

Original Publication Date: April 22, 2020

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

## SAFETY RECALL 20TA05 *(Remedy Notice)*

### Certain 2011 – 2012 Model Year Corolla 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 - 2012	Early July 2011 – Late December 2011	112,000	0

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 – 2012 model year Corolla 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

Any authorized Toyota dealer will inspect the ECU to determine if the noise filter is necessary before installing it. The inspection and remedy, if necessary, will be **FREE OF CHARGE** to vehicle owners.

#### Covered Vehicles

There are approximately 112,000 vehicles covered by this Safety Recall. Approximately 3,300 vehicles involved in this Safety Recall were distributed to Puerto Rico.

#### Owner Letter Mailing Date

Toyota will begin to notify owners in late April 2020. A sample of the owner notification letter has 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 - Reminder

Toyota has not identified any new vehicles in dealership inventory that are covered by this Safety Recall. However, below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

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.

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:** 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

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](mailto:quality_compliance@toyota.com). In the subject line of the email state "Disclosure Form 20TA05" 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*

\*Not necessary for all vehicles, only necessary depending on inspection results.

### **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 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 requested 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.

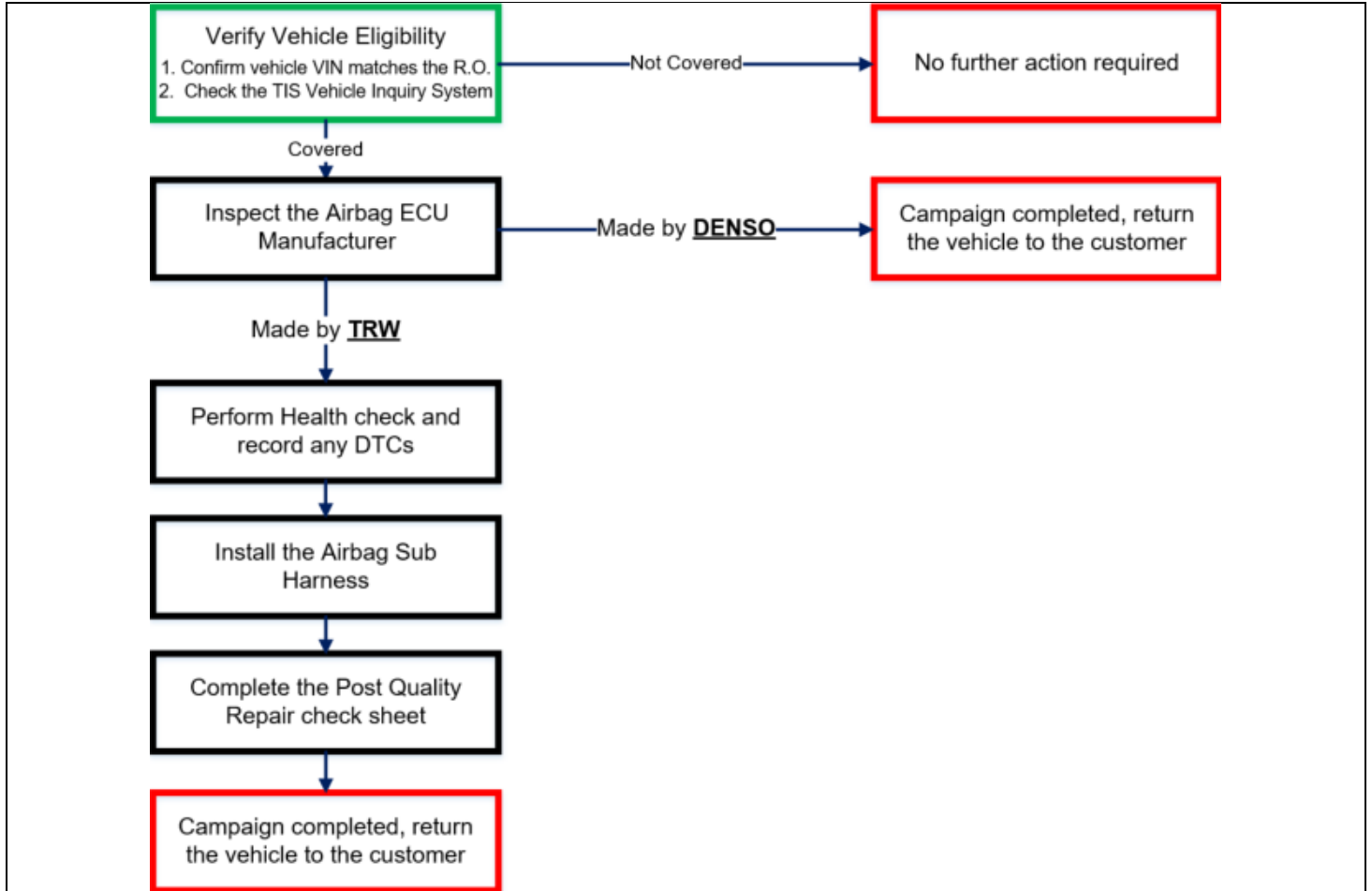
If a customer is not eligible for a loaner or alternative transportation, the customer can contact Customer Experience Center for further assistance.

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 until July 22, 2020. After that date, no claims for alternative transportation reimbursement will be accepted.

