

Original Publication Date: November 25, 2020

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

SAFETY (NONCOMPLIANCE) RECALL 20TA17 – (Interim Notice 20TB17)

Certain 2020 – 2021 Model Year Avalon
 Certain 2020 Model Year Avalon Hybrid
 Certain 2020 Model Year RAV4
 Certain 2020 Model Year RAV 4 Hybrid
 Steering Column Issue May Affect Airbag Performance

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2020 RAV4	Mid-July 2020 – Late August 2020	130	0
2020 RAV4 Hybrid	Mid-July 2020 – Late August 2020	20	0
2020 – 2021 Avalon	Late July 2020 – Late August 2020	5	2
2020 Avalon Hybrid	Late July 2020	5	2

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

On November 25, 2020, Toyota filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety (Noncompliance) Recall on the vehicles listed below.

- Certain 2020 model year RAV4
- Certain 2020 model year RAV4 Hybrid
- Certain 2020 – 2021 model year Avalon
- Certain 2020 model year Avalon Hybrid

Condition

A component of the steering column on the subject vehicles may have been damaged during assembly. This can potentially affect the performance of the driver airbag when it deploys. This may cause the vehicles not to meet certain federal safety requirements and can result in an increased risk of injury during a crash necessitating airbag deployment.

Remedy

Toyota is currently preparing the remedy for this issue. When the remedy is available, any authorized Toyota dealer will replace the steering column with a new one **FREE OF CHARGE**. At this time, Toyota estimates the remedy will be available within December 2020.

Covered Vehicles

There are approximately 160 vehicles covered by this Safety (Noncompliance) Recall. There are no vehicles covered by this Safety (Noncompliance) Recall that were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will notify owners by late January 2021.

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 (Noncompliance) 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.***

Dealer Inventory Procedures

New Vehicles in Dealership Inventory

There are approximately 4 vehicles in new dealer inventory as of November 24, 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 (Noncompliance) 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 (Noncompliance) 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 (Noncompliance) 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 20TA17/20TB17" 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

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety (Noncompliance) 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 Brand Engagement 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 Ed Hellwig (469) 292-1165 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

If the customer does not feel comfortable driving their vehicle during the interim phase of this Recall, a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed at a maximum rate of \$35.00 per day.

Op Code	Description
TA17R1	Vehicle Rental 1-30 Days
TA17R2	Vehicle Rental 31-60 Days

