321,000		

*Only a portion of the 2014 – 2019 model year Corolla vehicles covered by this Safety Recall are included in the phase 1 remedy.

**Certain 2011-2012 Corolla vehicles will require an inspection of the ECU to determine if noise filter installation is necessary. These vehicles will be loaded to campaign designation 20TA05. A separate Dealer Letter and Technical Instructions will be available at the time of phase 2 remedy launch.

At this time, Toyota anticipates that the remedy will become available for Phase 2 vehicles by late April 2020.

Campaign Phase Interpretation

This Safety Recall is being administered in phases due to parts availability. Please confirm each VIN using TIS to determine if the vehicle is in the remedy or interim phase. Only perform the repair that is available for the specific VIN. *Dealers are NOT to perform repairs on vehicles that are in the interim phase.*

REMEDY PHASE – ELIGIBLE FOR REPAIR

Campaign Description: Safety Recall X0X - Remedy Notice - 2004-2005 Model Year Toyota - Generic Recall Description

Completion Status: **Not Completed**

[\[Show Documents\]](#)

STATUS IDENTIFICATION

A: Campaign Description: X0X Remedy

B: Completion Status: Not Completed

- This vehicle is eligible to have the remedy performed.*

INTERIM PHASE – FUTURE REPAIR

Campaign Description:	Safety Recall X0X (X1X) - Interim Notice - 2004-2005 Toyota - Generic Recall Description
Completion Status: [Show Documents]	Not Completed

A

B

STATUS IDENTIFICATION

A: Campaign Description: X1X Interim

B: Completion Status: Not Completed

- *This vehicle is in the interim phase; the remedy is NOT AVAILABLE at this time.*

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 begin to notify customers involved in phase 1 in mid-March 2020 informing them that the remedy is now available. Toyota will also mail an interim owner letter to phase 2 customers beginning early-March 2020. Phase 2 customers will receive a second notification when the remedy becomes available for them. Samples of the owner notification letters have been included for your reference.

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.

Toyota Version Below



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 – Phase 1 vehicles

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

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. In the subject line of the email state "Disclosure Form 20TA03" 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.

Pre-Owned Vehicles in Dealer Inventory – Phase 2 vehicles

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. 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.

Salvage Title Vehicles

Every attempt should be made to complete an open Safety Recall when circumstances permit, unless noted otherwise in the Safety Recall dealer letter.

For complete details on this policy, refer to Toyota Warranty Policy [4.17](#), "What Is Not Covered by The Toyota New Vehicle Limited Warranty".

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.

Parts Ordering Process – Non SET and GST Parts Ordering Process

It is possible that parts for this campaign are either required to be ordered in Campaign Part Order Request (CPOR) on Service Lane, or have been placed on Manual Allocation Control (MAC) due to potential limited part availability. Please check the CPOR/MAC report on Dealer Daily for the most up-to-date parts ordering information.

All Safety Recall, Service Campaign (SSC/LSC) 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 for additional details.

Part Number	Description	Quantity
04009-98112	Airbag Harness Kit	1

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:

- Expert (Electrical or Hybrid)
- Master
- Master Diagnostic Technician

Always check which technicians can perform the repair 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 recall 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

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.

Post Repair Quality Checksheet

The Technical Instructions will direct you to a website as part of the repair quality confirmation procedure. For your reference, the website and default password are listed below:

https://toyota-trw.imagespm.info/
Default Password: XXXXX

Each dealer only has a single account; please ensure that the reset password is communicated to all technicians and dealer associates that will be utilizing this website.

Parts Recovery Procedures

All parts replaced as part of this Safety Recall must be turned over to the parts department until appropriate disposition is determined. The parts department must retain these parts until notification via the Parts Recovery System (PRS) is received indicating whether to ship or scrap the parts. These parts are utilized by various departments for defect analysis, quality control analysis, product evaluation, as well as other purposes.

To help minimize dealer storage challenges, Toyota recommends that dealers:

- File the campaign claim accurately and promptly. The time a dealer is required to hold parts is based on when the campaign claim is paid by Toyota.
- Monitor the Warranty Parts Recovery Notifications and Part Scrap Report regularly.

Refer to Warranty Policies [9.3](#) and [9.6](#) for additional details.

