

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

Subject: Safety Recall F0D (F1D) – **Interim Notice**
Certain 2011 – 2012 Model Year Avalon Vehicles
Premium Audio System - Rear Sub-woofer

On January 28, 2015, 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 2011 through 2012 model year Avalon vehicles.

Toyota will be mailing an interim notice to owners advising them to have the rear sub-woofer temporarily disconnected until the remedy becomes available.

Condition

The subject vehicles are equipped with a 12-speaker, premium audio system package which includes a sub-woofer mounted inside the trunk. Large or loose cargo located in the trunk could contact one of the sub-woofer wires, and move it out of its normal position. If one of these wires contacts the metal frame of the sub-woofer, it may result in an intermittent short circuit. If this occurs, the sub-woofer could overheat, increasing the risk of a fire.

Interim Procedure

Until the remedy is available, as a precaution, Toyota dealers will temporarily disconnect the rear sub-woofer at **No Charge** to the vehicle owner. For additional information on the interim procedure, please refer to TIS.

Please note that the interim procedure does not complete this Safety Recall. Customers will still need to return to the dealer to have the remedy completed once it becomes available.

Remedy

Toyota is currently preparing the remedy for this condition. Dealers will be notified again once the remedy becomes available.

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

1. Interim Owner Letter Mailing Date

Toyota will begin to notify owners in late February, 2015. Owners will be advised to contact any authorized Toyota dealer to schedule an appointment to have the rear sub-woofer temporarily disconnected until the remedy becomes available.

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. Pre-Owned Vehicles in Dealer Inventory

Toyota generally requests that dealers not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied. Please perform the interim procedure and disclose to the customer that the vehicle is subject to a Safety Recall and that Toyota will send them a notification when the remedy is available.

3. Number and Identification of Covered Vehicles

There are approximately 52,000 vehicles covered by this Safety Recall in the U.S.

Model	Model Year	Production Period	Approx. UIO
Avalon	Certain 2011-2012	Early February, 2010 - Late October, 2012	52,000

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.

4. 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 the interim procedure 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**

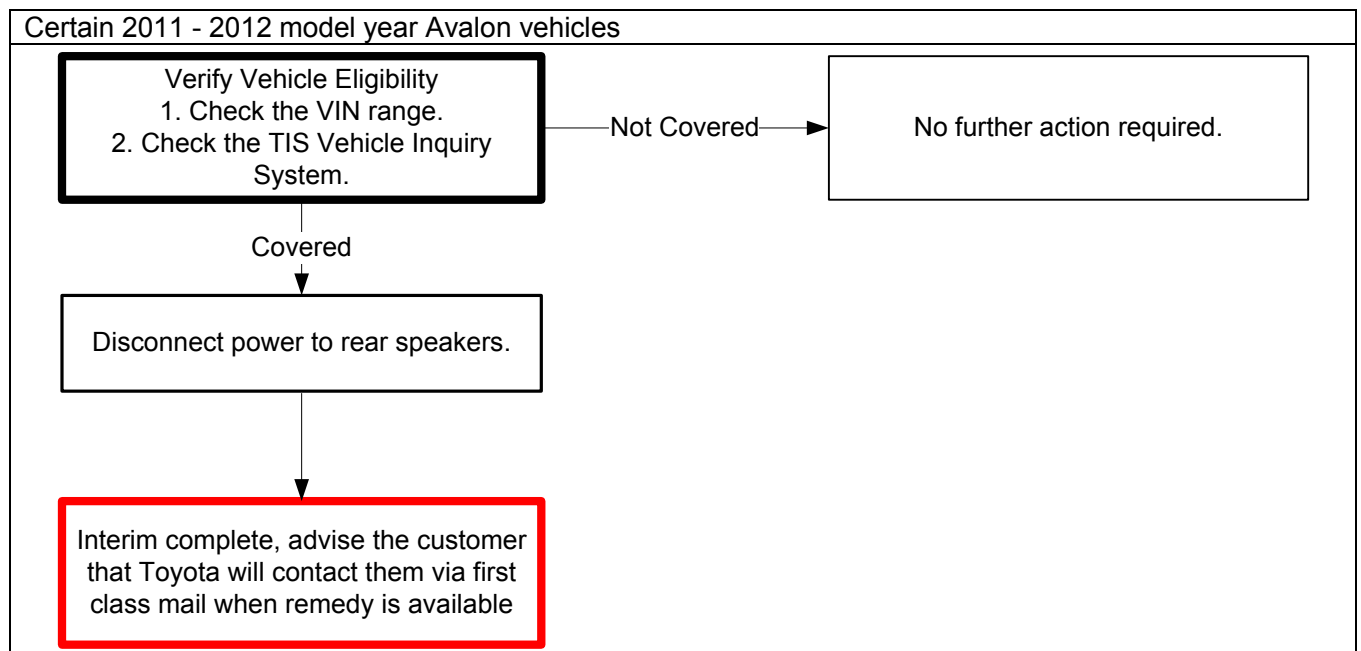
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this interim procedure. Carefully review your resources, the technician skill level, and ability before assigning technicians to this interim procedure. It is important to consider technician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

