

Published March 8, 2017

To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

Subject: Owner Renotification of Non-Completed Safety Recalls

Safety Recall completion is important not only in satisfying government requirements, but also is an integral part of our commitment to meet customer expectations of Toyota products. Toyota will be sending Safety Recall Follow-Up Notices to remind owners whose vehicles have not yet had campaign repairs completed.

We request your assistance in completing the applicable campaign repairs as owners receive the Follow-Up Notice and contact your dealership. Please note the follow-up activity may cause an increase in your current campaign owner appointments. Toyota will continue with additional follow-up activities in the months to come. Please take this into consideration when analyzing your manpower requirements.

Safety Recalls Covered in the Renotification

Campaign	Model and Model Year
C0M - Power Window Master Switch (PWMS)	Certain Corolla 2009-2010
	Certain Matrix 2009-2010
	Certain 2006-2010 RAV4
	Certain 2009-2011 Tundra
	Certain 2007-2009 Camry & Camry HV
	Certain Scion xD 2008-2011
	Certain Scion xB 2008-2011
	Certain Sequoia 2008-2011
	Certain 2008-2011 Highlander & Highlander HV
	Certain 2006-2010 Tacoma
DSB - Supplemental Restraint System (SRS) & Electronic Control Unit (ECU)	Certain 2003-2004 Corolla & Matrix
E0M - Spiral Cable Replacement	Certain 2009-2010 Corolla
	Certain 2009-2010 Matrix
	Certain 2008 -2010 Highlander
	Certain 2009 -2010 Tacoma
	Certain 2006 -2008 RAV4
	Certain 2006-2010 Yaris
E0S - Excessive Corrosion of the Spare Tire Carrier Cable	Certain 2004-2011 Sienna
E0X - TRD Accessory Wheels and Toyota-recommended Light Truck Tires	Certain 2008-2014 Tacoma & FJ Cruiser
F0H - Roof Headliner	Certain 2012 – 2015 Yaris
G0F - Rear Outboard Seatbelts	Certain 2012-2014 RAV4 EV
	Certain 2006-2012 RAV4
E02 - Rear Leaf Spring	Certain 2005-2011 Tacoma Pre-Runner and 4x4 Vehicles
F0U - Exhaust Pipe Replacement for Catalytic Converter	Certain 2010-2014 Tacoma 2TR-FE vehicles

Follow-Up Owner Notification Letter Mailing Date

The Safety Recall Follow-Up Owner Notification Letters ("owner letters") will begin in early March. The owner letters will be mailed, by first class mail as required by Federal Regulation, over a period of several weeks consistent with parts availability.

Technical Instructions

Technical Instructions to conduct these campaigns can be found on **TIS**.

Parts Ordering

The applicable parts ordering information can be found in the Dealer Letter and Technical Instructions of the **specific** Safety Recall. As a practice, please utilize the following guidelines to determine your parts order for this renotification activity:

- Check current stock levels.
- Subsequent orders should be based on customer appointments.
- Replenishment orders of parts should be based on a "sell one, buy one" basis.

New Vehicles in Dealer Stock

As required by Federal law, dealers are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the defect has been remedied. Vehicle Safety Recall completion can be verified through TIS.

Pre-Owned Vehicles in Dealer Stock

Toyota requests dealers to conduct the remedy on any pre-owned vehicles in dealer inventory that are covered by a Safety Recall prior to delivery to the customer.

Customer Handling and Dealership Follow-Up

Please consider this follow-up notice a great opportunity to focus on assuring customers that their safety remains Toyota's highest priority. Customers who receive the Safety Recall Follow-Up Notice may contact your dealership with questions regarding the letter and/or remedy. Please ensure that all customer contact personnel are aware of these Safety Recalls and know how to accurately answer customer's questions or how to direct the customer to someone that can. Please welcome them to your dealership and answer any questions that they may have.

Toyota encourages dealerships to follow-up with their customers by telephone to remind them of the non-completed Safety Recalls. The following word track has been provided for this purpose. To assure a consistent and accurate description of the Safety Recall is communicated to the customer, dealership associates are requested to refer to the specific Safety Recall Q&A (available in TIS) to answer any specific customer questions

Hello [Mr./Ms.] _____ [Customer Name],

Our dealership _____ [Dealership Name] is following up with you regarding Safety Recall _____ [Safety Recall No.] which involves _____ [Safety Recall Title]. Our records indicate that your vehicle falls within the parameters of this Safety Recall and as a customer convenience I would like to answer any questions that you may have. [Answer any questions using the Safety Recall Q&A for the applicable recall]

May I schedule an appointment for your vehicle to complete this important recall campaign?

What date and time will be convenient for you to bring your vehicle into our service department which is located at _____ [dealership address]. If you have any further questions or concerns, please contact me at _____ [contact name and telephone no.]

NOTE: Additional guidelines regarding dealership follow-up for non-completed recalls can be found in Warranty Policy 5.21.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Owner Renotification of Non-Completed Safety Recalls.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A., INC.