Safety Recall E0F (E1F) - Preliminary Notice
Certain 2012 and 2013 Model Year Tacoma Vehicles
Certain 2012 Model Year RAV4 Vehicles
Brake Actuator Reprograming - FAQ

Customer Frequently Asked Questions

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We at Toyota care greatly about your safety. While preparing the remedy for this condition, we are providing the following information to keep you informed of the recall details. Please check back frequently as this document may be updated.

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. If this occurs, the ABS, TRAC and VSC functions could become inoperative increasing 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: Are there any warnings or indicators of this condition?

A2: Yes. If this condition occurs, the VSC, ABS, and/or the Brake lamp (located in the instrument panel) can illuminate, and the ABS, TRAC and VSC functions can become inoperative.

Q2a: Which warning lamps can illuminate if this condition occurs?

A2a: If this condition occurs, the following lights can illuminate:

 and/or 

and/or 

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

Q3: What if I experience this condition before the remedy is available?

A3: If you experience this condition, contact your local authorized Toyota dealer for diagnosis. In most instances, this condition is intermittent and can be cleared by stopping the vehicle in a safe manner and turning the ignition OFF.

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Q3a: Can my vehicle be driven if this condition occurs?

A3a: 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.

Q4: What is Toyota going to do?

A4: ***Toyota is currently preparing the remedy for this condition.*** The final remedy will be a software update to the affected Electronic Control Unit. Once remedy preparations are complete, Toyota will send an owner notification letter by first class mail to owners of vehicles involved in this Safety Recall. The remedy, when available, will be provided at ***no charge*** to you.

Q4a: When does Toyota anticipate the remedy will be available?

A4a: Toyota is currently preparing the updated software for this Safety Recall. Toyota anticipates it will take several weeks before the remedy is available.

Q4b: How does Toyota obtain my mailing information?

A4b: 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.

Q4c: When the remedy becomes available, do I need my owner letter to have the remedy performed?

A4c: 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.

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 TMMTX (Texas Plant) and TMMBC (Mexico Plant) and Certain 2012 Model year RAV4 Vehicles produced in TMMC (Canada Plant) 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: What if I previously paid for repairs to my vehicle for this condition?

A6: Reimbursement consideration instructions will be provided in the remedy owner letter.

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Q7: What if I have additional questions or concerns?

A7: 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.

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