

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

Subject: Safety Recall E01 – **Remedy Notice**
Certain 2014 Model Year Avalon, Camry, Highlander and Sienna Vehicles
Equipped with 2GR-FE Engine – Potential Fuel Delivery Pipe Leak

On September 18, 2014, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2014 Model Year Avalon, Camry, Highlander and Sienna vehicles. **As a result, new vehicles in dealer inventory must not be delivered until corrected.**

Toyota has completed remedy preparations and will begin notifying these owners.

Condition

In the subject vehicles, the Bank 1 (cowl side) fuel delivery pipe end cap could have been insufficiently welded during the manufacturing process. This condition can lead to a fuel leak in the engine compartment. Fuel leakage in the presence of an ignition source, could increase the risk of a vehicle fire.

Remedy

Toyota dealers will inspect the fuel delivery pipe to determine if the vehicle is equipped with an affected part. If so, the fuel delivery pipe will be replaced at **No Charge** to the vehicle's owner. For additional information on inspection and remedy procedures, please refer to TIS.

This following information is being provided to keep you informed of the filing and your degree of involvement.

1. Owner Letter Mailing Date

Toyota has completed remedy preparations and will begin to notify owners in Mid-November, 2014.

Toyota makes significant effort to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

2. New Vehicles in Dealership Inventory



Under Title 49, Section 30112(a) of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard. In addition, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

3. Inspection Reminder Mirror Hang Tags for Covered Vehicles

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Please reference the VIN list provided to identify new vehicles in dealer inventory involved in this Safety Recall. Inside the vehicle’s glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



Note: Dealerships can order Hang Tags from the Material Distribution Center (MDC).

Part Number	Description	Qty.
00411-140003	Inspection Mirror Hang Tag	(25 Per Pack)

4. 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 noncompliance has been remedied.

5. Number and Identification of Covered Vehicles

There are approximately 13,000 vehicles involved in this campaign. All affected vehicles were produced in North America. Vehicles that have been removed from this campaign will show **Not Applicable** on TIS.

Model	Model Year	Production Period	Approx. UIO
Avalon	2014	April 2014 through July 2014	2,300
Camry	2014	April 2014 through June 2014	590
Highlander	2014	April 2014 through early July 2014	5,100
Sienna	2014	April 2014 through July 2014	4,900

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

6. Parts Ordering

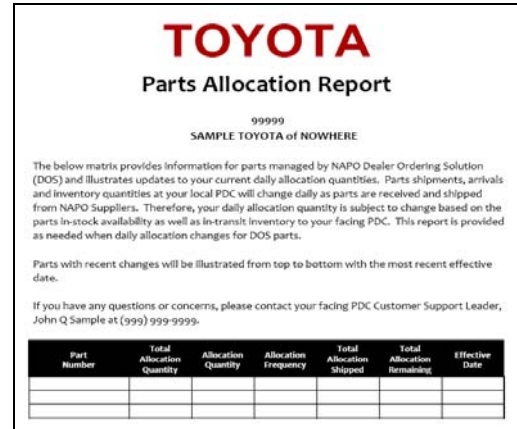
DOS Parts Ordering Process

Orders should be placed through the dealership's facing PDC. This kit has been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

Parts are only needed if the vehicle fails the inspection.

Model	Part Number	Part Description	Qty.
ALL	23870-0P011	Fuel Delivery Pipe	1
	90301-07033	Injector "O"-Rings	6
	23291-23010	Injector Vibration Insulator	6
	17176-0P021	Air Surge Tank Gasket	3
	22271-0P020	Throttle Body Gasket	1

Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume * PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file Safety Recall claims and coordinate appropriate parts orders. A sample of the Parts Allocation Report has been attached for your reference.



7. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certification levels:

- **Toyota Certified (any classification)**
- **Toyota Expert (any classification)**
- **Master**
- **Master Diagnostic Technician**

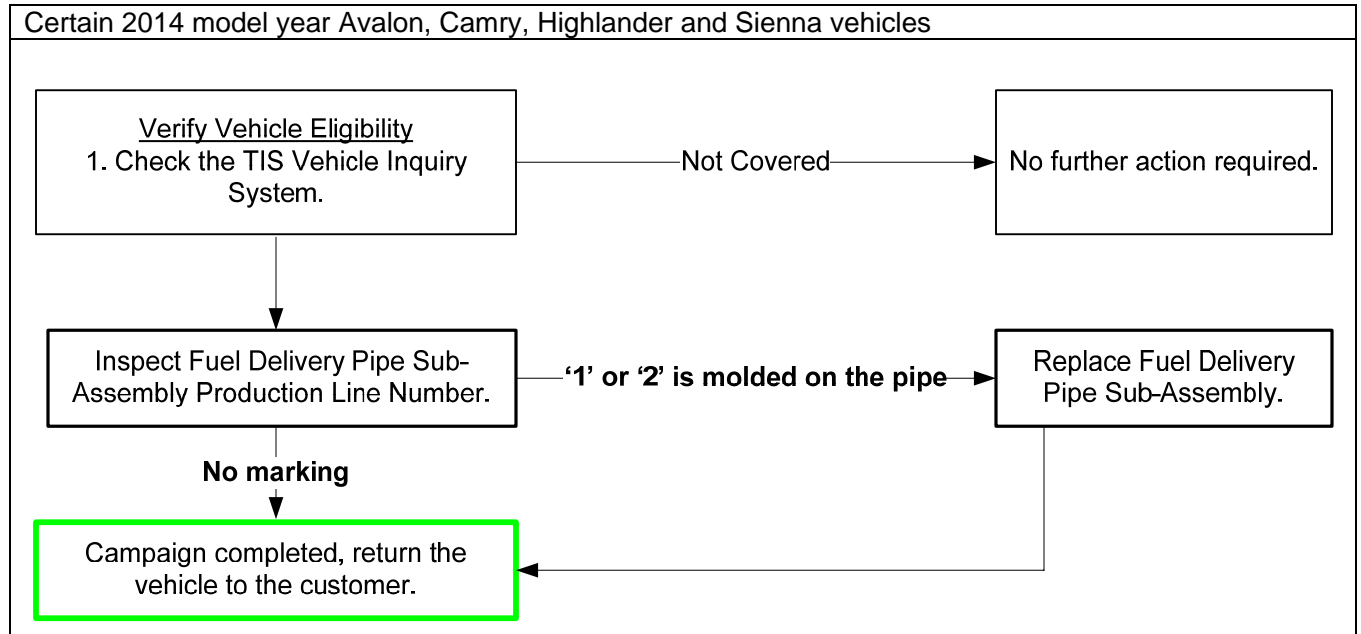
It is the dealership's responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

8. Remedy Procedures

Please refer to TIS for Technical Instructions on repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

9. Warranty Reimbursement Procedure



Model	Op. Code	Description	Flat Rate Hour
ALL	AGGA8C	Fuel Delivery Pipe Passes Inspection Procedure (No Number Found)	0.3 hr/vehicle
Avalon Camry	AGGA8E	Replace Fuel Delivery Pipe (Includes Inspection Time)	2.0 hr/vehicle
Highlander	AGGA8F		2.1 hr/vehicle
Sienna	AGGA8G		2.5 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Vehicles Inspected and Failed During Preliminary Phase (E11)

Please use the below Op. Codes for vehicles that Failed (Number Found) the inspection during the Preliminary phase (E11). A warranty claim for 0.3 hours/vehicle was previously submitted for these vehicles.

Model	Op. Code	Description	Flat Rate Hour
Avalon Camry	AGGA8N	Replace Fuel Delivery Pipe (Inspected and During Preliminary Phase E11)	1.9 hr/vehicle
Highlander	AGGA8P		2.0 hr/vehicle
Sienna	AGGA8Q		2.4 hr/vehicle

- **Rental Vehicle:** If the fuel delivery pipe in a customer's vehicle was determined to be affected (Number Found) during the Preliminary phase (E11), a rental vehicle through the Toyota Rent-A-Car (TRAC) can be claimed under Op. Code AGGA8N, AGGA8P and AGGA8Q for a maximum of 45 days under sublet type "RT." Follow the Toyota Transportation Assistance Program (TTAP) guidelines.

10. Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

11. Media Contacts

If you are a dealership associate and have any questions, please contact your District Service/Parts Manager. ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers.)

12. Customer Contacts

A FAQ is attached to help respond to any customer concerns. If the customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

Please note the attached FAQ is published on the www.Toyota.com website for customer viewing.

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 Safety Recall.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.



