

Austin Fadel / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
January 28, 2015
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

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.

Number and Identification of Covered Vehicles

There are approximately 52,000 vehicles covered by this Safety 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.

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.

Dealer Notification

- Documents will be available on TIS starting Wednesday, January 28, 2015.
- VINs will be searchable on TIS starting Wednesday, January 28, 2015.
- Warranty Op. Code for claim filing will be available in the near future.

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.

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.)

Customer Contacts

A FAQ is available on TIS to help respond to customer concerns. If a 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 FAQ is published on the www.Toyota.com website for customer viewing.

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

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