Warranty Reimbursement Procedures

Loaner Vehicle or Alternative Transportation Reimbursement Procedure

For customers who request a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) during the interim phase, a loaner vehicle or alternative transportation can be claimed for \$35 per day.

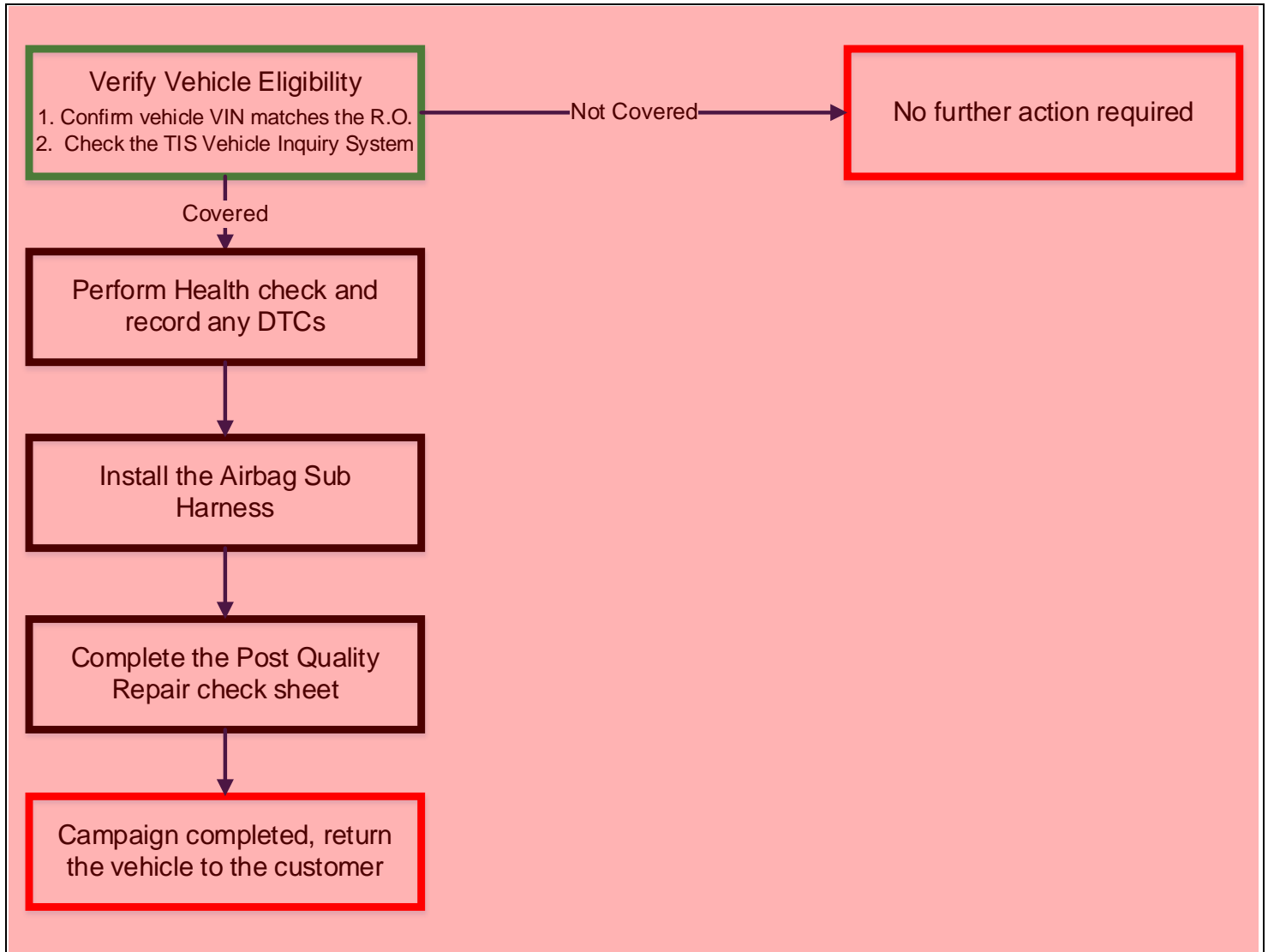
If a customer is not eligible for a loaner or alternative transportation, the customer can contact Customer Experience Center for further assistance.