**Warranty Reimbursement Procedure**



Op Code	Description	Flat Rate Hours
2TA050	Inspect ECU, Airbag Harness Kit Not Needed	0.2
2TA051	Inspect ECU & Install Airbag Harness Kit	1.1

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

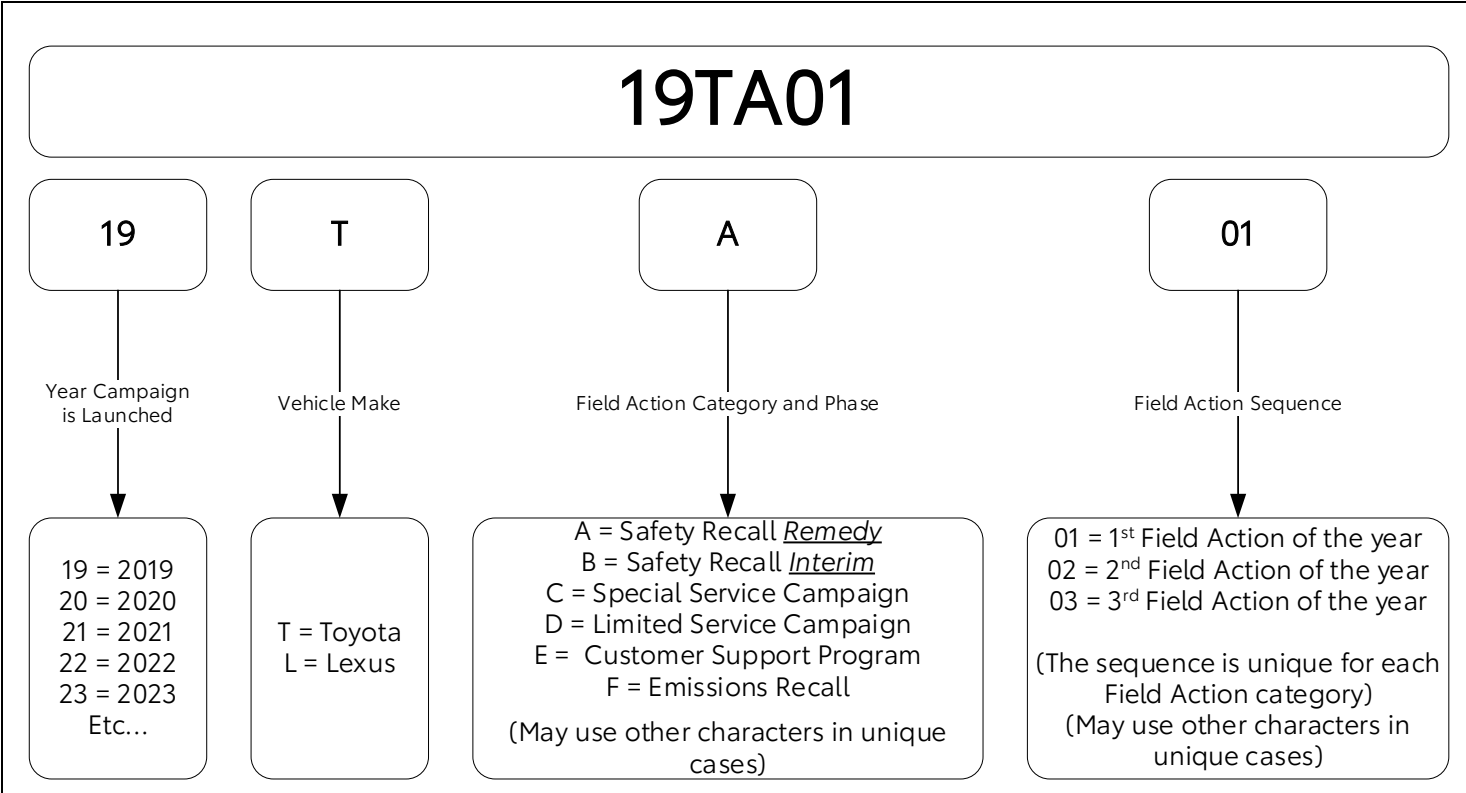
**Claim Filing Accuracy and Correction Requests**

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**



**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 20TA05 – *Remedy Notice*

Certain 2011 – 2012 Model Year Corolla

Incomplete or Nondeployment of Airbags and/or Seat Belt Pretensioners May Occur

NHTSA Recall No. 20V-024

### Frequently Asked Questions

Original Publication Date: April 22, 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 will send an owner notification by first class mail starting in late-April 2020, advising owners to make an appointment with their authorized Toyota dealer to have the ECU inspected to determine if a noise filter must be installed. The inspection and remedy, if necessary, will be provided **FREE OF CHARGE**.

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

A3: There are approximately 112,000 vehicles covered by this Safety Recall.

Model Name	Model Year	Approximate UIO	Production Period
Corolla	2011 – 2012	112,000	Early July 2011 – Late December 2011

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

A3a: Yes, there are approximately 2,780,900 Toyota Corolla, Avalon, Avalon Hybrid and Matrix vehicles affected by this condition under designation 20TA03.



**Q4: *How long will the repair take?***

A4: The inspection will take approximately 30 minutes. If a noise filter is necessary, the inspection and installation will take approximately 1 hour and 15 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q5: *What if I previously paid for repairs related to this Safety Recall?***

A5: Reimbursement consideration instructions will be provided in the owner letter.

**Q6: *How does Toyota obtain my mailing information?***

A6: 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.

**Q7: *What if I have additional questions or concerns?***

A7: 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 _____

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 2011 – 2012 Model Year Corolla Vehicles 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 2011 – 2012 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 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.

#### What should you do?

Please **contact** any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

*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](http://www.toyota.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://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 inspect the ECU and, if necessary, 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 inspection will take approximately 30 minutes. If a noise filter is required, the inspection and installation of the noise filter will take approximately 1 hour and 15 minutes. 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