

TOYOTA

Update 04/14/2014: - Error in VDS Table Corrected (RAV4 MY corrected to 2012)
- Additional notes added to the Warranty Reimbursement Procedure Section
- Flow Chart Updated

Update 03/26/2014: - Owner Letter Attached

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

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

Subject: Safety Recall E0F – **Remedy Available**
Certain 2012 and 2013 Model Year Tacoma Vehicles
Certain 2012 Model Year RAV4 Vehicles
Brake Actuator Reprogramming

As previously announced on February 12, 2014, 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 2012 and 2013 Model Year Tacoma vehicles and certain 2012 Model Year RAV4 Vehicles.

Toyota has completed remedy preparations and will now begin mailing the remedy owner letter.

Condition

The integrated system providing enhanced vehicle control, including features like Anti-Lock Braking (ABS), Traction Control (TRAC), and Vehicle Stability Control (VSC), can intermittently become inoperative and illuminate one or more warning lamp(s) due to an electrical circuit condition (Diagnostic Trouble Code C1428 will also be stored in the vehicle's self-diagnostic system). If the ABS, TRAC, and VSC functions become inoperative, this can increase the risk of a crash.

If these driver support systems are disabled, standard braking operation is fully functional.

Remedy

Authorized Toyota dealers will perform a software update to the Skid Control ECU at **no charge** to the vehicle owner.

The following information is provided to inform you and your dealers of the owner notification timing and your degree of involvement.

1. Owner Letter Mailing Date

Toyota has completed remedy preparations and will begin to notify owners in the last week of March, 2014. 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 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 a dealer is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

2. Dealer/Owner Lists

Summary Reports, containing the number of covered vehicles in your dealership's primary marketing area, have been enclosed in the dealer package. Please note, due to the small number of vehicles that our records indicate to be in dealer inventory, a VIN list has been attached to the end of this communication. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

The following warning lights may illuminate if this condition is present.



ABS

BRAKE

3. New Vehicles in Dealership Inventory



As required by Federal law (49 Code of Federal Regulations §577.13), dealers are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the vehicle has been remedied. *Please note, due to the small number of vehicles that our records indicate to be in dealer inventory, a VIN list has been attached to the end of this communication.* Vehicle Safety Recall completion can be verified through TIS.

Toyota tries very hard to identify all vehicles that could be in dealership inventory to ensure correction prior to delivery. Please note the provided VIN list contains vehicles known to be in dealer inventory, as well as previously shipped vehicles which could arrive in dealer inventory that have not yet been corrected. Due to various systems required to track vehicle location and the constant movement of vehicles, the list provided may include VINs that are not in your inventory.

Inspection Reminder Mirror Hang Tags for Covered Vehicles

Please be sure to apply the Inspection Reminder Hang Tags inside all new vehicles in inventory that are involved in this Safety Recall. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.

Additional Inspection Reminder Hang Tags can be ordered through the MDC in packets of 25 (P/N: 00411-140003).

Note: *Dealerships must check applicability in TIS before any new 2012 and 2013 Model Year Tacoma vehicles and 2012 Model Year RAV4 vehicles are delivered. All Safety Recall remedies must be performed prior to delivery.*



4. Pre-Owned Vehicles in Dealer Stock

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied.

5. Number and Identification of Involved Vehicles

The following vehicles are involved in this Safety Recall.

Model	Plant	Model Year	Production Period	Appx. UIO
RAV4	TMMC	Certain 2012	Late March, 2012 through	107,000
Tacoma	TMMTX TMMBC	Certain 2012 to 2013	Mid December, 2012	100,000

(Number and Identification of Involved Vehicles Continued . . .)