Op Code (File under designation 20TB03)	Description
TB03R1	Vehicle Rental 1-30 Days
TB03R2	Vehicle Rental 31-60 Days
TB03R3	Vehicle Rental 61-90 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.

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
2TA031	Install Airbag Harness Kit – Corolla	1.1

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

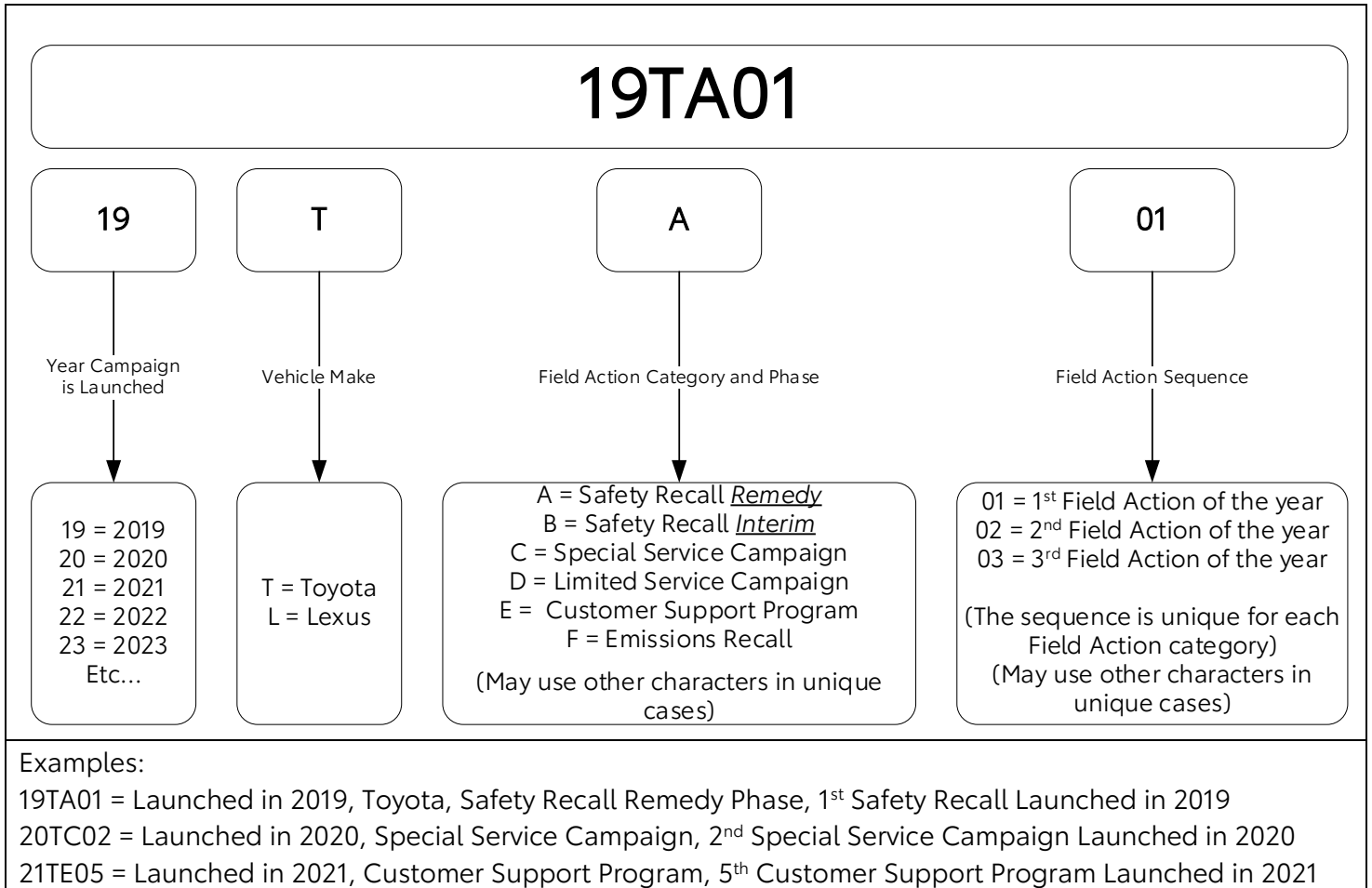
Claim Filing Accuracy and Correction Requests

It is the dealer’s responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter.

