

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

Subject: Safety Recall F0D – **Remedy 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 has completed remedy preparations and will begin notifying these owners.

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.

Remedy

Toyota dealers will replace the audio system amplifier and install a protective cover around the sub-woofer at **No Charge** to the vehicle's owner. For additional information on the remedy procedures, please refer to TIS.

Please note the interim procedure to disconnect the rear sub-woofer is no longer necessary. Vehicles that previously had the rear sub-woofer disconnected will be reconnected as part of the remedy procedure.

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 early July, 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 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 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.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be sold or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

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. Parts Ordering

DOS Parts Ordering Process

Orders should be placed through the dealership’s facing PDC. This kit has been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

Part Number	Part Description	Qty.
04005-16107	AMPLIFIER ASSY AND SPEAKER BRACKET KIT	1

5. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this Safety Recall are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials.” To ensure that all vehicles have the repair performed correctly; technicians performing this Safety Recall repair are required to currently hold at least one of the following certification levels:

- **Toyota Certified Electrical**
- **Toyota Expert Electrical**
- **Master**
- **Master Diagnostic Technician**

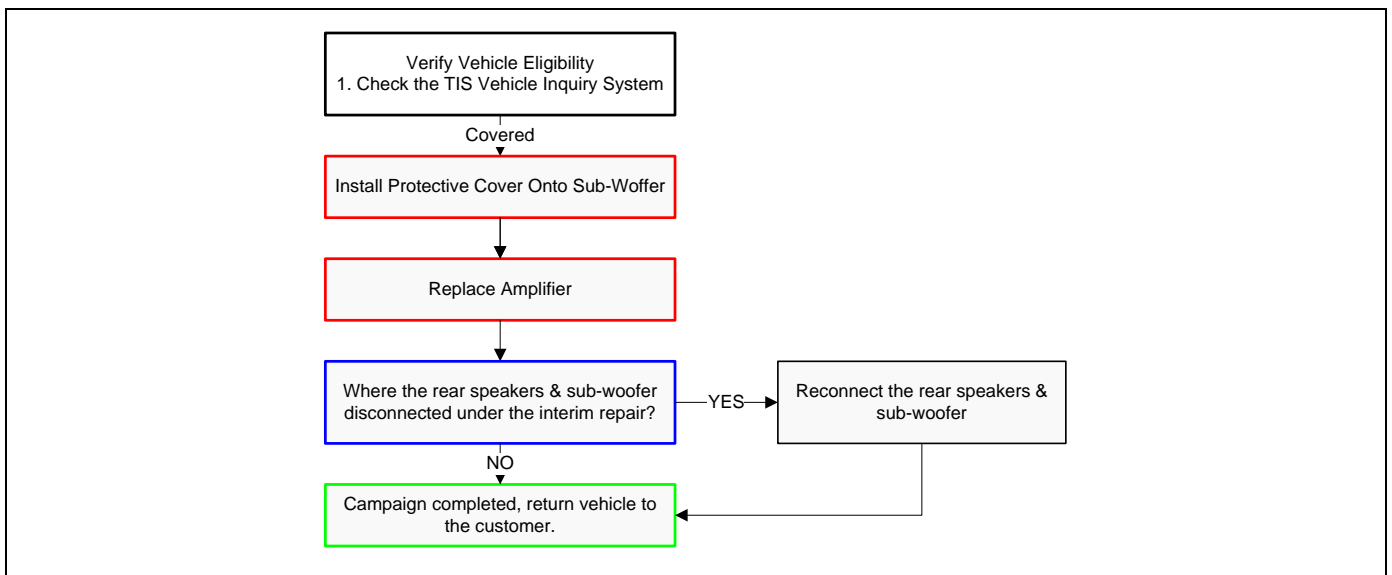
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician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

6. Remedy Procedure

Please refer to TIS for Technical Instructions on the inspection and repair process.

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

7. Warranty Reimbursement Procedure



Op. Code	Description	Flat Rate Time
BGG03A	Replace Amplifier and Install Protective Cover on Sub-woofer	1.1 hr/vehicle
Rear Sub-woofer Disconnected Under Interim Phase		
BGG03B	Replace Amplifier and Install Protective Cover on Sub-woofer AND Reconnect Rear Sub-woofer.	1.4 hr/vehicle

The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

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 any 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.



Safety Recall F0D – **Remedy Notice**
Certain 2011 – 2012 Model Year Avalon Vehicles
Premium Audio System - Rear Sub-woofer

Customer Frequently Asked Questions

Published Mid-June, 2015

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 is Toyota going to do?***

A2: In early July, 2015, Toyota will send an owner notification by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Toyota dealer will replace the audio system amplifier and install a protective cover around the sub-woofer at **No Charge** to the vehicle's owner.

Q2a: ***How long will the repair take?***

A2a: Replacing the amplifier and installing the protective cover will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q3: ***What should you do?***

A3: Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible. **As an additional measure, use caution not to contact the rear sub-woofer assembly when placing items in the trunk.**

Q4: ***Are there any warnings or indicators that this condition exists?***

A4: 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.

Q4a: What if I experience the condition?

A4a: 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 repair will be performed at **No Charge** to you.

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.

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

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: 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: What if I have additional questions or concerns?

A7: 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.

**Certain 2011 – 2012 Model Year Avalon Vehicles
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IMPORTANT SAFETY RECALL

This notice applies to your vehicle: [VIN]

URGENT SAFETY RECALL

This is an important Safety Recall.
The remedy will be performed at **NO CHARGE** to you.

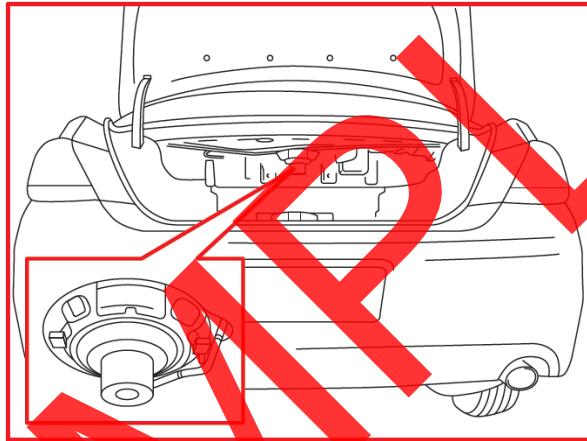
Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2011 and 2012 model year Avalon vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the Condition?

The subject vehicles have 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, resulting in an intermittent short circuit. If this occurs, the sub-woofer could overheat, increasing the risk of a fire.



What will Toyota do?

Any authorized Toyota dealer will replace the audio system amplifier and install a protective cover around the sub-woofer at **No Charge** to you.

Vehicles that previously had the rear sub-woofer disconnected as part of the Interim phase will be reconnected as part of the remedy procedure.

This is an important Safety Recall

What should you do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

Replacing the amplifier and installing the protective cover will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

What should you know about this condition?

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.

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 repair will be performed at **No Charge** to you.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

- ***Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.***
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am to 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,
TOYOTA MOTOR SALES, U.S.A., INC.

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