VIN Break Down

Tacoma

WMI	MY	VDS	Start - Finish
3TM	2012	JU4GN	M134263-M138846
		KU4HN	M032856-M034119
		LU4EN	M094796-M099999
			M100000-M103614
	MU4FN	M045194-M049574	
	2013	JU4GN	M138605-M144837
		KU4HN	M034054-M035765
		LU4EN	M103258-M113661
MU4FN		M049444-M054075	
5TF	2012	JU4GN	X022169-X028744
		JX4CN	X017296-X021702
		JX4GN	X010876-X014471
		KU4HN	X002428-X002945
		LU4EN	X038196-X048790
		MU4FN	X007955-X009536
		NX4CN	X013791-X017317
		PX4EN	X010723-X013259
		TU4CN	X001421-X001521
		TU4GN	X022167-X028718
		TX4CN	X017283-X021725
		TX4GN	X010879-X014475
		UU4EN	X038197-X048792
		UX4EN	X013470-X016260
	2013	JU4GN	X028435-X037390
		JX4CN	X021463-X027443
		JX4GN	X014191-X018766
		KU4HN	X002946-X003671
		LU4EN	X048568-X062059
		MU4FN	X009522-X013121
		NX4CN	X017055-X023134
		PX4EN	X013087-X015535
		TU4CN	X001522-X001605
		TU4GN	X028745-X037392
		TX4CN	X021462-X027438
		TX4GN	X014483-X018762
		UU4EN	X048795-X062056
		UX4EN	X016130-X019170

RAV4

WMI	MY	VDS	Start - Finish
2T3	2012	BF4DV	W204136-W268351
		BK4DV	W072438-W093439
		DF4DV	W204284-W268355
		DK4DV	W072384-W093441
		EF4DV	W218280-W248225
		EK4DV	W073367-W087321
		JF4DV	W204416-W256962
		JK4DV	W072470-W088467
		KF4DV	W116345-W148141
		KF9DV	W116453-W147017
		KK4DV	W015333-W018348
		RF4DV	W204983-W268354
		RK4DV	W072646-W093426
		WF4DV	W116314-W155907
		WK4DV	W015360-W019154
		XF4DV	W118265-W143032
		XK4DV	W016483-W018163
		YF4DV	W116189-W155922
		YK4DV	W015254-W019169
		ZF4DV	W116184-W155932
ZF9DV	W116421-W155309		
ZK4DV	W015258-W019167		

Please note that only owners of the covered vehicles will be notified. If your dealership is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

6. Parts Ordering Process

Because this Safety Recall involves only a software update to the Skid Control ECU, no service parts are required. Please refer to the Technical Instructions located on TIS for additional details.

7. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certification levels:

- **Toyota Expert (any specialty)**
- **Master**
- **Master Diagnostic Technician**