5. Interim Procedure

Please refer to TIS for Technical Instructions on the interim procedure.

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

6. Warranty Reimbursement Procedure



Model	Interim Op. Code	Description	Flat Rate Hour
Avalon	TBD	Interim – Temporarily Disconnect Rear Sub-woofer	0.3 hour/vehicle

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

Note: Warranty Op. Code for claim filing will be available in the near future.

7. Repair Quality Confirmation

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

8. 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.)

9. 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 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.



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Premium Audio System - Rear Sub-woofer

Customer Frequently Asked Questions

Published Late January, 2015

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: The subject vehicles are equipped with a 12-speaker, premium audio system package which includes a sub-woofer mounted inside the trunk. Large or loose cargo located in the trunk could contact one of the sub-woofer wires, and move it out of its normal position. If one of these wires contacts the metal frame of the sub-woofer, it may result in an intermittent short circuit. If this occurs, the sub-woofer could overheat, increasing the risk of a fire.



Q2: What should you do?

A2: Toyota strongly recommends that you have the rear sub-woofer temporarily disconnected until the remedy becomes available. Please contact any authorized Toyota dealer to schedule an appointment. As an additional measure, use caution not to contact the rear sub-woofer assembly when placing items in the trunk.

Q2a: How long will it take to disconnect the rear sub-woofer?

A2a: Temporarily disconnecting the rear sub-woofer 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.

Q3: Are there any warnings or indicators that this condition exists?

A3: There are no advanced warnings prior to the existence of this condition. However, if the condition is present, an occupant may notice some abnormal static noise from the rear sub-woofer.

Q3a: What if I experience the condition before the remedy is available?

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

Q4: What is Toyota going to do?

A4: **Toyota is currently preparing the remedy for this condition.** Until the remedy is available, as a precaution, Toyota dealers will temporarily disconnect the rear sub-woofer at **No Charge** to you.

Once remedy preparations are complete, Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall. Additional details on the remedy will be provided in future communications.

Q4a: When does Toyota anticipate the remedy will be available?

A4a: Toyota is currently preparing the remedy for this Safety Recall. Toyota will provide additional information as it becomes available.

Q4b: How does Toyota obtain my mailing information?

A4b: 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.

Q4c: Do I need my owner letter to have the remedy performed when it becomes available?

A4c: No. When the remedy becomes available you do not need an owner letter to have this Safety 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.

Q5: Which and how many vehicles are covered by this Safety Recall?

A5: There are approximately 52,000 vehicles covered by this Safety Recall in the U.S.

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Q5a: Are there any other Lexus/Toyota vehicles covered by this Safety Recall in the U.S.?

A5a: No, there are no other Toyota, Lexus, or Scion vehicles involved in this Safety Recall.

Q5b: Are all 2011-2012 model year Avalon vehicles included in this Safety Recall?

A5b: No. This Safety Recall only includes vehicles with a premium audio system package that is equipped with 12-speakers which includes a rear sub-woofer.

Vehicles equipped with the 9-speaker audio system are not involved in this Safety Recall.

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.