Campaign Designation / Phase 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 20TA03 (*Interim Notice 20TB03*) – *Remedy Notice*

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
NHTSA Recall No. 20V-024

Frequently Asked Questions

Original Publication Date: March 12, 2020

Q1: *What is the condition?*

A1: The subject vehicles may be equipped with an electronic control unit (ECU) from a specific supplier that is 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. Airbags and seat belt pretensioners that do not deploy as intended can increase the risk 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 has sufficient parts to begin a phased implementation of the remedy. Any authorized Toyota dealer will, in most cases, 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. Refer to the table below to determine the remedy status and remedy campaign designation for vehicles involved in this Safety Recall.

Phase	Model / Years	Approximate Total Vehicles	Remedy Status	Remedy Campaign Designation
1	Corolla 2014 – 2019	528,000	Remedy Available*	20TA03
2	Corolla 2011 – 2012	112,000	Remedy NOT Available at this time	20TA05**
	Corolla 2011 – 2013	616,000	Remedy NOT Available at this time	20TA03
	Matrix 2011 – 2013	10,200		
	Avalon 2012 – 2018	241,900		
	Avalon HV 2013 – 2018	63,800		
Corolla 2014 – 2019	1,321,000			

*Only a portion of the 2014 – 2019 model year Corolla vehicles covered by this Safety Recall are included in the phase 1 remedy. Any authorized Toyota dealer can determine if the remedy is available or not for a specific 2014 – 2019 Corolla vehicle.

**Certain 2011-2012 Corolla vehicles will require an inspection of the ECU to determine if noise filter is necessary.

At this time, Toyota anticipates that the remedy notification for Phase 2 owners will occur by June 2020.

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 or 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 or contact us at 1-888-270-9371.

Dealer Information

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



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

TOYOTA CUSTOMER VEHICLE OFFSITE STORAGE FORM

This form is only applicable to Safety Recall 20TA03 (Interim 20TB03) - Incomplete or Nondeployment of Airbags and/or Seat Belt Pretensioners May Occur

Dealer Information

Toyota Dealer: _____

Dealer Code: _____

Dealer Associate Managing Request: _____

Dealer Associate Contact Information:

Phone: _____

E-Mail: _____

Date of Loaner Car Out _____

Subject Vehicle and Customer Information

VIN

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Current Customer Owned Odometer Reading at Time of Signature: _____

Owner/Lessee Name: _____

Address: _____

City/State/ZIP: _____

Home Phone: _____

Work Phone: _____

Cell Phone: _____

E-mail Address: _____

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.

(Signature of vehicle owner/lessee)

(Date)

This notice applies to your vehicle:
[VIN]

URGENT SAFETY RECALL

This is an important Safety Recall. The remedy will be performed **FREE OF CHARGE** to you.

IMPORTANT SAFETY RECALL (*Remedy Notice*)

Certain 2014 – 2019 Model Year Corolla
Incomplete or Nondeployment of Airbags and/or Seat Belt Pretensioners May Occur
NHTSA Recall No. 20V-024

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2014 – 2019 model year Corolla vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

The subject vehicles are equipped with an electronic control unit (ECU) from a specific supplier that is 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. **Airbags and seat belt pretensioners that do not deploy as intended can increase the risk of injury in a crash.**

What should you do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible. **The remedy will require a new part to be installed. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience.**

Your local Toyota dealer will be more than happy to answer any of your questions.

- ✓ To find a dealer near you, visit www.toyota.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.toyota.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may 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.

What will Toyota do?

Any authorized Toyota dealer will install a noise filter between the airbag control module and its wire harness **FREE OF CHARGE** to you.

This is an important Safety Recall

The remedy will take approximately one hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Toyota's online, self-service portal. Log-in to your Toyota Owners account at <https://www.toyota.com/owners/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns", and click on "Submit Reimbursement Request".

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

Toyota Customer Experience Center - TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 - SSC/CSP Reimbursements
Plano, Texas 75025-9001

FAX: 310-381-7756

Please refer to the attached Reimbursement Checklist for required documentation details.

What if you are not the owner or operator of this vehicle?

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, please visit <https://www.toyota.com/recall/update-info-toyota>. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA

SAMPLE