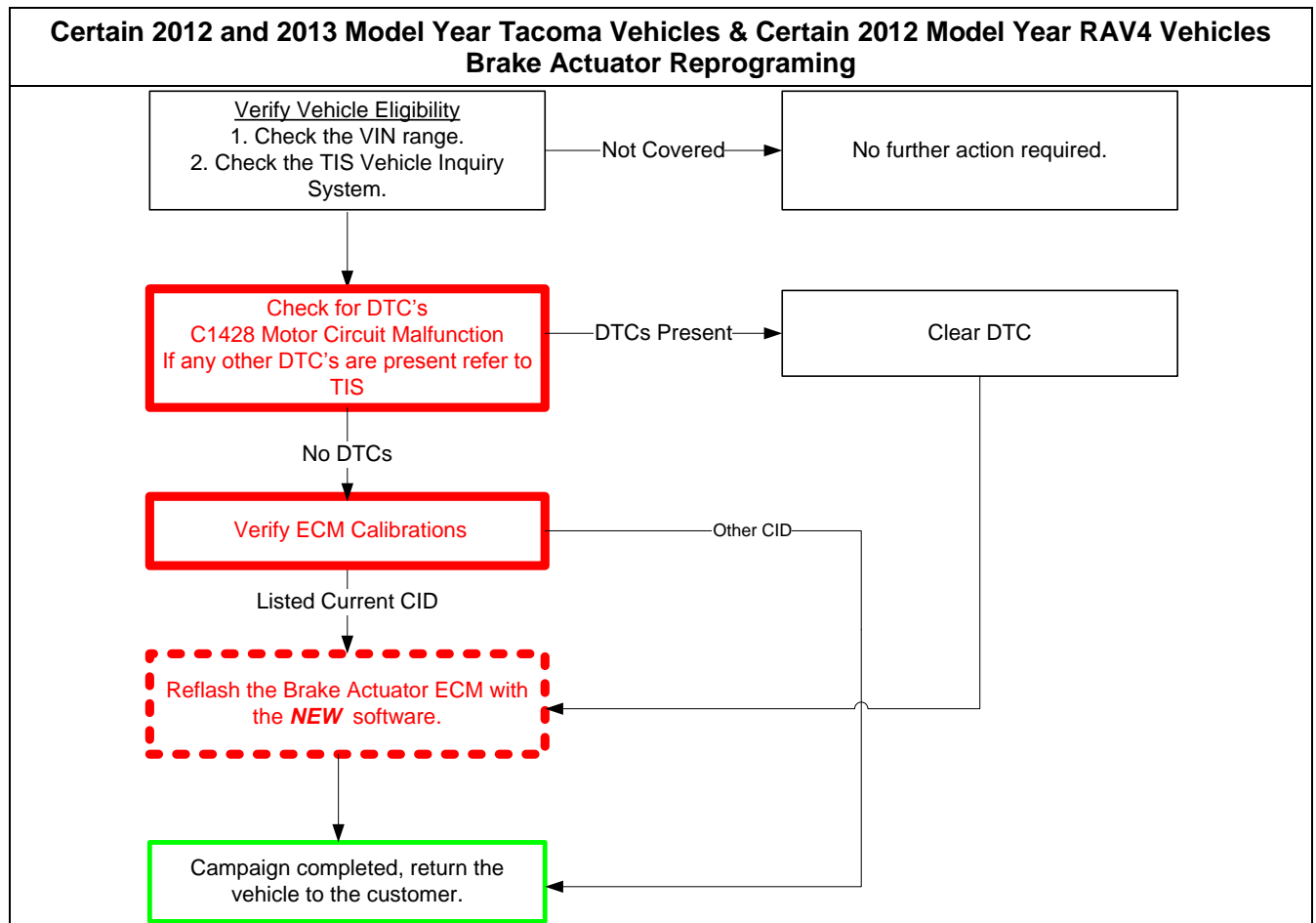
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

8. Remedy Procedures

Please refer to TIS for Technical Instructions on performing a software update to the Skid Control ECU.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

9. Warranty Reimbursement Procedure



(Warranty Reimbursement Procedure Continued . . .)

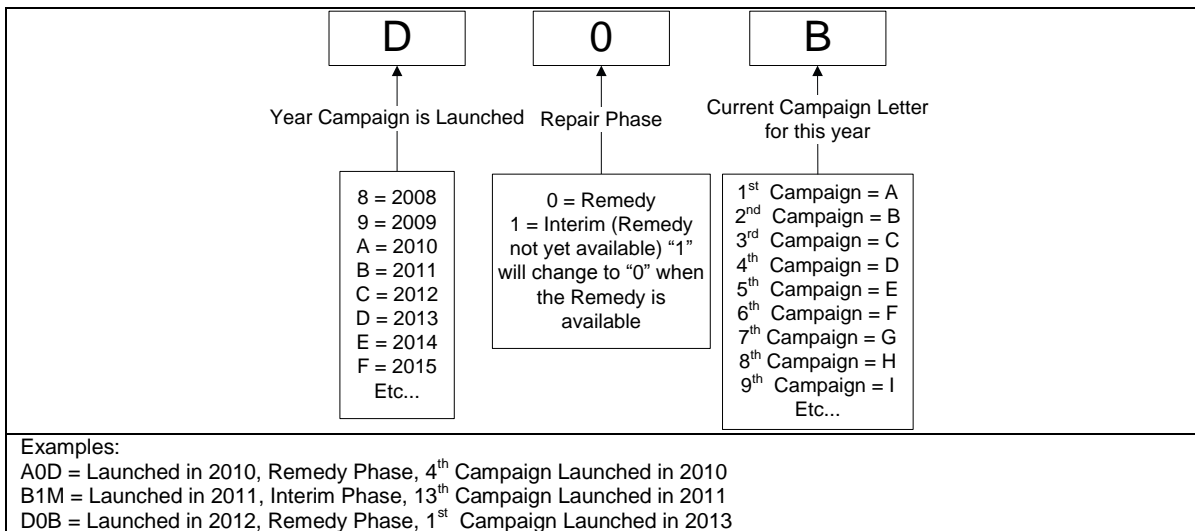
Model	Op. Code	Description	Flat Rate Hour
RAV4 Tacoma	AGG21A	Perform Software Update to the Skid Control ECU	0.6 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- A small number of vehicles involved in this campaign may have a CID that is not affected, **and should have a warranty claim filed to mark them complete**. Always check the TIS Vehicle Inquiry System to confirm the VIN is covered by this Safety Recall, and that the campaign has not already been completed by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

