



Safety Recall C0M – *Expansion REMEDY Notice*
Multiple Models and Model Years
Power Window Master Switch (PWMS)

Frequently Asked Questions
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◀ IMPORTANT UPDATE ▶

DATE	TOPIC
12/16/2015	The remedy is now available for all Phase 2 VINs.
11/10/2015	The remedy is now available for the majority of Phase 2 VINs.
10/27/2015	The Phase 2 (C1M) interim VIN ranges have been updated.
10/25/2015	Phase 2 VINs are now searchable on TIS.

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

Background

Safety Recall C0M was announced on October 9, 2015. This involved multiple models and model years and will now be referred to as Phase 1. Toyota’s new recall will result in the expansion of C0M to include additional model years; this expansion will be referred to as Phase 2. **The remedy is the same for Phase 1 and Phase 2 vehicles.** Refer to the information below for further details.

Q1: What is the condition?

A1: The Power Window Master Switch in Phase 2 vehicles may have been manufactured with insufficient lubricant grease. If sufficient grease is not applied, under certain conditions the switch may develop a short circuit that can cause the switch assembly to overheat and melt. A melting switch can produce smoke and potentially lead to a fire.

Toyota previously recalled certain 2007 – 2009 model year vehicles for a similar condition. This Safety Recall adds vehicles not previously involved in the prior action that utilized an alternative lubricant application method.

Q2: Are there any warnings that this condition exists?

A2: In some cases, customers may notice an inoperative switch. In some cases, there may also be a smell of melting plastic, or smoke. These symptoms are possible indications that the switch may have developed a short circuit but may not be present in all cases.

Q3: What is Toyota going to do?

A3: The remedy will involve an inspection, switch disassembly, and application of a specialized grease. In a limited number of cases, the electronic circuit board in the PWMS will be replaced. The inspection and applicable repair will be performed at **NO CHARGE**.

Q3a: What is the specialized grease?

A3a: The specialized heat resistant grease is fluorine based and will prevent the condition from occurring.

Q3b: Why can’t owners simply apply a commercially available lubricant?

A3b: The PWMS is not designed to be lubricated with commercially available lubricants. Application of these foreign lubricants to the PWMS could lead to smoking and/or melting, of the switch assembly. Under some circumstances, this could lead to a fire.

Q3c: Is the specialized grease non-flammable?

A3c: Yes. The specialized grease is non-flammable.

Q3d: Why is Toyota not applying the grease to the ‘AUTO’ switch on the power window switch?

A3d: The internal design of the ‘AUTO’ switch is different from the other manual type switches.

Q3e: Is Toyota going to apply a specialized grease to the other switches in the vehicle?

A3e: No. The other power window switches in the vehicle have a different internal design from the power window master switch.

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

A4: There are approximately 4,303,000 vehicles covered by these Safety Recalls. Phase 2 involves approximately 1,803,000 vehicles.

Phase 1	Model Year	Model Name	Production Period	UIO
	Certain 2007-2008	Yaris	Early September 2006 to Late July 2008	110,300
	Certain 2007-2009	RAV4	Early September 2006 to Mid-December 2008	336,400
		Tundra	Late October 2006 to Mid-December 2008	337,100
		Camry	Early September 2006 to Mid-December 2008	938,100
		Camry Hybrid	Early September 2006 to Mid-December 2008	116,800
	Certain 2008-2009	Scion xD	Early April 2007 to Late July 2008	34,400
		Scion xB	Mid-January 2007 to Late July 2008	77,500
		Sequoia	Mid-November 2007 to Mid-December 2008	38,500
	Certain 2008	Highlander	Early March 2007 to late July 2008	135,400
Highlander HV		Early March 2007 to late July 2008	23,200	
Certain 2009	Corolla	Late November 2007 to Mid-December 2008	270,900	
	Matrix	Early January 2008 to Mid-December 2008	53,800	
Approximate Total				2,500,000

Phase 2	Model Year	Model Name	Production Period	UIO
	Certain 2006-2010	Yaris	Early June 2005 to Late June 2010	213,900
	Certain 2006-2010	RAV4	Late July 2005 to Late August 2010	417,200
	Certain 2009-2011	Tundra	Early January 2009 to Late August 2010	138,800
	Certain 2007 & Certain 2009	Camry	Early October 2005 to Mid-March 2009	237,300
		Camry Hybrid	Early October 2005 to Mid-March 2009	31,500
	Certain 2009-2011	Scion xD	Early August 2008 to Late June 2010	31,300
	Certain 2009-2011	Scion xB	Early August 2008 to Late June 2010	50,100
	Certain 2008-2011	Sequoia	Early January 2008 to Late August 2010	20,300
	Certain 2008-2011	Highlander	Early August 2008 to Late August 2010	137,300
		Highlander HV	Early August 2008 to Late June 2010	20,700
	Certain 2009-2010	Corolla	Early August 2007 to Late August 2010	477,900
	Certain 2009-2010	Matrix	Mid-January 2009 to Late August 2010	27,000
Approximate Total				1,803,000

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 these Safety Recalls.

Q5: Is the remedy currently available for Phase 1 and Phase 2 vehicles?

A5: Yes. The remedy is currently available for all Phase 1 and Phase 2 vehicles.

Q6: How long will the repair take?

A6: The repair takes approximately one to one and a half hours; 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 related to this campaign?

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

Q8: How does Toyota obtain my mailing information?

A8: 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.

Q9: What if I have addition questions or concerns?

A9: If you have additional questions or concern, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday – Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.