



Southeast Toyota Distributors, LLC
Technical Center
9983 Pritchard Rd.
Jacksonville, FL 32219
(904) 378-4839

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

Subject: Non-Compliance Recall SET15E – **Remedy Available**
Certain 2015 Model Year Prius C Vehicles with P175/65R15 tires

Southeast Toyota Distributors, LLC (SET) filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) initiating a voluntary Safety Recall on certain 2015 Prius C vehicles.

Affected Vehicles:

2015 Model Year Prius C Vehicles with P175/65R15 tires.

Condition:

FMVSS 138 S4.2(a) requires that the tire pressure monitoring system must illuminate a low tire pressure warning telltale not more than 20 minutes after the inflation pressure in one or more of the vehicle's tires, up to a total of four tires, is equal to or less than either the pressure 25 percent below the vehicle manufacturer's recommended cold inflation pressure.

In August 2015, SET discovered under inflated tires during an audit. Further investigation revealed that SET had incorrectly calibrated the tire pressure monitoring systems on the affected vehicles.

Remedy:

All known owners of the affected vehicles will be notified by first class mail to return their vehicles to a Toyota dealer who will re-calibrate the tire pressure monitoring system in accordance with current regulations. The repair will be conducted at no cost to the vehicle owner.

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

1. Owner Letter Mailing Date

SET has completed remedy preparations and will begin to notify owners in Sept, 2015.

SET 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.

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 can be verified through TIS. Additional information will be provided as it becomes available.

3. Inspection Reminder Mirror Hang Tags for Covered Vehicles

To easily recognize vehicles involved in this Safety 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 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)

4. Pre-Owned Vehicles in Dealer Inventory

SET requests that dealers do not deliver any pre-owned vehicles in dealer inventory that is covered by a Safety Recall unless the defect has been remedied.

5. Dealer Summary Reports

Please verify eligibility by confirming through TIS and inspecting the vehicle prior to performing repairs.

6. Number and Identification of Covered Vehicles

There are approximately **949** vehicles covered by this Safety Recall in the U.S. and Puerto Rico.

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 personnel to **verify coverage by confirming through TIS and inspecting the vehicle**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

7. Parts Ordering

No Parts required for Recall SET-15E.

Part Number	Part Name	Qty
NA	NA	NA

8. Technician Training Requirements

The repair quality of covered vehicles is extremely important to SET. All dealership associates involved in the Recall process are required to successfully complete E-Learning course SC13A and SC15A. 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:

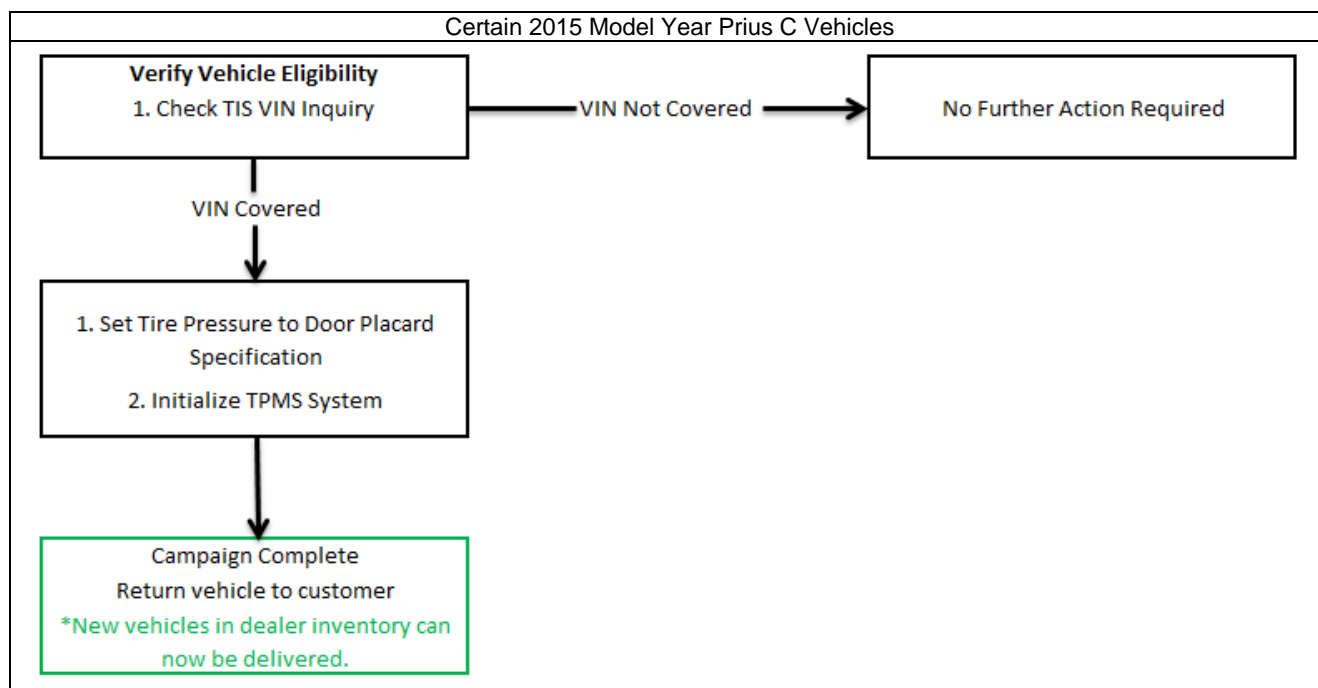
- **Toyota Certified (any classification)**
- **Toyota Expert (any classification)**
- **Master**
- **Master Diagnostic Technician**

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this 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.

