



Safety Recall E0M (E1M) - **Interim Notice**
Certain 2009 through Certain 2010 Model Year Corolla Vehicles
Certain 2009 through Certain 2010 Model Year Corolla Matrix Vehicles
Certain 2008 through Certain 2010 Model Year Highlander Vehicles
Certain 2009 through Certain 2010 Model Year Tacoma Vehicles
Certain 2006 through Certain 2008 Model Year RAV4 Vehicles
Certain 2006 through Certain 2010 Model Year Yaris Vehicles
Spiral Cable - FAQ

Customer Frequently Asked Questions

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Update 5/12/2014: Interim Mailing Information

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 steering column assembly in the involved vehicles contains a spiral cable assembly with electrical connections to the driver's airbag module that could become damaged when the steering wheel is turned. If this occurs, the air bag warning lamp will illuminate. In addition, the driver's air bag could 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 connects electrical circuits in the steering column to components located in the steering wheel which include steering wheel controls, horn switch, and airbag assembly. The spiral cable allows the steering wheel to rotate while maintaining the electrical connections for the steering wheel components.

Q1b: What is the cause of the condition?

A1b: The spiral cable assembly includes a Flexible Flat Cable that during normal operation can contact an internal plastic retainer of the assembly, damaging a portion of the cable that transmits electrical signals to the driver's airbag.

Q2: Are there any warnings or indicators of this condition?

A2: 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.

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

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



Please note that this lamp 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 and repair.

Q4: What is Toyota going to do?

A4: **Toyota is currently preparing the remedy for this condition.** In the meantime, we are communicating our *interim* actions:

- Toyota will mail an interim owner notification letter in mid-May, 2014.
- The interim notice will advise owner of this Safety Recall and that they will receive a future notice when the remedy is available.

Once the remedy parts have been produced in sufficient quantities, Toyota will send (consistent with parts availability and repair capacity) a second (remedy) owner notification by first class mail advising you to make an appointment with your authorized Toyota dealer to have spiral cable assembly replaced at **no charge** to you.

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

A4a: Toyota is currently preparing the remedy for this Safety Recall. Toyota anticipates remedy parts to be available mid to late summer.

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 1.31 million vehicles involved in this Safety Recall.

Model Name	Model Year	Production Period	Approx. UIO
Corolla	Certain 2009 to Certain 2010	Late July 2007 – Early July 2010	399,000
Corolla Matrix	Certain 2009 to Certain 2010	Early January 2008 - Late June 2010	63,000
Highlander	Certain 2008 to Certain 2010	Early March 2007 – Early July 2010	97,000
RAV4	Certain 2006 to Certain 2008	Late July 2005 – Early August 2008	307,000
Tacoma	Certain 2009 to Certain 2010	Early September 2008 – Early July 2010	41,500
Yaris	Certain 2006 to Certain 2010	Mid-July 2005 – Late March 2010	402,500

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

A5a: No. There are no other Toyota, Lexus or Scion vehicles involved in this Safety Recall in the U.S.

Q5b: Are all 2006 through 2010 model year Corolla, Corolla Matrix, Highlander, RAV4, Tacoma and Yaris vehicles involved in this Safety Recall?

A5b: No. Only vehicles with equipped with a 7-channel spiral cable are affected. 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.

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.