



## SAFETY RECALL 20TA03 (*Interim Notice 20TB03*) – *Remedy Notice*

Certain 2011 – 2019 Model Year Corolla  
Certain 2011 – 2013 Model Year Matrix  
Certain 2012 – 2018 Model Year Avalon  
Certain 2013 – 2018 Model Year Avalon Hybrid  
Incomplete or Nondeployment of Airbags and/or Seat Belt Pretensioners May Occur  
NHTSA Recall No. 20V-024

### Frequently Asked Questions

Original Publication Date: March 12, 2020

**Q1:** *What is the condition?*

A1: The subject vehicles may be equipped with an electronic control unit (ECU) from a specific supplier that is designed to receive signals from crash sensors and deploy the airbags and seat belt pretensioners. The ECU may not have adequate protection against certain electrical noise that can occur in certain crashes, such as severe underride crashes. This can lead to incomplete or nondeployment of the airbags and/or seat belt pretensioners. Airbags and seat belt pretensioners that do not deploy as intended can increase the risk of injury in a crash.

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

A1a: No, there are no warnings prior to the occurrence of this condition.

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

A2: Toyota has sufficient parts to begin a phased implementation of the remedy. Any authorized Toyota dealer will, in most cases, install a noise filter between the airbag control module and its wire harness. In some cases, Toyota dealers may inspect the ECU to determine if the noise filter is necessary before installing it. The remedy will be at no cost to vehicle owners. Refer to the table below to determine the remedy status and remedy campaign designation for vehicles involved in this Safety Recall.

Phase	Model / Years	Approximate Total Vehicles	Remedy Status	Remedy Campaign Designation
1	Corolla 2014 – 2019	528,000	Remedy Available*	20TA03
2	Corolla 2011 – 2012	112,000	Remedy NOT Available at this time	20TA05**
	Corolla 2011 – 2013	616,000	Remedy NOT Available at this time	20TA03
	Matrix 2011 – 2013	10,200		
	Avalon 2012 – 2018	241,900		
	Avalon HV 2013 – 2018	63,800		
Corolla 2014 – 2019	1,321,000			

\*Only a portion of the 2014 – 2019 model year Corolla vehicles covered by this Safety Recall are included in the phase 1 remedy. Any authorized Toyota dealer can determine if the remedy is available or not for a specific 2014 – 2019 Corolla vehicle.

\*\*Certain 2011-2012 Corolla vehicles will require an inspection of the ECU to determine if noise filter is necessary.

At this time, Toyota anticipates that the remedy notification for Phase 2 owners will occur by June 2020.

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

A3: There are approximately 2,892,900 vehicles covered by this Safety Recall.

Model Name	Model Year	Approximate UIO	Production Period
Corolla	2011 – 2019	2,577,000	Late November 2010 – Late February 2019
Matrix	2011 – 2013	10,200	Early December 2010 – Mid-June 2013
Avalon	2012 – 2018	241,900	Mid-May 2012 – Mid-April 2018
Avalon Hybrid	2013 – 2018	63,800	Late May 2012 – Late March 2018

**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 Customer Experience 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.