

Wayne Hutchinson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
September 17, 2014
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Safety Recall E01 (E11) - Preliminary 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 will file 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 be inspected and pass the inspection prior to delivery.

Toyota is currently preparing the remedy for this condition.

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.

Involved Vehicles

There are approximately 20,000 vehicles (certain 2014 model year) involved in this campaign. All affected vehicles were produced in North America.

Model	Model Year	Production Period	Approx. UIO
Avalon	2014	May 2014 through June 2014	TBD
Camry	2014	May 2014 through June 2014	TBD
Highlander	2014	May 2014 through June 2014	TBD
Sienna	2014	May 2014 through June 2014	TBD

Status

- E01 ("E11" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting Wednesday, September 17, 2014.
- VINs covered by this Safety Recall will be searchable on TIS starting Thursday, September 18, 2014. Claims filing for inspection results will be available on Friday, September 19, 2014.
- **Toyota is currently preparing the remedy for this condition.** We anticipate the remedy will be available in the near future.
- **Until the remedy is available, dealerships are requested to inspect the fuel delivery pipe to determine if the vehicle is equipped with an affected part. Please refer to the Technical Instructions for additional details.**
- **If a new vehicle does not pass the inspection, it cannot be delivered until the remedy is performed.**

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 applicability and completion can be verified through TIS. Also to further assist your dealership, a member of your Region/PD will provide a list of VIN's that our records show to be in your dealership's inventory, to ensure they are not delivered prior to remedy. Additional information will be provided as it becomes available.

Toyota makes significant effort to identify all vehicles that could be in dealership inventory to ensure correction prior to delivery. Please note the provided VIN list contains vehicles known to be in dealer inventory as well as previously shipped vehicles that could arrive in dealer inventory that have not yet been corrected. Due to various systems required to track vehicle location and the constant movement of vehicles, the list provided could include VINs that are not in your inventory. **Vehicle Safety Recall completion should always be verified through TIS.**

Inspection Reminder Mirror Hang Tags for Covered Vehicles

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize the 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. The dealership should 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)

**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 vehicle has been remedied.

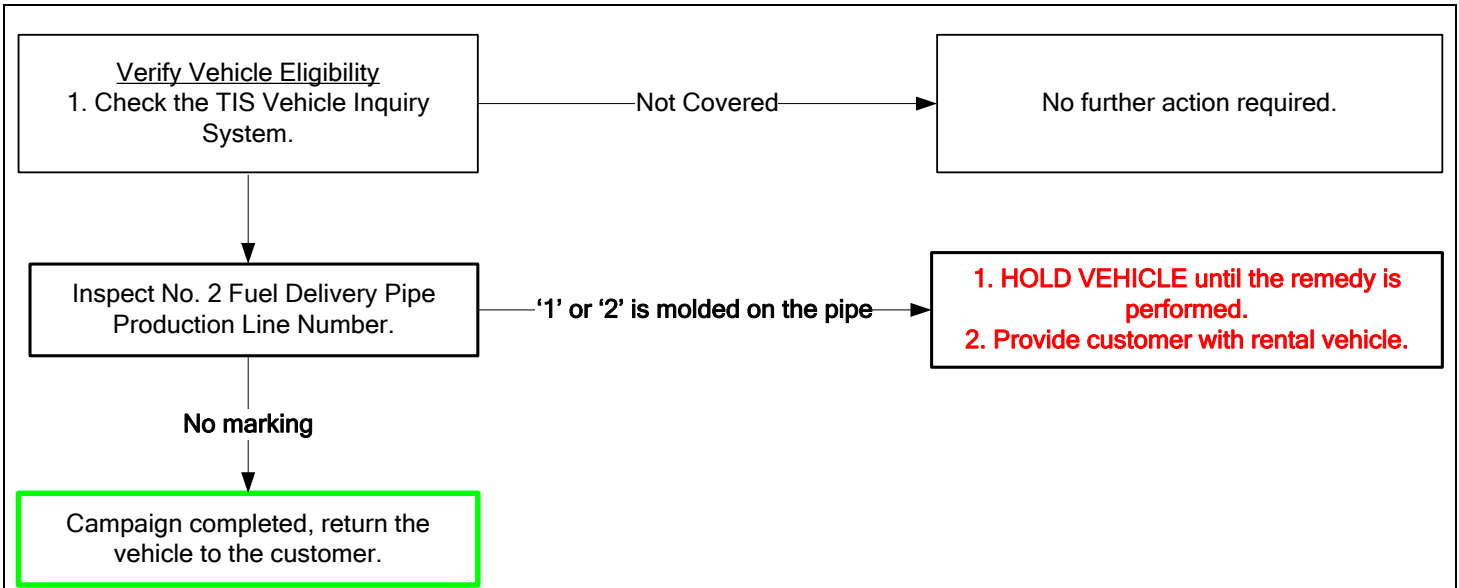
Technician Training Requirements

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

- **Toyota Certified (any classification)**
- **Toyota Expert (any classifications)**
- **Master**
- **Master Diagnostic Technicians**

It is the dealership's responsibility to select technicians with the above certification level or greater to perform interim procedure. 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.

Interim Warranty Reimbursement Procedure



Safety Recall	Op. Code	Description	Flat Rate Hour
E11	QCE111	Fuel Delivery Pipe Passes Inspection Procedure (No Number Found)	0.3 hr/veh
E11	QCE112	Fuel Delivery Pipe Fails Inspection Procedure (Number Found) Note: • Hold the vehicle until the remedy is performed. • Provide the customer with a rental vehicle.	0.3 hr/veh

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- **Rental Vehicle:** Use “RT” sublet type for Op. Code QCE112. If the fuel delivery pipe is determined to be affected (Number Found), a rental car through the Toyota Rent-A-Car (TRAC) program is available for 45 days.

Media Contacts

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. Please provide this contact to only media associates.)

Customer Handling

If you are contacted by a customer who has questions or concerns, 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 review this preliminary notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.