9. 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.

10. Warranty Reimbursement Procedure



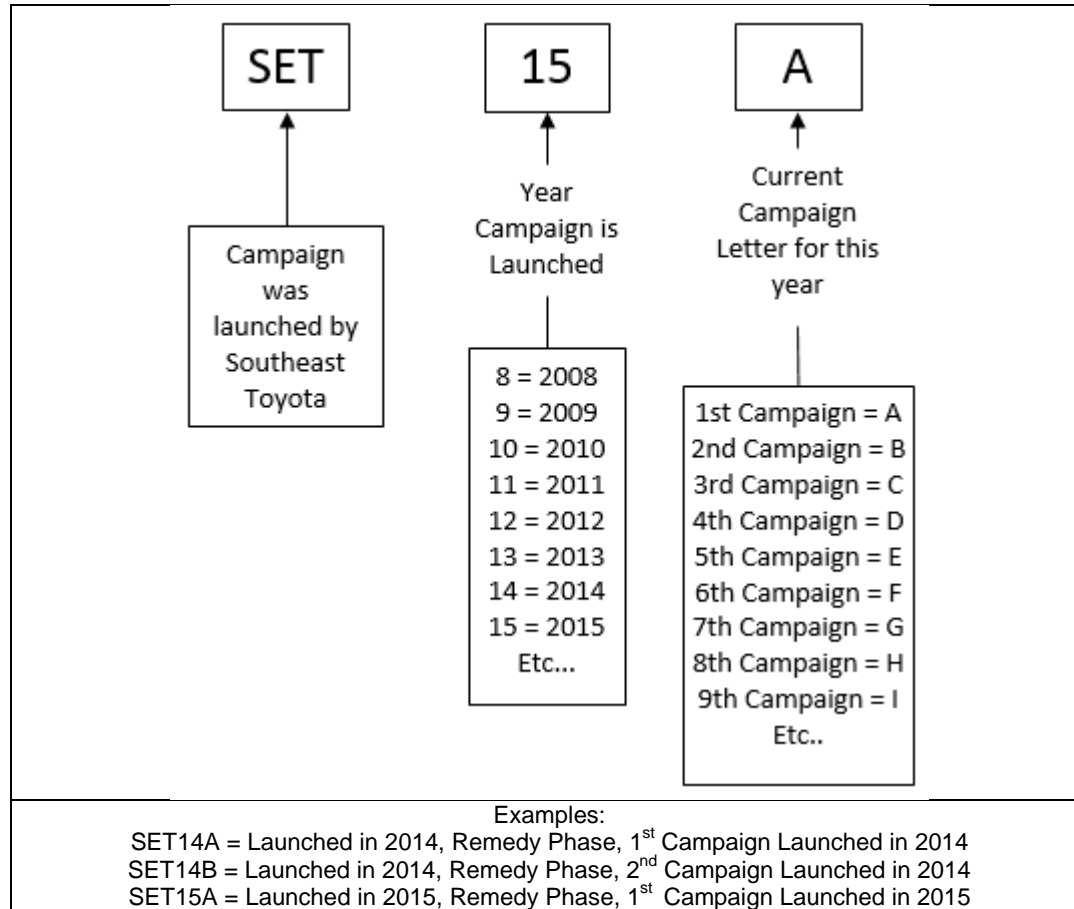
SET vendor warranty claim should be submitted as follows:

Model(s)	Op. Code	Description	Flat Rate Hour
Prius C	ATPAIT	Adjust Tire Pressure and Initialize TPMS	0.3 hr/vehicle

Failed Part	00016-ATPMS
Replacement	N/A
T1 / T2	99 / 99
Sublet	N/A
Condition	Adjust Tire Pressure and Initialize TPMS
Cause	SET Recall 15E
Remedy	SET Recall 15E

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

If you are a dealer outside of the SET region, please contact the SET accessory department at (888) 851-2722 for claim payment instructions.

Campaign Designation Decoder**11. Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to SET. 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.

12. Technical Questions

If you are a SET dealership associate and have any questions, please contact your Field Technical Specialist. If your dealer is outside the Southeast Toyota Region and have technical questions please contact SET Technical Assistance (904) 378-4819.

13. Media Contacts

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 Christie Caliendo (954) 363-6285 in SET Corporate Communications. (Please do not provide this number to customers.)

14. 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 Southeast Toyota (SET) Customer Relations Center at 1-866-405-4226 24 hours a day and SET will return the call within 24 hours between 8:30 am and 5 pm eastern standard time.

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

Southeast Toyota Distributors, LLC.