

Original Publication Date: April 13, 2021

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

SAFETY RECALL 21TA01 *(Interim Notice 21TB01)*

Certain 2009 – 2015 Model Year Venza Non-Deployment of Side and Curtain Shield Airbags May Occur

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2009 – 2015 Venza	Mid-May 2008 – Early July 2015	279,000	0

On April 13, 2021, 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 2009 – 2015 model year Venza vehicles.

Condition

The subject vehicles have a sensor in the driver-side front door that is connected to the airbag system control unit by electrical wires. One of these wires can fracture over time. If this occurs, the airbag warning lamp could illuminate and the sensor in the door could become inoperable. This may prevent the side airbag and curtain shield airbag on the driver side from deploying in certain types of collisions, increasing the risk of injury in the event of a crash where those airbags are needed.

Remedy

Toyota is currently preparing the remedy for this issue. When the remedy is available, authorized Toyota dealers will inspect the driver-side front door wire harness and, if necessary, replace it with an improved one **FREE OF CHARGE**.

Covered Vehicles

There are approximately 279,000 vehicles covered by this Safety Recall. Approximately 5,700 vehicles involved in this Safety Recall were distributed to Puerto Rico.

Owner Letter Mailing Date

Toyota will notify owners by mid-June 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 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

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 21TA01/21TB21" 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 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.

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

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) can be claimed for up to \$35 per day.

Op Code	Description
TBD	Vehicle Rental 1-30 Days

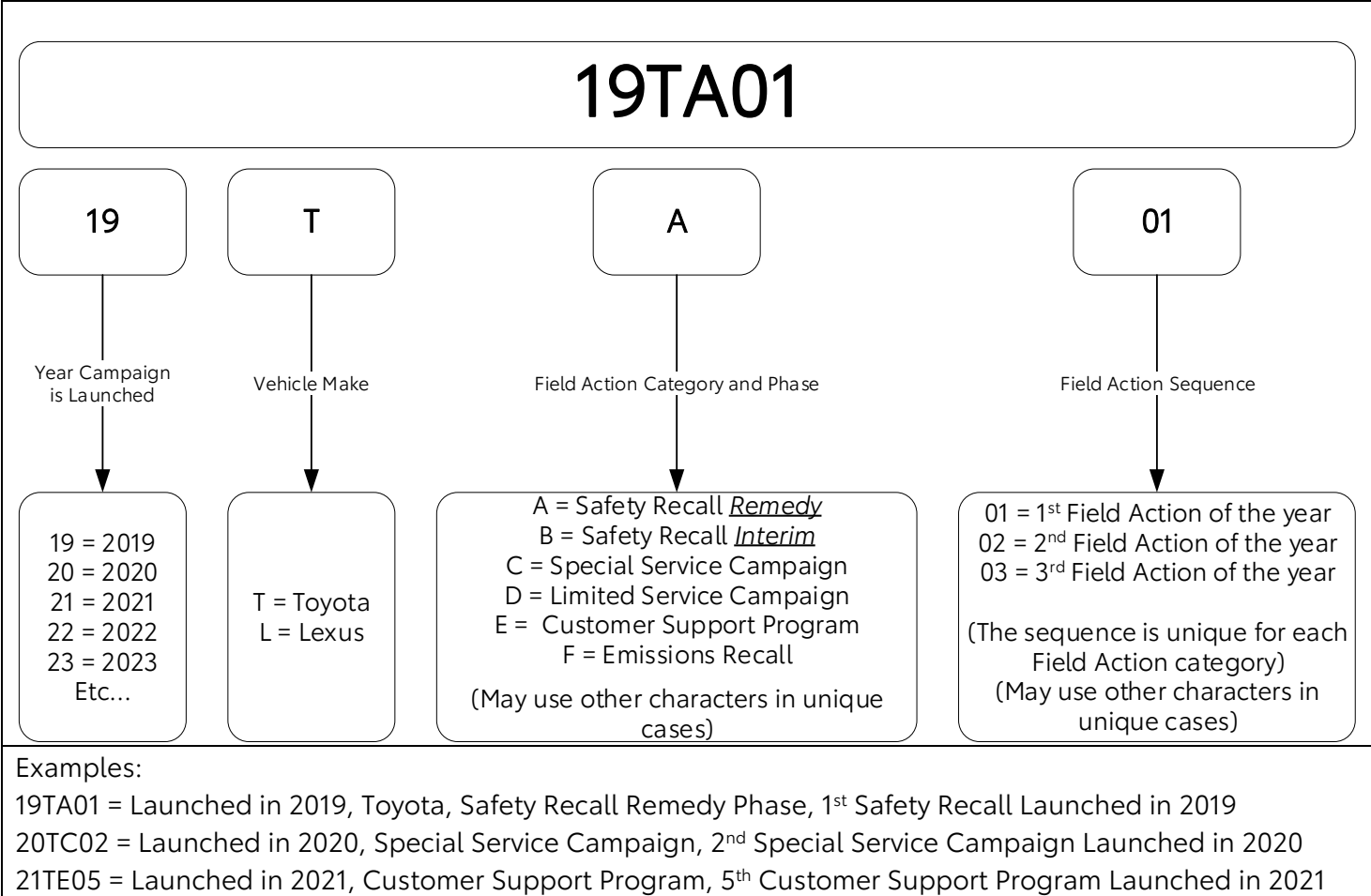
NOTE:

- 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.

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 21TA01 (*Interim Notice 21TB01*)

Certain 2009 – 2015 Model Year Venza
Non-Deployment of Side and Curtain Shield Airbags May Occur

Frequently Asked Questions

Original Publication Date: April 13, 2021

Q1: *What is the condition?*

A1: The subject vehicles have a sensor in the driver-side front door that is connected to the airbag system control unit by electrical wires. One of these wires can fracture over time. If this occurs, the airbag warning lamp could illuminate and the sensor in the door could become inoperable. This may prevent the side airbag and curtain shield airbag on the driver side from deploying in certain types of collisions, increasing the risk of injury in the event of a crash where those airbags are needed.

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

A1a: Yes, the Supplemental Restraint System (SRS) warning lamp may illuminate.



Note: The SRS Warning Lamp and other lamps and messages can be displayed for other issues unrelated to this Safety Recall.

Q2: *What is Toyota going to do?*

A2: Toyota is currently preparing the remedy. When the remedy becomes available, authorized Toyota dealers will inspect the driver-side front door wire harness and, if necessary, replace it with an improved one **FREE OF CHARGE**.

Q3: *When will the remedy become available?*

A3: Toyota is currently preparing the parts and repair instructions for the remedy. At this time, we estimate that the remedy may begin to be available in the third quarter of 2021. Additional information will be provided when it becomes available.

Q4: Which and how many vehicles are covered by this Safety Recall?

A4: There are approximately 279,000 vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period
Venza	2009 - 2015	Mid-May 2008 – Early July 2015

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

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

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 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 _____