10. 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.

11. Campaign Designation Decoder



12. 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 Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

13. Customer Contacts

A FAQ is attached to help respond to any customer concerns. If the customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

Please note the attached FAQ is published on the www.Toyota.com website for customer viewing.

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.

Tacoma Dealer Stock List:

VIN	Dealer Code
5TFJU4GN0DX035460	00199
5TFJU4GN8DX036856	01067
5TFUX4ENXDX016549	04050
3TMJU4GN6CM136264	04233
3TMJU4GN5CM135378	04233
3TMMU4FN7DM052244	04233
3TMKU4HN0DM034981	04233
5TFJU4GN5DX029671	04233
3TMJU4GN5DM140436	05999
3TMLU4EN6CM102210	05999
5TFLU4EN8DX060425	09112
5TFJX4GN1DX018593	09165

VIN	Dealer Code
5TFUU4EN9DX059823	09204
5TFPX4EN6DX013547	29070
3TMLU4EN0DM111230	29997
5TFJX4CN1DX025923	30013
5TFNX4CN4CX014334	31039
5TFMU4FN7DX010036	31176
5TFLU4EN9DX061339	32027
5TFLU4EN4DX059109	35049
5TFNX4CNXDX019779	36084
5TFNX4CN0DX021461	37106
3TMLU4EN3DM112890	37132

RAV4 Dealer Stock List:

VIN	Dealer Code
2T3BF4DVXCW257106	29997
2T3BF4DV2CW257309	00199
2T3DF4DV1CW257326	29997
2T3DF4DV6CW264773	31170

VIN	Dealer Code
2T3DF4DV2CW266987	31162
2T3ZF4DV0CW125843	19027
2T3DK4DV6CW077027	24040
2T3DK4DV6CW080574	04233

Certain 2012 – 2013 Model Year Tacoma and
Certain 2012 Model Year RAV4 Vehicles
Brake Actuator Reprogramming
IMPORTANT SAFETY RECALL (Remedy Notice)

This notice applies to your vehicle: [VIN]

URGENT SAFETY RECALL

This is an important Safety Recall. The remedy will be performed at **NO CHARGE** to

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2012 to 2013 model year Tacoma vehicles, and certain 2012 model year RAV4 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 integrated system providing enhanced vehicle control, including features like Anti-Lock Braking (ABS), Traction Control (TRAC), and Vehicle Stability Control (VSC), can intermittently become inoperative and illuminate one or more warning lamp(s) due to an electrical circuit condition (Diagnostic Trouble Code C1428 will also be stored in the vehicle's self-diagnostic system). If the ABS, TRAC, and VSC functions become inoperative, this can increase the risk of a crash.

If these driver support systems are disabled, standard braking operation is fully functional.

What will Toyota do?

Any authorized Toyota dealer will perform a software update to the Skid Control ECU at **no charge** to you

What should you do?

This is an important Safety Recall

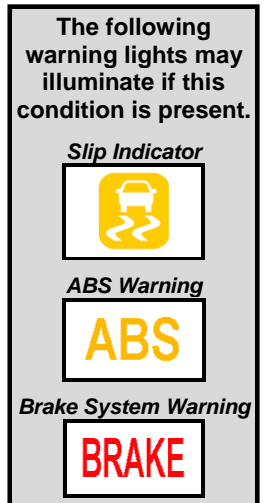
Please contact any authorized Toyota dealer and schedule an appointment to have the remedy performed as soon as possible.

The repair will take approximately one hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until the remedy is completed on your vehicle, please pay close attention to the Slip Indicator Light, ABS Warning Light, and/or the Brake System Warning Light (located in the instrument panel). These lights are designed to come on during the ignition cycle check function when the engine switch is turned to the "ON" position. The lights turn off after a few seconds. ***The lights turning off after the check period means the systems are operating as designed****. If one or more lights (1) illuminate or remain illuminated **after** the few second check period, or (2) come on while driving, or (3) previously stayed illuminated while driving, please contact your local Toyota dealer for **immediate** diagnosis and appropriate repair. If the problem is related to the issue addressed by this recall, the repair will be performed at **no charge** to you.

In most instances, this condition is intermittent and can be cleared by stopping the vehicle in a safe manner and turning the ignition OFF and then restarting the vehicle.

* Please refer to the Owner's Manual for additional operation details related to these systems.



You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

- **Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.**
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, 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>.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repairs related to this condition, please mail all required paperwork to the following address for reimbursement consideration and allow 6 – 8 weeks for processing:

Toyota Motor Sales, USA, Inc.
Toyota Customer Experience WC10
19001 South Western Avenue
Torrance, CA 90509

Please refer to the attached Reimbursement Checklist for required document and submission details.

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.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

Safety Recall Reimbursement Checklist

- Repair Order or Invoice
 - Must include the following information
 - Mileage on the date that the repair order was created
 - Itemized breakdown of labor charges for each repair performed
 - Detailed diagnosis statement
 1. Why was the vehicle brought into the repair facility?
 2. What was the repair facility's diagnosis?
 3. What did the repair facility do to correct the concern?

- Proof-of-Payment
 - Only the Following Items are Valid Proof-of Payment
 - Copy of a cancelled check
 - Copy of a Signed Credit Card Receipt
 - Copy of a Credit Card Statement
 - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash

- Proof-of-Ownership
 - Only the following items are Valid Proof-of-Ownership
 - Copy of the Bill of Sale
 - Copy of the Title

- Name, Address and Phone Number printed on all documents

If the repair was completed prior to the Safety Recall launch or completed at an independent repair facility, Toyota requires that the vehicle visits a Toyota Dealership for inspection of the repair in order to complete the Safety Recall prior to reimbursement consideration.



Safety Recall E0F - **Remedy Notice**
Certain 2012 and 2013 Model Year Tacoma Vehicles
Certain 2012 Model Year RAV4 Vehicles
Brake Actuator Reprogramming - FAQ

□

Customer Frequently Asked Questions

Published mid-March, 2014

We at Toyota care greatly about your safety. We are providing the following information to keep you informed of the details specific to this recall.

Q1: What is the condition?

A1: The integrated system providing enhanced vehicle control, including features like Anti-Lock Braking (ABS), Traction Control (TRAC), and Vehicle Stability Control (VSC), can intermittently become inoperative and illuminate one or more warning lamp(s) due to an electrical circuit condition (Diagnostic Trouble Code C1428 will also be stored in the vehicle's self-diagnostic system). If the ABS, TRAC, and VSC functions become inoperative, this can increase the risk of a crash.

If these driver support systems are disabled, standard braking operation is fully functional.

Q1a: What is ABS?

A1a: The Anti-lock Braking System (ABS) manages the brake force at each wheel during braking to help prevent or minimize wheel lock up, maximizing stopping performance under a variety of driving and road surface conditions.

Q1b: What is VSC?

A1b: Vehicle Stability Control (VSC) assists the driver in maintaining directional control of the vehicle by applying individual brake pressure to the appropriate wheels and managing engine output.

Q1c: What is TRAC?

