

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

Subject: Safety (Noncompliance) Recall F0C – **Remedy Notice**  
Certain 2014 and early 2015 Model Year Prius V Vehicles  
Occupant Classification System (OCS) Sensor

On January 15, 2015, Toyota filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency that certain 2014 and early 2015 model year Prius V vehicles do not conform to certain requirements of Federal Motor Vehicle Safety Standard (FMVSS) 208: Occupant Crash Protection. **As a result, new vehicles in dealer inventory must not be delivered until the Safety (Noncompliance) Recall is corrected.**

### **Condition**

The front passenger seat of the subject vehicle is equipped with an occupant classification system (OCS) which activates or deactivates the passenger seat air bag system depending on the weight of the occupant. Due to an improper calibration procedure performed during the manufacturing process at a particular facility, the OCS may not have been calibrated properly. If an OCS is not calibrated properly, the vehicle fails to meet certain requirements of Federal Motor Vehicle Safety Standard (FMVSS) 208: Occupant Crash Protection. This could prevent a deployment of an air bag, increasing the risk of an injury to a front seat passenger in the event of crash.

### **Remedy**

Toyota dealers will re-initialize the OCS at **No Charge** to the vehicle's owner. For additional information on the remedy procedure, 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-February, 2015.

*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 (Noncompliance) 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.

**Inspection Reminder Mirror Hang Tags for Covered Vehicles**

To easily recognize vehicles involved in this Safety (Noncompliance) 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 (Noncompliance) 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)

**3. 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.

**4. Number and Identification of Covered Vehicles**

There are approximately 5,000 vehicles covered by this Safety (Noncompliance) Recall in the U.S.

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.

**5. 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 Expert (any classification)**
- **Master**
- **Master Diagnostic Technician**

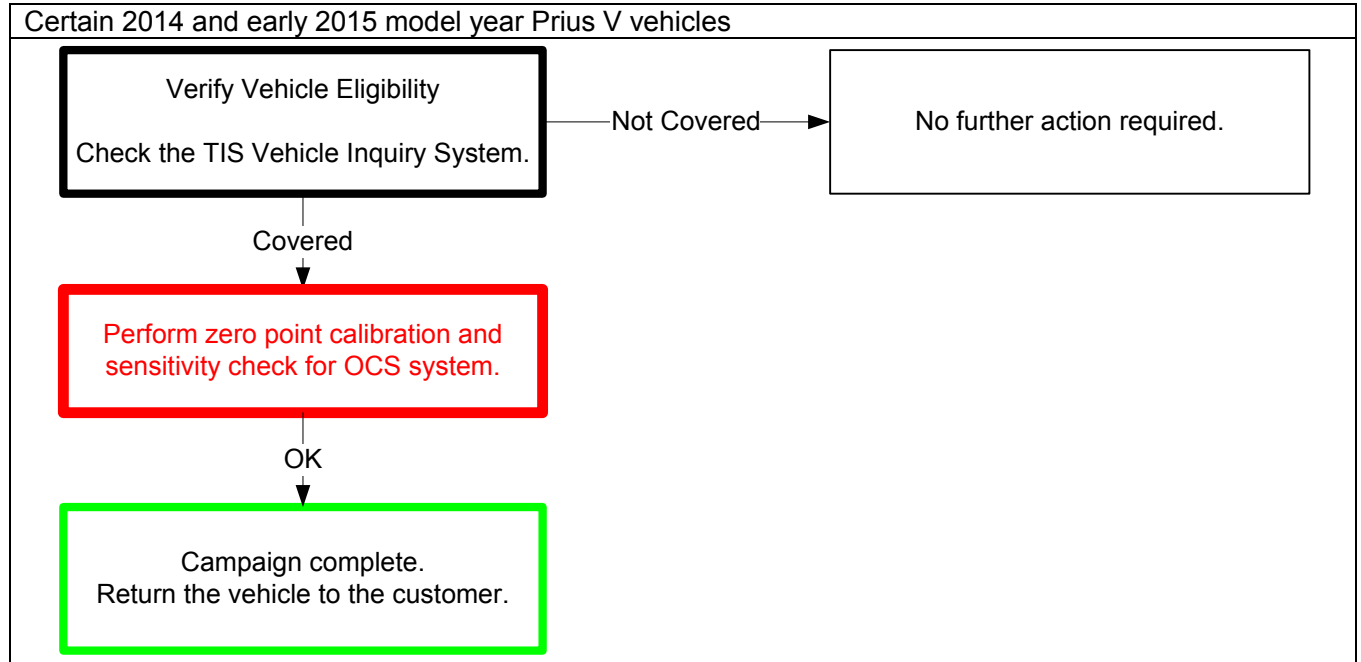
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off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