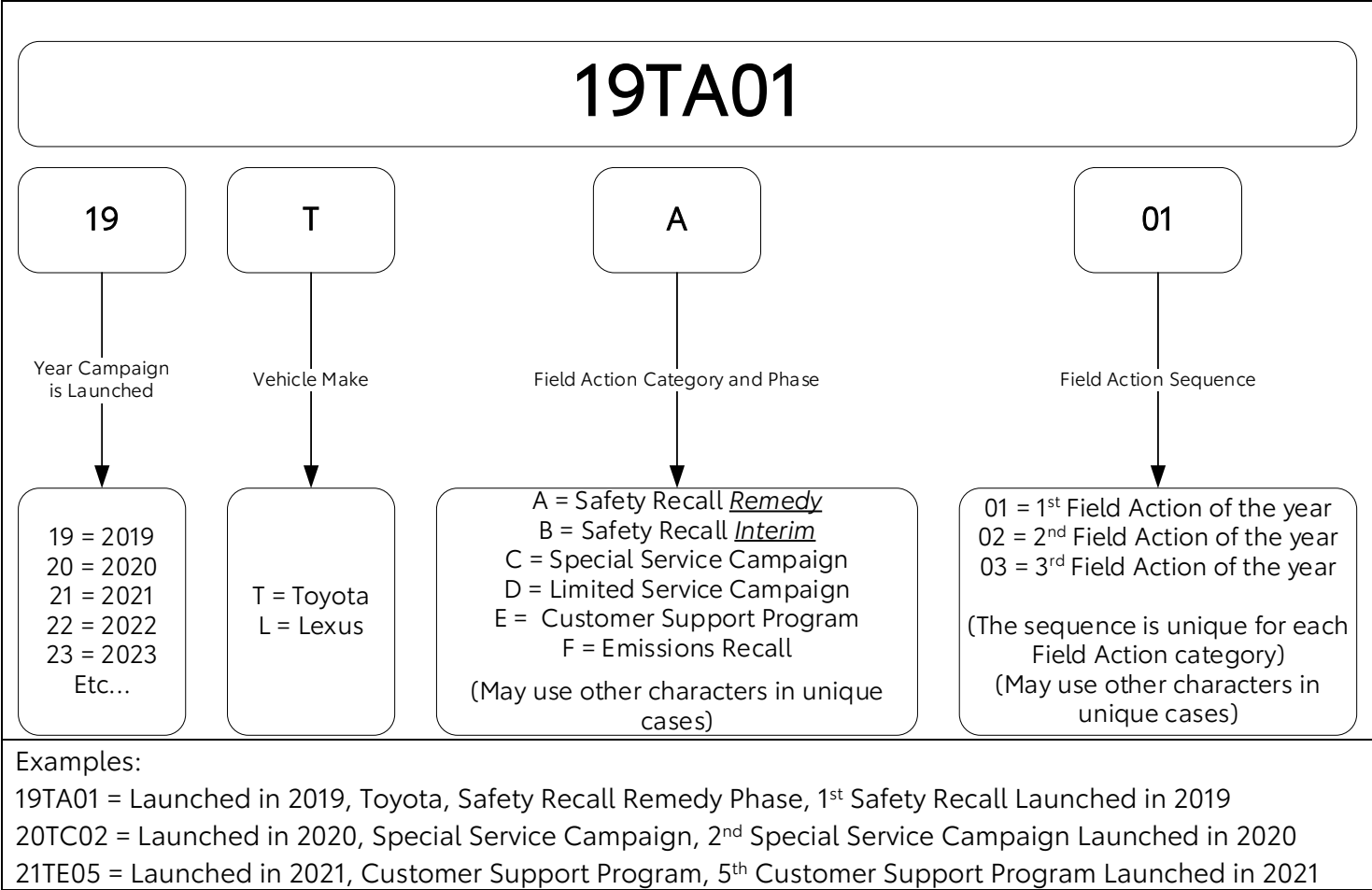
NOTE:

- 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).

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 (Noncompliance) Recall.

Thank you for your cooperation.
 TOYOTA MOTOR SALES, U.S.A., INC.



SAFETY (NONCOMPLIANCE) RECALL 20TA17 – *(Interim Notice 20TB17)*

Certain 2020 – 2021 Model Year Avalon
Certain 2020 Model Year Avalon Hybrid
Certain 2020 Model Year RAV4
Certain 2020 Model Year RAV 4 Hybrid
Steering Column Issue May Affect Airbag Performance

Frequently Asked Questions

Original Publication Date: November 25, 2020

Q1: *What is the condition?*

A1: A component of the steering column on the subject vehicles may have been damaged during assembly. This can potentially affect the performance of the driver airbag when it deploys. This may cause the vehicles not to meet certain federal safety requirements and can result in an increased risk of injury during a crash necessitating airbag deployment.

Q2: *What is Toyota going to do?*

A2: Toyota is currently preparing the remedy for this issue. When the remedy is available, any authorized Toyota dealer will replace the steering column with a new one **FREE OF CHARGE**.

Q2a: *Will the driver airbag be replaced as part of the remedy repair?*

A2a: A driver airbag replacement does not remedy this condition. A component of the steering column on the subject vehicles may have been damaged during assembly. This can potentially affect the performance of the driver airbag when it deploys. Thus, the steering column will be replaced to remedy this condition.

Q3: *When will the remedy become available?*

A3: Toyota is currently preparing the parts for the remedy. At this time, Toyota estimates that the remedy will be available within December 2020.

Q4: *Which and how many vehicles are covered by this Safety (Noncompliance) Recall?*

A4: There are approximately 160 vehicles covered by this Safety (Noncompliance) Recall.

Model Name	Model Year	Production Period	Approximate Total Vehicles
RAV 4	2020	Mid-July 2020 – Late August 2020	130
RAV 4 Hybrid	2020	Mid-July 2020 – Late August 2020	20
Avalon	2020 - 2021	Late July 2020 – Late August 2020	5
Avalon Hybrid	2020	Late July 2020	5

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

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall.

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 previously paid for repairs related to this Safety (Noncompliance) Recall?*

A6: Reimbursement consideration instructions will be provided in the owner letter.

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

A7: If you have additional questions or concerns, please contact the Toyota Brand Engagement 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 _____