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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

Updated 9/22/2014

Updated Section

- Status – Clarification to vehicle handling
- Interim Warranty Reimbursement Procedure – Clarification to claim filing

Updated Sections – 9/19/2014

- Involved Vehicles – Vehicle population has been reduced
- Interim Warranty Reimbursement Procedure – Clarification to rental reimbursement

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 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	May 2014 through July 2014	2,300
Camry	2014	May 2014 through June 2014	590
Highlander	2014	May 2014 through early August 2014	5,100
Sienna	2014	May 2014 through July 2014	4,900

Status

- **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 follow the below process. Please refer to the Technical Instructions and Interim Warranty Reimbursement Procedure section for additional details.**
 - The vehicle population has been reduced. As a result, vehicles that have been removed from this Safety Recall now show **Not Applicable** on TIS. It is **required** to confirm TIS status on all vehicles, including those previously identified as affected-inspection failed vehicles.
 - If TIS now indicates **Not Applicable**, regardless of inspection pass or fail results, the vehicle is not included in this Safety Recall and can be released.
 - A **new vehicle** in dealership inventory that shows **Not Completed** in TIS **and does not pass the inspection cannot** be delivered until the remedy is performed.

- A customer vehicle that shows **Not Completed** in TIS and **does not pass** the inspection should be held until the remedy is available. Please provide the customer with a rental vehicle. Rental reimbursement will be provided under the Remedy claim.
- 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. Claim filing for inspection results will be available on Friday, September 19, 2014.

New Vehicles in Dealership Inventory



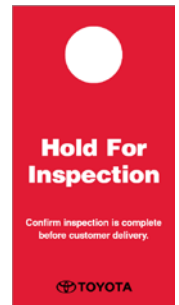
Under Title 49, Section 30112(a) of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard. In addition, 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.

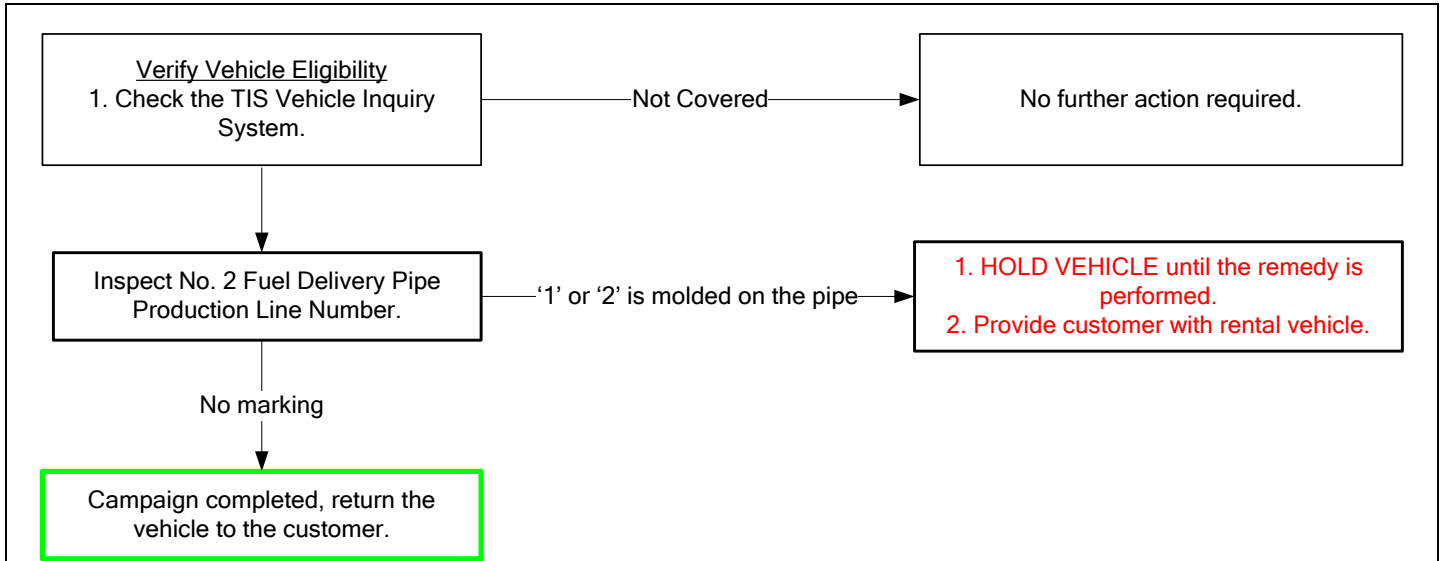
Technician Training Requirements

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.
- * For affected vehicles, rental vehicle reimbursement will be provided once the remedy becomes available.

Warranty Claim Filing During Preliminary Phase

- After completing the inspection, it is imperative the correct Op. Code for Pass and Fail conditions is used and the warranty claim is submitted in a timely manner.
- Vehicles that were previously inspected and now show **Not Applicable** in TIS should be handled as follows:
 - **IMPORTANT NOTE:** Warranty claims submitted for vehicles showing Not Applicable in TIS will automatically go to Not Approved status in CPS after submitting the claim. Please submit these warranty claims and leave them in the Not Approved status. These claims will be manually processed within 5 business days.
 - If a vehicle passed the inspection – Submit a claim using QCE111.
 - If a vehicle failed the inspection – Submit a claim using QCE112. If a rental car was provided to the customer and is no longer needed because the vehicle is Not Applicable, rental vehicle reimbursement may be added to claims using “RT” sublet type Op. Code QCE112.

Note: A small number of claims with an incorrect labor time of 0.2 may have been approved. This issue has been corrected and any discrepancy will be credited shortly. To ensure claims pay the correct labor time, please resave all claims prior to submitting.

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.



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Customer Frequently Asked Questions

Published Mid-September, 2014

We at Toyota care greatly about your safety while we prepare the remedy for this condition. We are providing the following information to keep you informed of the recall details. Please check back frequently as this document will be updated.

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: **Toyota is currently preparing the remedy for this condition.** Once preparations are complete, Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall.

The remedy, when available, will involve an inspection of 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.

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 before the remedy is available?

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.

In the interim, if your vehicle is equipped with an affected fuel delivery pipe, the dealership will provide you with a complimentary loaner vehicle until the remedy is performed.

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.

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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: When does Toyota anticipate the remedy will be available?

A5: Toyota is currently working on obtaining the remedy parts for this Safety Recall. Toyota will provide additional information as it becomes available.

Q6: How does Toyota obtain my mailing information?

A6: 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.

Q7: When the remedy becomes available, do I need my owner letter to have the remedy performed?

A7: 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.

Q8: What if I have additional questions or concerns?

A8: 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.