

◀ IMPORTANT UPDATE ▶

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

DATE	TOPIC
January 7, 2022	<ul style="list-style-type: none">Op codes for vehicle rental filed under 21TB01 have been updated
November 16, 2021	<ul style="list-style-type: none">The remedy for Phase 2 and Phase 3 vehicles is now availableInstructions for repair record number documentation have been added to claim filing

*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: October 06, 2021

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

SAFETY RECALL 21TA01 – Remedy Notice**Certain 2009 – 2015 Model Year Venza
Non-Deployment of Side and Curtain Shield Airbags May Occur
NHTSA Recall No. 21V-257**

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

Any authorized Toyota dealer will inspect the driver-side front door wire harness and, if necessary, replace it with an improved one **FREE OF CHARGE**. Toyota has sufficient parts to begin a phased implementation of the remedy. Refer to the table below to determine the remedy status and dates that Toyota estimates the remedy will become available for each vehicle model.

Important Note: The dates specified in this table are estimates and are subject to change.

Phase	Model Years	Approximate Total Vehicles	Estimated Remedy Availability Timing
1	2009-2010	108,500	Remedy Available Now
2	2011-2012	65,100	
3	2013-2015	105,300	

Campaign Phase Interpretation

Campaigns may be launched in phases due to many factors, such as: the nature of the repair, parts availability, etc. It is important that each VIN is confirmed 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. *If a remedy repair is performed on an interim phase vehicle, the claim will be subject to debit.*

REMEDY PHASE – ELIGIBLE FOR REPAIR

Campaign Description: Safety Recall 21TA01 (Remedy Notice) Certain 2009-2015 Model
 Campaign Status: Remedy Available
 Completion Status: Not Completed
[\[Show Documents\]](#)

A
B

STATUS IDENTIFICATION

A: Campaign Description: 21TA01 Remedy
 B: Campaign Status: Remedy Available

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

INTERIM PHASE – FUTURE REPAIR

Campaign Description: Safety Recall 21TA01 (Interim Notice 21TB01), Certain 2009-2015 Model
 Campaign Status: Remedy Not Available
 Completion Status: Not Completed
 Memo: The remedy is not available for this vehicle at this time. DO NOT perform t
[\[Show Documents\]](#)

A
B

STATUS IDENTIFICATION

A: Campaign Description: 21TB01 Interim
 B: Campaign Status: Remedy Not Available

- This vehicle is in the interim phase; the remedy CANNOT be performed at this time.*

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 begin to notify owners about the remedy approximately one week after the remedy becomes available for their vehicle. 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. In the subject line of the email state "Disclosure Form 21TA01/21TB01" 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, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern 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.

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. Dealers can identify which parts ordering method to use by reviewing the parts information section of Dealer Daily and checking for a MAC code on the part numbers below. For MAC code C, order through CPOR. For MAC code D, refer to the MAC report for further instructions.

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.

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 recall repair are required to currently have completed all of the following courses:

- T623 – Toyota Electrical Circuit Diagnosis

It is the dealership's responsibility to select technicians that have completed the above courses 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.

[Remedy Inspection Website](#)

The Technical Instructions will direct you to a website as part of the inspection procedure. The website URL, username, and default password are listed below:

<https://venzaharness.imagespm.info>

Username: 5-digit Dealer Code

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.

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.