Safety Recall E01 - Remedy Notice
Certain 2014 Model Year Avalon, Camry, Highlander, and Sienna Vehicles
Equipped with a 2GR-FE Engine
Potential Fuel Delivery Pipe Leak

Customer Frequently Asked Questions

Published Mid-November, 2014

We at Toyota care greatly about your safety. We are providing the following information to keep you informed of the details specific to this recall.

Q1: What is the condition?

A1: In the subject vehicles, the Bank 1 (cowl side) fuel delivery pipe end cap could have been insufficiently welded during the manufacturing process. This condition can lead to a fuel leak in the engine compartment. Fuel leakage in the presence of an ignition source could increase the risk of a vehicle fire.

Q1a: What is the cause of the condition?

A1a: The insufficient weld was caused by a maintenance issue with the equipment used to manufacture the fuel delivery pipe. This condition only occurred at one supplier for this component during a brief period; not all vehicles are equipped with the affected fuel delivery pipe. An authorized Toyota dealership will inspect the fuel delivery pipe to determine if it is affected.

Q2: What is Toyota going to do?

A2: In Mid-November, 2014, Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Toyota dealer will inspect the fuel delivery pipe to determine if your vehicle is equipped with an affected part. If so, the fuel delivery pipe will be replaced at **No Charge** to you.

Q2a: How long will the repair take?

A2a: Inspecting the fuel delivery pipe will take approximately 45 minutes. If an affected part is identified, replacing the fuel delivery pipe will take approximately 2.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q3: Are there any warnings or indicators before this condition occurs?

A3: There are no advanced warnings prior to the existence of this condition. However, if the condition is present, occupants may notice a persistent fuel odor while driving or immediately after operating the vehicle.

Q3a: What if I experience the condition?

A3a: If you experience the condition described above, please contact your local authorized Toyota dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair, when available, will be performed at **No Charge** to you.

Q3b: Can my vehicle be driven if this condition occurs?

A3b: No. If you notice a persistent fuel odor while driving or immediately after operating the vehicle, please stop your vehicle in a safe manner, turn the ignition off, and contact your local authorized Toyota dealer for immediate diagnosis and repair or Toyota Roadside Assistance.

Q4: Which and how many vehicles are covered by this Safety Recall?

A4: There are approximately 13,000 vehicles covered by this Safety Recall in the US.

Model	Model Year	Production Period	Approx. UIO
Avalon	2014	April 2014 through July 2014	2,300
Camry	2014	April 2014 through June 2014	590
Highlander	2014	April 2014 through early July 2014	5,100
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Q4a: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall in the U.S.?

A4a: Yes. Certain 2015 Model Year RX350 vehicles are also involved.

Q4b: Are Camry Hybrid and Highlander Hybrid vehicles covered by this campaign?

A4b: No, both Camry Hybrid and Highlander Hybrid Vehicles are equipped with a different engine that utilizes a different fuel delivery pipe.

Q5: How does Toyota obtain my mailing information?

A5: 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.

Q6: Do I need my owner letter to have the remedy performed?

A6: 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.

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.

**Certain 2014 Model Year Avalon, Camry, Highlander and Sienna Vehicles
Potential Fuel Delivery Pipe Leak
IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: [VIN]

URGENT SAFETY RECALL

This is an important Safety Recall.
The remedy will be performed at
NO CHARGE to you.

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2014 Avalon, Camry, Highlander and Sienna vehicles

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the Condition?

The fuel delivery pipe end cap could have been insufficiently welded which can lead to a fuel leak in the engine compartment. Fuel leakage in the presence of an ignition source could increase the risk of a vehicle fire.

What will Toyota do?

Any authorized Toyota dealer will inspect the fuel delivery pipe to determine if your vehicle is equipped with an affected part. If so, the fuel delivery pipe will be replaced at **No Charge** to you.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

Inspecting the fuel delivery pipe will take approximately 45 minutes. If an affected part is identified, replacing the fuel delivery pipe will take approximately 2.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Until the remedy is completed on your vehicle, if the condition is present, occupants may notice a persistent fuel odor while driving or immediately after operating the vehicle.

If you experience this condition, please stop your vehicle in a safe manner, turn the ignition off, and contact your local authorized Toyota dealer for immediate diagnosis and repair. You can also contact Toyota Roadside Assistance.

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.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

- ***Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.***

- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am to 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

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

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