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

Subject: Owner Renotification of Non-Completed Safety Recalls – HR2

Safety Recall completion is an integral part of our commitment to meet customer expectations of Toyota products. Toyota will be sending Follow-Up Notices to remind owners whose vehicles have not yet had Safety Recall repairs completed for the campaigns listed below.

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 Safety Recall 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	Approximate UIO	Mail Schedule
E0L - Driver Side Seat Track Assembly & Passenger Seat Track Assembly	Certain 2006-2010 Model Year Yaris Sedan	222,770	Early August – Late August
	Certain 2006-2010 Model Year Yaris Hatchback (3 Door Model)		
	Certain 2006-2010 Model Year Yaris Hatchback (5 Door Model)		
	Certain 2008-2010 Model Year Scion xD		
F0S – Wiper Motor Link Corrosion	Certain 2009 – 2012 Model Year North American Produced RAV4	206,600	Early August – Late August
	Certain 2012 – 2014 Model Year North American Produced RAV4 EV		
G0E - Ignition Key Interlock System (Automatic Transmission Models with Ignition Key ONLY)	Certain 2013 - 2016 Model Year Scion FR-S	10,700	Early August
G0U - Curtain Shield Air Bag	Certain 2010 - 2012 Model Year Prius	196,800	Early August – Late August
	Certain 2010 and 2012 Model Year Prius Plug-In		
G0W - Front Passenger Air Bag	Certain 2016 Model Year Prius	2,000	Early August

**Follow-Up Owner Notification Letter Mailing Date**

The Safety Recall Follow-Up Owner Notification Letters (“owner letters”) will begin in early August 2017. The owner letters will be mailed, by first class mail, 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 Inventory

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied.

## Customer Handling and Dealership Follow-Up

Please consider this follow-up notice a great opportunity to focus on assuring customers that their safety remains a top priority at Toyota. 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 encourage them to complete these 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 Safety Recall?

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.