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

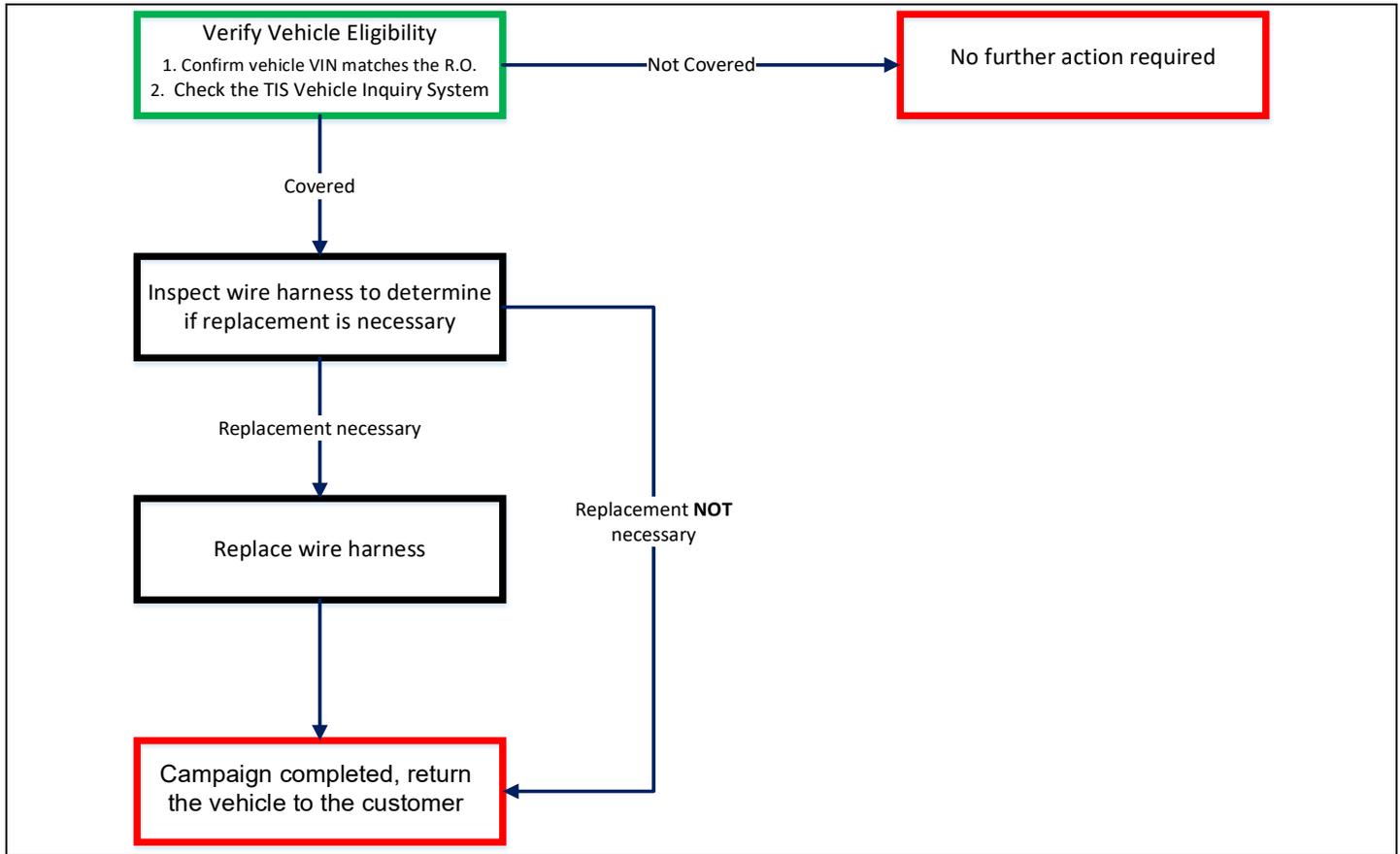
Until the remedy is available, if a customer is uncomfortable driving their vehicle, a loaner vehicle or alternative transportation may be provided and claimed at the maximum rate shown in the tables below.

Op Code	Description
File under designation 21TB01	
21TBR1	Vehicle Rental 1 - 30 Days
21TBR2	Vehicle Rental 31 - 60 Days
21TBR3	Vehicle Rental 61 - 90 Days
21TBR4	Vehicle Rental 91 - 120 Days
21TBR5	Vehicle Rental 121 - 150 Days
21TBR6	Vehicle Rental 151 - 180 Days
21TBR7	Vehicle Rental 181 - 210 Days
21TBR8	Vehicle Rental 211 - 229 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 February 14, 2022. After that time, no claims for alternative transportation reimbursement will be accepted.

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
TA0101	Inspect the wire harness – no replacement	0.4
TA0102	Inspect and replace the wire harness	1.3

- A “repair record number” will be issued by the remedy inspection website and must be included in the CCR of the claim. This repair record number is not a guarantee for payment of the claim. All claims are subject to warranty department review for proper claim submission and compliance with Toyota Warranty Policy and Procedures.
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 1 day as a sublet type “RT” under TA0102
 - *For rentals that exceed the maximum number of allowable days and/or dollars per day, refer to the Toyota Transportation Assistance Policy (TTAP) for DSPM authorization requirements.*
 - **Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**

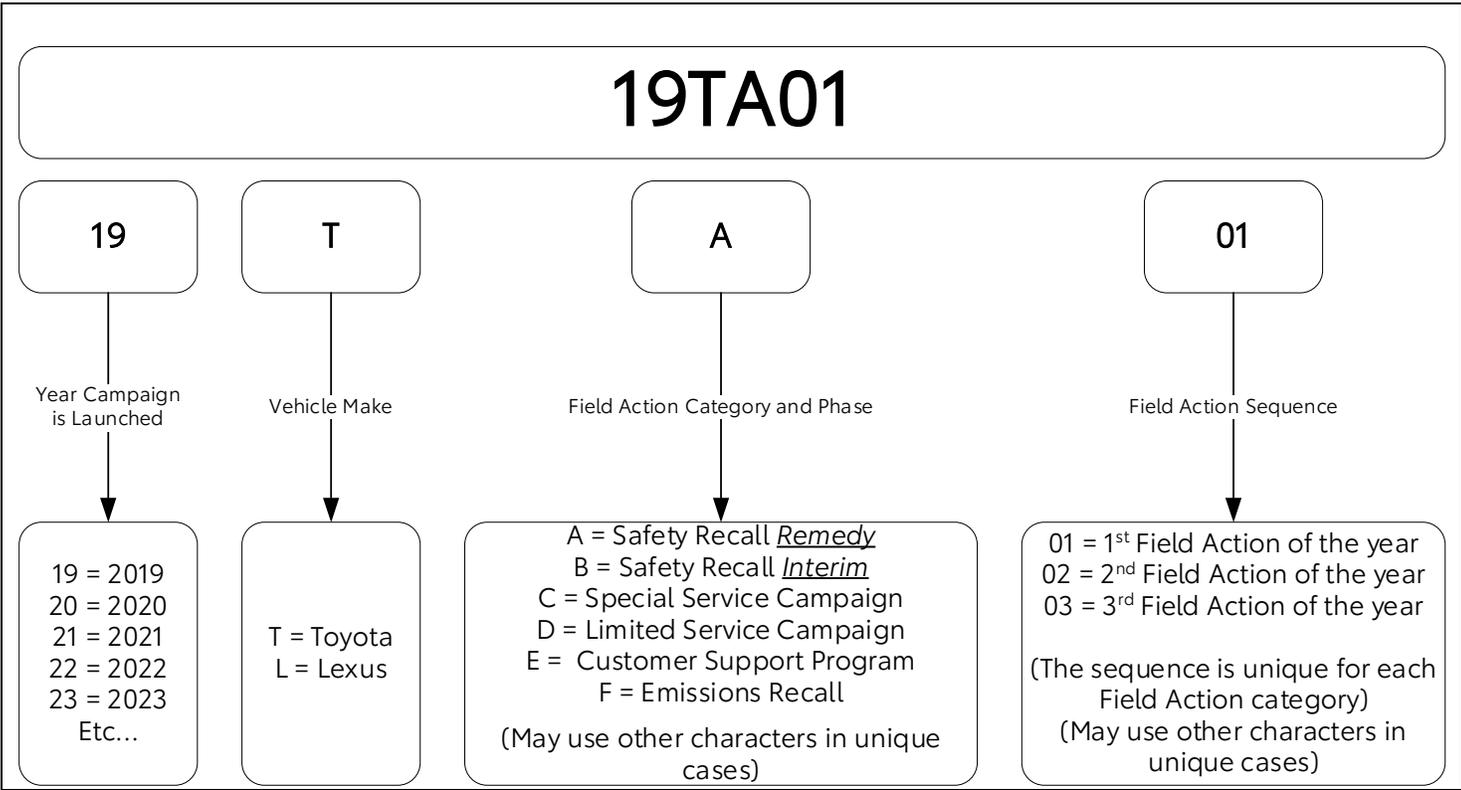
Claim Filing Accuracy and Correction Requests

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





SAFETY RECALL 21TA01 - Remedy Notice

Certain 2009 – 2015 Model Year Venza
Non-Deployment of Side and Curtain Shield Airbags May Occur
NHTSA Recall No. 21V-257

Frequently Asked Questions

Original Publication Date: October 06, 2021

The most recent update will be highlighted with a red box.

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: Any authorized Toyota dealer will inspect the driver-side front door wire harness and, if necessary, replace it with an improved one **FREE OF CHARGE**. Toyota has sufficient parts to begin a phased implementation of the remedy. Refer to the table below to determine the remedy status and dates that Toyota estimates the remedy will become available for each vehicle model.

Important Note: The dates specified in this table are estimates and are subject to change.

Phase	Model Years	Approximate Total Vehicles	Estimated Remedy Availability Timing
1	2009-2010	108,500	Remedy Available Now
2	2011-2012	65,100	
3	2013-2015	105,300	

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

A3: 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

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 Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

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 2009 – 2015 Model Year Venza Vehicles
Non-Deployment of Side and Curtain Shield Airbags May Occur
NHTSA Recall No. 21V-257

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 2009 – 2015 model year Venza 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 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.

What should you do?

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

- ✓ 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 Brand Engagement Center at 1-888-270-9371 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

What will Toyota do?

Any authorized Toyota dealer will inspect the driver-side front door wire harness and, if necessary, replace it with an improved one **FREE OF CHARGE**

This is an important Safety Recall

The remedy will take approximately one and a half hours if the wire harness needs to be replaced. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Are there any symptoms/warnings of the condition?

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.

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 Brand Engagement 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

