



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

April 14, 2021

Mr. Cory Hoffman
General Manager
Toyota Motor Engineering & Manufacturing
19001 South Western Ave
Torrance, CA 90501

NEF-107SS
21V-257

Subject: Side Curtain Air Bags May Not Deploy

Dear Mr. Hoffman:

This letter serves to acknowledge Toyota Motor Engineering & Manufacturing's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

TOYOTA/VENZA/2009-2015

Mfr's Report Date: April 13, 2021

NHTSA Campaign Number: 21V-257

Components:

AIR BAGS:SIDE/WINDOW:CURTAIN

Potential Number of Units Affected: 279,040

Problem Description:

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2009-2015 Venza vehicles. The Supplemental Restraint System (SRS) wiring may become damaged with regular use of the driver-side door.

Consequence:

Damaged wires may cause the air bag sensor to become inoperable, preventing the deployment of the side and curtain air bags on the driver side and increasing the risk of injury during a crash.

Remedy:

Toyota will notify owners, and dealers will inspect and, if necessary, replace the driver-side front door wire harness, free of charge. The recall is expected to begin May 31, 2021. Owners may contact Toyota customer service at 1-800-331-4331. Toyota's number for this recall is 21TB01/21TA01.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Toyota Motor Engineering & Manufacturing's contact for this recall will be Sarah Shiver who may be reached by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement