



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 C0B – **Remedy Parts Available**  
Certain 2005 to early 2009 Model Year Tacoma  
Spiral Cable Replacement

As previously announced in March, 2012, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) to conduct a voluntary Safety Recall on certain 2005 to early 2009 Model Year Tacoma Vehicles.

**Toyota has completed parts preparation and will now begin mailing the remedy owner letter.**

### **Condition**

Due to the combination of the spiral cable design and characteristics unique to the chassis components of the Tacoma, steering wheel vibration (“flutter”) may cause friction between the Flexible Flat Cable (FFC) and the retainer in the spiral cable assembly in the steering wheel. In FFC’s with seven channel circuits, friction over time may result in damage to certain circuits on the flat cable that provide connectivity to the driver’s air bag module. If connectivity is lost, the air bag warning lamp will illuminate. In addition, the driver’s air bag may become deactivated, causing it to not deploy in the event of a crash. This could increase the risk of injury to the driver.

### **Remedy**

Toyota dealers will inspect the spiral cable assembly and, if necessary, replace it at **NO CHARGE** to the vehicle owner. For additional information on inspection and repair procedures, please refer to TIS.

The following vital information is provided to inform you and your dealers of the **remedy** owner notification phase of this campaign and your degree of involvement.

#### **1. Owner Letter Mailing Date**

Toyota has completed parts preparation and will begin to notify owners of the Remedy Phase in early August, 2012 approximately 2 weeks after the dealer communication. The owner notification will be mailed in quantities consistent with parts availability and repair capacity over the next two to three months

Due to a data processing error, a small portion of vehicles were incorrectly identified as being covered by this Safety Recall. These customers will receive the attached apology letter informing them of this error and that there is no further action to be taken.

*Toyota tries very hard 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.*

#### **2. Pre-Owned Vehicles in Dealer Inventory**

Toyota requests dealers conduct the remedy on any pre-owned vehicles in dealer inventory that are covered by this Safety Recall prior to delivery to the customer.

#### **3. Toyota Rent-A-Car (TRAC) Vehicles**

Toyota requests that dealers verify whether their TRAC vehicles are covered by Safety Recall C0B. If a vehicle is covered, please perform the Safety Recall prior to renting the vehicle to a customer.

#### **4. 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 verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

## 5. Number and Identification of Covered Vehicles

There are approximately 481,000 Tacoma (certain 2005 to early 2009 model year) vehicles covered by this Safety Recall in the U.S.

WMI	MY	VDS	START	FINISH
5TE	2005	JU62N	Z001069	Z144893
		KU72N	Z001081	Z144836
		LU42N	Z001082	Z144890
		MU52N	Z001032	Z144879
		NX22N	Z001023	Z144884
		NX62N	Z001659	Z144755
		PX42N	Z001187	Z144724
		TU22N	Z001571	Z035879
		TU62N	Z001053	Z144895
		TX22N	Z001048	Z144900
		TX62N	Z001181	Z144873
		UU42N	Z001009	Z144899
		UX42N	Z001892	Z144707
	2006	JU62N	Z144959	Z320617
		KU72N	Z145137	Z320543
		LU42N	Z145036	Z320397
		MU52N	Z145156	Z320285
		NX22N	Z145177	Z320613
		NX62N	Z145547	Z320176
		PX42N	Z145459	Z320265
		TU62N	Z144902	Z320213
		TX22N	Z145349	Z320497
		TX62N	Z145234	Z320203
		UU42N	Z144920	Z320426
		UX42N	Z145491	Z320247
	2007	JU62N	Z320673	Z469819
		KU72N	Z320671	Z469633
		LU42N	Z320918	Z469698
		MU52N	Z320870	Z469721
		NX22N	Z320620	Z469653
		NX62N	Z321207	Z469255

WMI	MY	VDS	START	FINISH
5TE	2007	PX42N	Z320860	Z469732
		TU62N	Z320771	Z469786
		TX22N	Z321110	Z469654
		TX62N	Z321199	Z469583
		UU42N	Z320622	Z469869
		UX42N	Z320841	Z469743
	2008	JU62N	Z470196	Z592508
		KU72N	Z470201	Z592453
		LU42N	Z469993	Z592675
		MU52N	Z470099	Z592630
		NX22N	Z469871	Z592426
		NX62N	Z469873	Z592203
		PX42N	Z470165	Z592599
		TU62N	Z470195	Z592581
		TX22N	Z469874	Z592319
		TX62N	Z469875	Z592204
	2009	UU42N	Z469911	Z592689
		UX42N	Z470171	Z592595
		JU62N	Z592834	Z624570
		KU72N	Z602439	Z602439
		LU42N	Z595097	Z625485
		MU52N	Z597877	Z625508
		NX22N	Z592697	Z625702
		NX62N	Z592974	Z611007
		PX42N	Z592698	Z616079
		TU62N	Z592876	Z625313
		TX22N	Z593020	Z625828
		TX62N	Z592973	Z610983
		UU42N	Z592710	Z625899
		UX42N	Z592997	Z616030

WMI	MY	VDS	START	FINISH
3TM	2005	JU62N	M001037	M008091
		KU72N	M001031	M004841
		LU42N	M001024	M002890
		MU52N	M001026	M001900
	2006	JU62N	M007884	M028771
		KU72N	M004775	M010144
		LU42N	M002891	M008845
		MU52N	M001878	M003615
	2007	JU62N	M028772	M049700
		KU72N	M010029	M013697

WMI	MY	VDS	START	FINISH
3TM	2007	LU42N	M008667	M013600
		MU52N	M003620	M005092
	2008	JU62N	M049701	M070800
		KU72N	M013698	M017962
		LU42N	M013601	M020107
	2009	MU52N	M005094	M007826
		JU62N	M070812	M077844
		KU72N	M018029	M020081
		LU42N	M020119	M023253
		MU52N	M007895	M009590

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 instruct the dealer to **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

A UIO matrix by state is provided to inform your dealership of the number of covered vehicles in your state.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	981	HI	13,428	MI	2,957	NV	3,808	UT	2,677
AL	11,947	IA	1,841	MN	2,847	NY	9,338	VA	13,153
AR	4,392	ID	1,751	MO	4,073	OH	8,929	VT	3,040
AZ	9,799	IL	7,163	MS	4,713	OK	3,261	WA	9,151
CA	125,072	IN	6,148	MT	1,225	OR	6,027	WI	3,794
CO	4,883	KS	2,581	NC	20,188	PA	10,735	WV	3,941
CT	3,208	KY	6,800	ND	300	RI	1,721	WY	589
DC	234	LA	7,535	NE	962	SC	9,958		
DE	850	MA	10,220	NH	3,885	SD	392		
FL	36,993	MD	6,829	NJ	5,708	TN	11,519		
GA	21,353	ME	3,683	NM	3,012	TX	30,816		

## 6. Parts Ordering Process (Dealer Ordering Solutions)

Orders can be placed through the dealership's facing PDC. The kits have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

Campaign	Part Number	Part Description	Qty.
C0B	04002-04104	Spiral Cable Assy.	1

Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume \* PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file Safety Recall claims and coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.

# TOYOTA

## Parts Allocation Report

99999  
SAMPLE TOYOTA of NOWHERE

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.

Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

### IMPORTANT PARTS ORDERING UPDATE

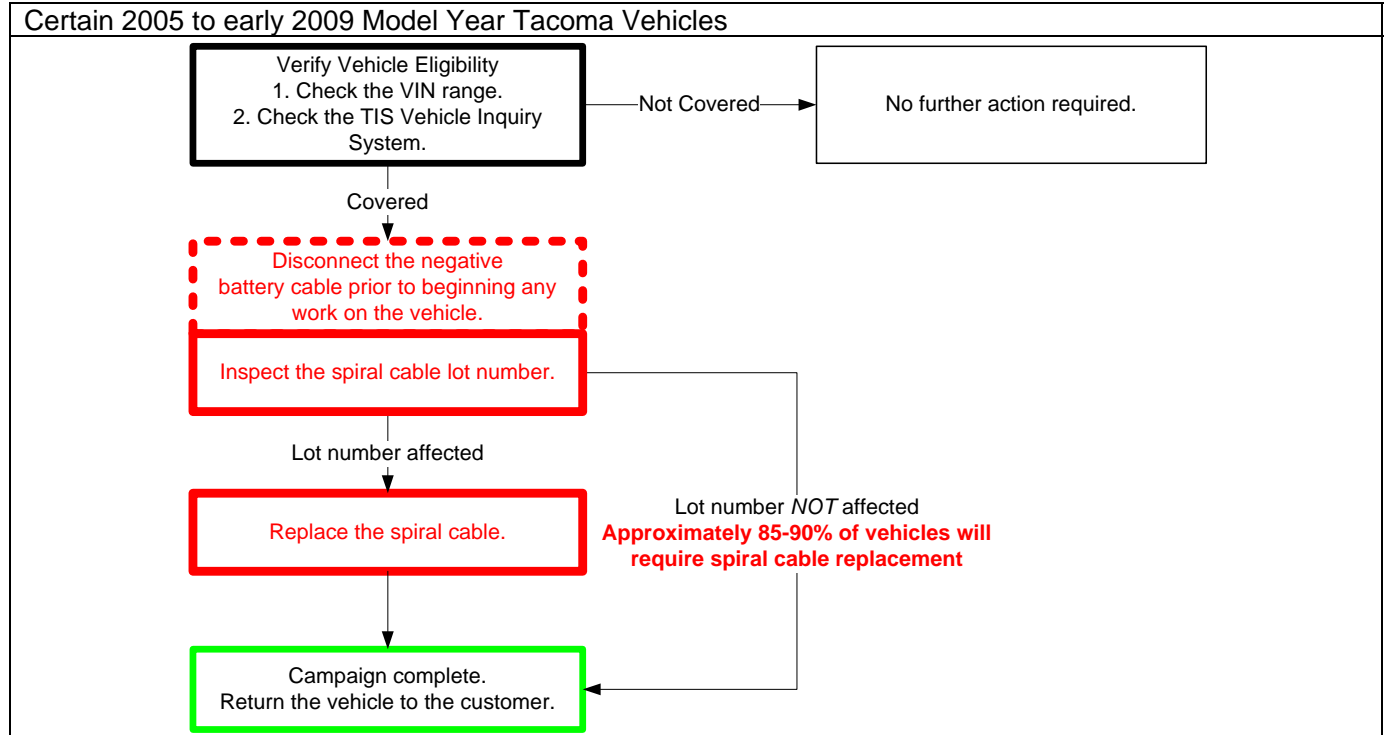
*Effective January 1, 2012, All Future Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.*

## 7. Remedy Procedures

Please refer to TIS for Technical Instructions on inspection and repair.

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

## 8. Warranty Reimbursement Procedure

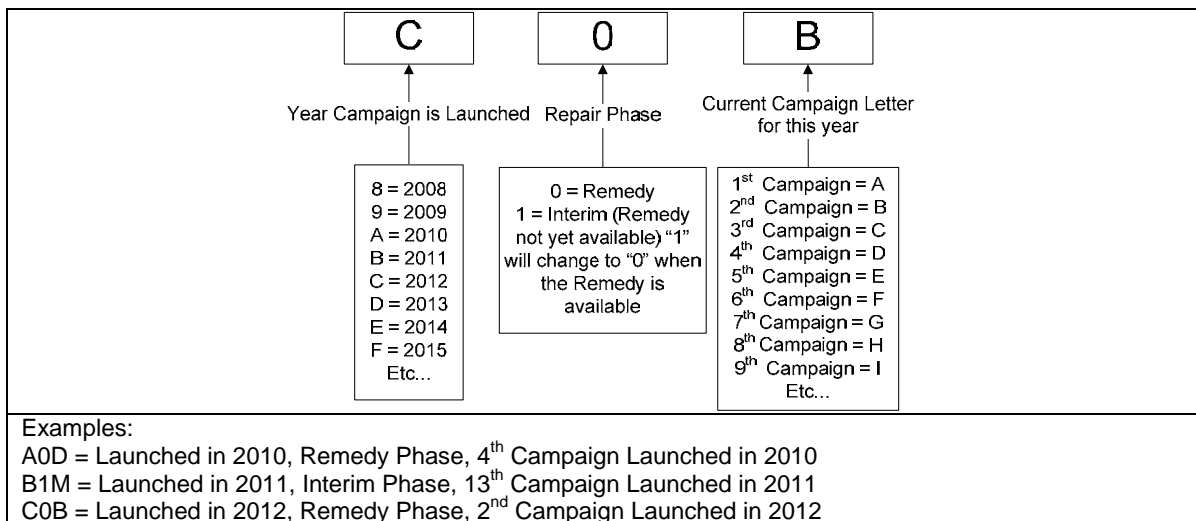


Model	Op. Code	Description	Flat Rate Hour
Tacoma	2529BD	Check and Replace Spiral Cable Assy.	0.6 hr/vehicle
	2529BC	Check Spiral Cable Assy. Lot Number – Not Affected	0.2 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

The Interim Phase, C1B, is now superseded by Safety Recall C0B. All C1B Repair Order dates must be prior to 7/27/2012. All Repair Orders dated 7/27/2012 and after must be submitted under C0B.

### Campaign Designation Decoder



## **9. 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.

## **10. 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 Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

## **11. Customer Contacts**

A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.

***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 C0B – Remedy Notice**  
**Certain 2005 to early 2009 Model Year Tacoma Vehicles**  
**Spiral Cable Assembly Replacement - Q&A**

**Background**

As previously announced in March, 2012, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) to conduct a voluntary Safety Recall on certain 2005 to early 2009 Model Year Tacoma Vehicles.

**Toyota has completed parts preparations and will now begin mailing remedy owner letters.**

**Q1: What is the condition?**

A1: Due to the combination of the spiral cable design and characteristics unique to the chassis components of the Tacoma, steering wheel vibration (“flutter”) may cause friction between the Flexible Flat Cable (FFC) and the retainer in the spiral cable assembly in the steering wheel. In FFC’s with seven-channel circuits, friction over time may result in damage to certain circuits on the flat cable that provide connectivity to the driver’s air bag module. If connectivity is lost, the air bag warning lamp will illuminate. In addition, the driver’s air bag may become deactivated, causing it to not deploy in the event of a crash. This could increase the risk of injury to the driver.

**Q1a: What is the spiral cable?**

A1a: The Spiral Cable transmits electrical signals to components located on the steering wheel such as steering wheel controls, the horn, and the Airbag Assembly. The Spiral Cable allows for rotation of the steering wheel as it extends and contracts in its cable retainer (housing). The Spiral Cable is mounted between this steering wheel and steering column.

**Q1b: Are there any warnings of this condition?**

A1b: Yes. The airbag warning light is designed to come on when the engine switch is turned to the “ON” position during the ignition cycle check function. It goes off after about 6 seconds. ***This means the system is operating as designed.*** If the airbag warning light illuminates or remains illuminated ***after*** this period, please contact your local Toyota dealer for diagnosis and appropriate repair.

**Q2: What is Toyota going to do?**

A2: Toyota has completed parts preparations and will now begin mailing remedy owner letters in early August, 2012.

Any authorized Toyota dealer will inspect the spiral cable assembly and, if necessary, replace it at **NO CHARGE** to the vehicle owner.

Due to a data processing error, a small portion of vehicles were incorrectly identified as being covered by this Safety Recall. These customers will receive the attached apology letter informing them of this error and that there is no further action to be taken.

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

A3: There are approximately 481,000 Tacoma vehicles (certain 2005 to early 2009 Model Year) equipped with a 7 channel circuit spiral cable assembly covered by this Safety Recall in the U.S.

Model Name	Model Year	Production Period	Number of Vehicles (Approx.)
Tacoma	Certain 2005 to early 2009	Mid-September, 2004 to Late August, 2008	481,000

Note: Tacoma models equipped with spiral cable assemblies that use 16-channel circuits are not covered by this Safety Recall.

**Q3a: Are there any other Lexus/Toyota vehicles covered by this Safety Recall?**

A3a: No, this condition only affects certain 2005 to early 2009 Model Year Tacoma vehicles equipped with a 7 channel circuit spiral cable.

**Q3b: Are all Tacoma vehicles covered by this Safety Recall?**

A3b: No, only Tacoma vehicles equipped with a 7 channel circuit spiral cable assembly are covered by this Safety Recall. Tacoma vehicles equipped with a 16 channel circuit spiral cable are not affected by this condition.

**Q3c: Why are Tacoma vehicles equipped with a 16 channel circuit spiral cable not covered by this Safety Recall?**

A3c: Although certain circuits in the spiral cable assemblies using FFC's with sixteen-channel circuits that connect to optional steering wheel features also can be damaged, these particular damaged circuits are not being used for any function in these models. The air bag circuit in these cables is not affected.

**Q3d: What is the difference between the 7 channel circuit spiral cable and the 16 channel one?**

A3d: The 7 channel circuit spiral cable assembly was installed on Tacoma vehicles that **DO NOT** contain steering wheel audio control buttons. Tacoma vehicles that are equipped with steering wheel audio control buttons have a 16 channel spiral cable assembly.

**Q3e: Why are a small number of customer receiving an apology letter?**

A3e: Due to a data processing error, a small portion of vehicles were incorrectly identified as being covered by this Safety Recall. These customers will receive an apology letter informing them of this error and that there is no further action to be taken.

**Q4: How long will it take to conduct the remedy?**

A4: The inspection and replacement, if necessary, will take approximately 30 minutes. However, it may be necessary for the owner to make the vehicle available for a longer period of time depending upon the dealer's work schedule.

**Q5: What if a customer has previously paid for repairs to his/her vehicle for this condition?**

A5: Reimbursement consideration instructions will be provided in the remedy owner letter.

**Q6: What if an owner has additional questions or concerns?**

A6: Owners with questions or concerns are asked to 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.

**Certain 2005 to Early 2009 Model Year Tacoma Vehicles**  
**Spiral Cable Replacement**  
**SAFETY RECALL NOTICE (*Remedy Now Available*)**

[VIN]

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 2005 to early 2009 model year Tacoma Vehicles.

**What is the condition?**

Due to combination of factors, a part in the steering wheel assembly in your vehicle called the spiral cable may become damaged. If damage occurs, this can affect the electrical connection to several systems, including the driver's air bag. Such damage would cause the air bag warning light to stay ON after starting the engine, and the air bag may not work. This could increase the risk of injury to the driver in a crash in which the air bag is designed to inflate.

**What will Toyota do?**

***The remedy for your vehicle is now available.*** Any authorized Toyota dealer will inspect the Spiral Cable Assembly, and if necessary, replace it at **NO CHARGE** to you.

**What should you do?**

***This is an important Safety Recall***

**Please contact any authorized Toyota dealer and make an appointment to have the Spiral Cable Assembly inspected to determine if it is covered by this Safety Recall.**

If replacement of the Spiral Cable Assembly is necessary it will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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, you may do so by registering at [www.toyota.com/ownersupdate](http://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.*** 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 repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc  
Toyota Customer Experience, WC 10  
19001 South Western Avenue  
Torrance, CA 90509

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.

SAMPLE

<Sample of the Owner Letter>  
**C0B - Certain 2005 to Early 2009 Model Year Tacoma Vehicles**  
**Spiral Cable Replacement**

[VIN]

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. Part of our commitment is to provide important information to you whenever a specific concern or problem may affect your vehicle.

Recently, you were sent a Safety Recall notice indicating your vehicle was involved in this Safety Recall. Due to a data processing error, **your vehicle was incorrectly identified as being involved in this Safety Recall.** Please accept our apologies for this miscommunication and **please disregard the notice sent previously.**

We sincerely regret any inconvenience this miscommunication may have caused you.

If you have any questions about this, please contact the Toyota Customer Experience Center at 1-888-270-9371. The Toyota Customer Experience Center is open Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

Thank you for driving a Toyota.

Sincerely,

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