A1c: TRAC helps minimize the slippage of the drive wheels if the driver depresses the accelerator pedal excessively when accelerating on a low traction road surface.

Q2: What is Toyota going to do?

A2: In late March, 2014, Toyota will send an owner notification by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Toyota dealer will perform a software update to the Skid Control ECU at **no charge** to you.

Please see your local authorized Toyota dealer for additional details.

Q2a: How does Toyota obtain my mailing information?

A2a: 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.

Q2b: Do I need my owner letter to have the remedy performed?

A2b: You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

Q3: Are there any warnings or indicators of this condition?

A3: Yes. If this condition occurs, the Slip Indicator Light (VSC), ABS Warning Light, and/or the Brake System Warning Light (located in the instrument panel) can illuminate, and the ABS, TRAC and VSC functions can become inoperative.


If these driver support systems are disabled, standard braking operation is fully functional.

Until the remedy is completed on your vehicle, please pay close attention to the Slip Indicator Light, ABS Warning Light, and/or the Brake System Warning Light (located in the instrument panel). These lights are designed to come on during the ignition cycle check function when the engine switch is turned to the "ON" position. The lights turn off after a few seconds. **The lights turning off after the check period means the systems are operating as designed***. If one or more lights (1) illuminate or remain illuminated **after** the few second check period, or (2) come on while driving, or (3) previously stayed illuminated while driving, please contact your local Toyota dealer for **immediate** diagnosis and appropriate repair. If the problem is related to the issue addressed by this recall, the repair will be performed at **no charge** to you.

* Please refer to the Owner's Manual for additional operation details related to these systems.

Q3a: Which warning lamps can illuminate if this condition occurs?

A3a: If this condition occurs, the following lights can illuminate:

Slip Indicator Light  and/or ABS Warning Lamp **ABS** and/or Brake System Warning Light **BRAKE**

Please note that these Lamps can illuminate for reasons unrelated to this condition.

Q4: What if I experience the condition described above?

A4: If you experience this condition, contact your local authorized Toyota dealer for diagnosis and repair. In most instances, this condition is intermittent and can be cleared by stopping the vehicle in a safe manner and turning the ignition OFF and then restarting the vehicle.

Q4a: Can my vehicle be driven if this condition occurs?

A4a: Yes, the vehicle can still be driven, as the **standard braking system remains operational** even if this condition is present. However, as the enhanced functions (ABS, TRAC, and VSC) can be disabled, Toyota requests that you use caution while driving, especially under adverse weather conditions.

Also, in most instances, this condition is intermittent and can be cleared by stopping the vehicle in a safe manner and turning the ignition OFF and then restarting the vehicle.

Q5: Which and how many vehicles are involved in this Safety Recall?

A5: There are approximately 207,000 vehicles (2012 through 2013 Model Year) involved in this campaign. All affected vehicles had been produced in North America

Model Name	Plant	Model Year	Production Period	Appx. UIO
RAV4	TMMC	Certain 2012	Late March, 2012 through Mid December, 2012	107,000
Tacoma	TMMTX TMMBC	Certain 2012 to 2013		100,000

Q5a: Are there any other Toyota, Lexus or Scion vehicles involved in this Safety Recall in the U.S.?

A5a: Yes. Certain 2012 and 2013 Model Year RX350 are also involved in this Safety Recall.

Q5b: Are all 2012 and 2013 model year Tacoma and 2012 model year RAV4 vehicles involved in this Safety Recall?

A5b: **No.** Only certain 2012-2013 Model Year Tacoma Vehicles produced in Toyota Motor Manufacturing Texas (TMMTX) and Toyota Motor Manufacturing de Baja California (TMMBC) and Certain 2012 Model year RAV4 Vehicles produced in Toyota Motor Manufacture Canada (TMMC) are involved in this campaign. If you are unsure whether or not your vehicle is involved in this campaign, please contact your local Toyota dealership for assistance.

Q6: How long will the repair take?

A6: The software updates will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: What if I previously paid for repairs to my vehicle for this condition?

A7: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q8: What if I have additional questions or concerns?

A8: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.