**6. 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.

**7. Warranty Reimbursement Procedure**



Model	Op. Code	Description	Flat Rate Hour
Prius V	BGG01A	Re-Initialize Occupant Classification System (OCS)	0.4 hour/vehicle

- The flat rate time includes 0.1 hour for administrative cost per unit for the dealership.

**Note: Warranty claim filing will be available starting Saturday, January 17, 2015.**

**8. 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.

**9. 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.)

**10. Customer Contacts**

A FAQ is attached to help respond to 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](http://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 (Noncompliance) Recall.**

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



**Safety (Noncompliance) Recall F0C – Remedy Notice**  
**Certain 2014 and early 2015 Model Year Prius V Vehicles**  
**Occupant Classification System (OCS) Sensor – Q&A**

**Customer Frequently Asked Questions**

Published Mid-January, 2015

**Q1: What is the condition?**

A1: The front passenger seat of the subject vehicle is equipped with an occupant classification system (OCS) which activates or deactivates the passenger seat air bag system depending on the weight of the occupant. Due to an improper calibration procedure performed during the manufacturing process at a particular facility, the OCS may not have been calibrated properly. If an OCS is not calibrated properly, the vehicle fails to meet certain requirements of Federal Motor Vehicle Safety Standard (FMVSS) 208: Occupant Crash Protection. This could prevent a deployment of an air bag, increasing the risk of an injury to a front seat passenger in the event of crash.

**Q1a: What is the Occupant Classification System (OCS)?**

A1a: The OCS judges whether the front passenger seat is occupied by certain sized adults or children (with a child seat) or is unoccupied, in accordance with the weight on the front passenger seat and whether the seat belt is fastened. The system is designed to activate or deactivate the front passenger seat air bag system as appropriate.

**Q2: What is Toyota going to do?**

A2: In mid-February, 2015, Toyota will send an owner notification by first class mail to owners of vehicles covered by this Safety (Noncompliance) Recall.

Any authorized Toyota dealer will re-initialize the OCS at **No Charge** to the vehicle's owner.


**Q2a: How does Toyota obtain my mailing information?**

A2a: 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.

**Q2b: Do I need my owner letter to have the remedy performed?**

A2b: No, you do not need an owner letter to have this Safety (Noncompliance) Recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present the owner notification at the time of your service appointment.

**Q3: Are there any symptoms or indicators of this condition?**

A3: There is a possibility that the passenger "AIR BAG OFF" and "AIR BAG ON" lights do not display properly even if the front passenger seat is occupied, or that the supplemental restraint system (SRS) warning light  does not illuminate even if a passenger is not wearing a seatbelt.

\*The SRS warning light illuminates whenever a concern within the SRS system is detected. If the SRS warning light illumination is related to this condition, the repair will be performed at no charge to the customer.

**Q4: Which and how many vehicles are covered by this Safety (Noncompliance) Recall?**

A4: There are approximately 5,000 vehicles covered by this Safety (Noncompliance) Recall in the U.S.

**Q4a: Are there any other Lexus/Toyota vehicles covered by this Safety (Noncompliance) Recall in the U.S.?**

A4a: No, there are no other Toyota, Lexus, or Scion vehicles involved in this Safety (Noncompliance) Recall.

**Q5: How long will the repair take?**

A5: The repair will take approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: What if I have additional questions or concerns?**

A6: 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 to 4:00 pm Pacific Time.