



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

January 21, 2020

Mr. Cory Hoffman
General Manager
Toyota Motor Engineering & Manufacturing
19001 South Western Ave
Torrance, CA 90501

NEF-150JK
20V-024

Subject: Air Bags/Seat Belt Pretensioners may not Deploy

Dear Mr. Hoffman:

This letter serves to acknowledge Toyota Motor Engineering & Manufacturing's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

TOYOTA/AVALON/2012-2018
TOYOTA/AVALON HYBRID/2013-2018
TOYOTA/COROLLA/2011-2019
TOYOTA/MATRIX/2011-2013

Mfr's Report Date: January 17, 2020

NHTSA Campaign Number: 20V-024

Components:

AIR BAGS: AIR BAG CONTROL MODULE

Potential Number of Units Affected: 2,891,976

Problem Description:

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2011-2019 Corolla, 2011-2013 Matrix, 2012-2018 Avalon, and 2013-2018 Avalon Hybrid vehicles. During certain crashes, the air bag electronic control unit (ECU) may malfunction, possibly disabling the deployment of the air bags and/or seat belt pretensioners.

Consequence:

In the event of a crash, air bags and/or seat belt pretensioners that do not deploy as intended may increase the risk of injury.

Remedy:

Toyota will notify owners, and dealers will inspect the ECU and install a noise filter between the air bag control module and its wire harness, as necessary, free of charge. The recall is expected to begin March 17, 2020. Owners may contact Toyota customer service at 1-888-270-9371. Toyota's numbers for this recall are 20TB03 and 20TA03.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

The percentage of products estimated to contain the defect or noncompliance (49 CFR 573.6 (c)(4)).

Please provide a count of injuries and fatalities that may be associated with the air bags and seat belt pretensioners deploying improperly.

Please be reminded of the following requirements:

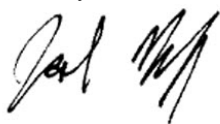
You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement