

TOYOTA

◀ **IMPORTANT UPDATE** ▶

PRODUCT SUPPORT DIVISION

The attached Dealer Letter has been updated, refer to the details below.

DATE	TOPIC
10/20/2015	The previous C0M Dealer Letter has been superseded by the attached version.

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

Published October 20, 2015

Toyota Motor Sales, USA, Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

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

Subject: Safety Recall C0M – **EXPANSION Notice**
Multiple Models and Model Years
Power Window Master Switch (PWMS)

On October 21, 2015, Toyota will file 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. This will result in an expansion of the model year range involved in Safety Recall C0M – Power Window Master Switch (PWMS).

Background

Safety Recall C0M was announced on October 9, 2012. This involved multiple models and model years and will now be referred to as Phase 1. Toyota's new recall will result in the expansion of C0M to include additional model years; this expansion will be referred to as Phase 2. **The remedy procedures are the same for Phase 1 and Phase 2 vehicles.** Refer to the information below for further details.

Condition

The Power Window Master Switch in the Phase 2 vehicles may have been manufactured with insufficient lubricant grease. If insufficient grease is not applied, under certain conditions the switch may develop a short circuit that can cause the switch assembly to overheat and melt. A melting switch can produce smoke and potentially lead to a fire.

Toyota previously recalled certain 2007 – 2009 model year vehicles for a similar condition. This Safety Recall adds vehicles not previously involved in the prior action that utilized an alternative lubricant application method.

Phase 1 Vehicles

Toyota dealers are requested to inspect the PWMS and apply a specialized grease at **NO CHARGE** to the customer. Based upon inspection results, in a limited number of cases (approximately 1%), the dealer may need to replace the electronic circuit board in the PWMS. **Although the remedy is the same for Phase 1 and Phase 2 vehicles, the remedy is only available to Phase 1 vehicles at this time.**

Phase 2 Vehicles

The final VIN population for Phase 2 vehicles is currently being confirmed by Toyota; therefore, the remedy **CANNOT** be applied to any potential Phase 2 vehicles at this time. Once the vehicles have been identified, they will be loaded on TIS, and Toyota will provide an updated notification to dealers at that time. Toyota estimates that VINs will be loaded on TIS by 10/23/15.

Covered Vehicles

There are approximately 4,500,000 vehicles now covered by these Safety Recalls. Phase 2 involves approximately 2,000,000 vehicles. The VIN population for Phase 2 vehicles is currently being confirmed by Toyota. Once the vehicles have been identified, they will be loaded on TIS, and Toyota will provide notification to dealers at that time.

Phase 1	Model Year	Model Name	Production Period	UIO
	Certain 2007-2008	Yaris	Early September 2006 to Late July 2008	110,300
	Certain 2007-2009	RAV4	Early September 2006 to Mid-December 2008	336,400
		Tundra	Late October 2006 to Mid-December 2008	337,100
		Camry	Early September 2006 to Mid-December 2008	938,100
		Camry Hybrid	Early September 2006 to Mid-December 2008	116,800
	Certain 2008-2009	Scion xD	Early April 2007 to Late July 2008	34,400
		Scion xB	Mid-January 2007 to Late July 2008	77,500
		Sequoia	Mid-November 2007 to Mid-December 2008	38,500
	Certain 2008	Highlander	Early March 2007 to late July 2008	135,400
Highlander HV		Early March 2007 to late July 2008	23,200	
Certain 2009	Corolla	Late November 2007 to Mid-December 2008	270,900	
	Matrix	Early January 2008 to Mid-December 2008	53,800	
Approximate Total				2,500,000

Phase 2	Model Year	Model Name	Production Period	UIO
	Certain 2006-2011	Yaris	TBD	TBD
	Certain 2006-2011	RAV4		
	Certain 2009-2011	Tundra		
	Certain 2007 & Certain 2009	Camry		
		Camry Hybrid		
	Certain 2009-2011	Scion xD		
	Certain 2009-2011	Scion xB		
	Certain 2009-2011	Sequoia		
	Certain 2008-2011	Highlander		
		Highlander HV		
	Certain 2009-2011	Corolla		
Certain 2009-2011	Matrix			

Owner Letter Mailing Date

Toyota notified all customers involved in Phase 1 of C0M when the Safety Recall launched in late October, 2012. Additionally, all owners of Phase 1 vehicles that were incomplete were re-notified June – August, 2015.

The owner mailing plan for Phase 2 vehicles is currently under development; once the plan has been determined, Toyota will provide an update to dealers.

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 defect has been remedied. Confirm Safety Recall applicability using TIS.

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.

Campaign Special Service Tools

All dealers should already have a supply of the campaign special service tools (syringe kits). Toyota will also send a supplemental shipment of syringe kits to all dealers in mid-November, 2015. If additional tools are needed prior to the supplemental shipment, contact your regional representative.

Remedy Procedures

Please refer to TIS for Technical Instructions on performing this repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

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.

Dealership Best Practices

Due to a limited quantity of available grease, Toyota recommends that each dealership assign a designated team to perform the repair for these Safety Recalls. The designated team should share one tube of grease, as it will service approximately 50 vehicles. **DO NOT order grease for each team member.**

Technician Training Requirements

The training requirements that were in effect at the initial launch of C0M in October, 2012 will remain applicable until November 30, 2015. In late October, 2015 an updated elearning module SCC0M2 will be available; an announcement will be sent informing technicians when this course is available. Starting on December 1, 2015 the training requirements will be updated and all technicians performing C0M **MUST** meet the updated training requirements. See the details below for the initial and updated training requirements.

Initial Training Requirements
In order to perform this campaign, technician must have completed training course SCC0M. Training courses 623, 652 are prerequisites to completing SCC0M. There are two ways to receive credit for SCC0M: <ol style="list-style-type: none"> 1. Review training video and technical instructions, then complete a survey. (This survey is no longer available, option 2 must be utilized.) 2. Receive hands on training from the region. If you have questions regarding training, contact your regional representative.

Updated Training Requirements – In effect starting 12/1/2015
The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair 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 repair must successfully complete elearning SCC0M2 AND are required to currently hold at least one of the following certification levels: <ul style="list-style-type: none"> • Certified Technician (any specialty) • Expert Technician (any specialty) • Master Technician • Master Diagnostic Technician It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this 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.

Parts Ordering Process

Due to limited availability, grease has been placed on Dealer Ordering Solutions (DOS). Order quantities for each dealer will vary by location.

Part Number	Description	On DOS	Quantity	Notes
04002-18242	Grease*	Yes	1	-
04002-18342	One-Way Screw**	No	3	With Rear Power Windows
			2	Without Rear Power Windows

*One tube of grease will service approximately 50 vehicles.

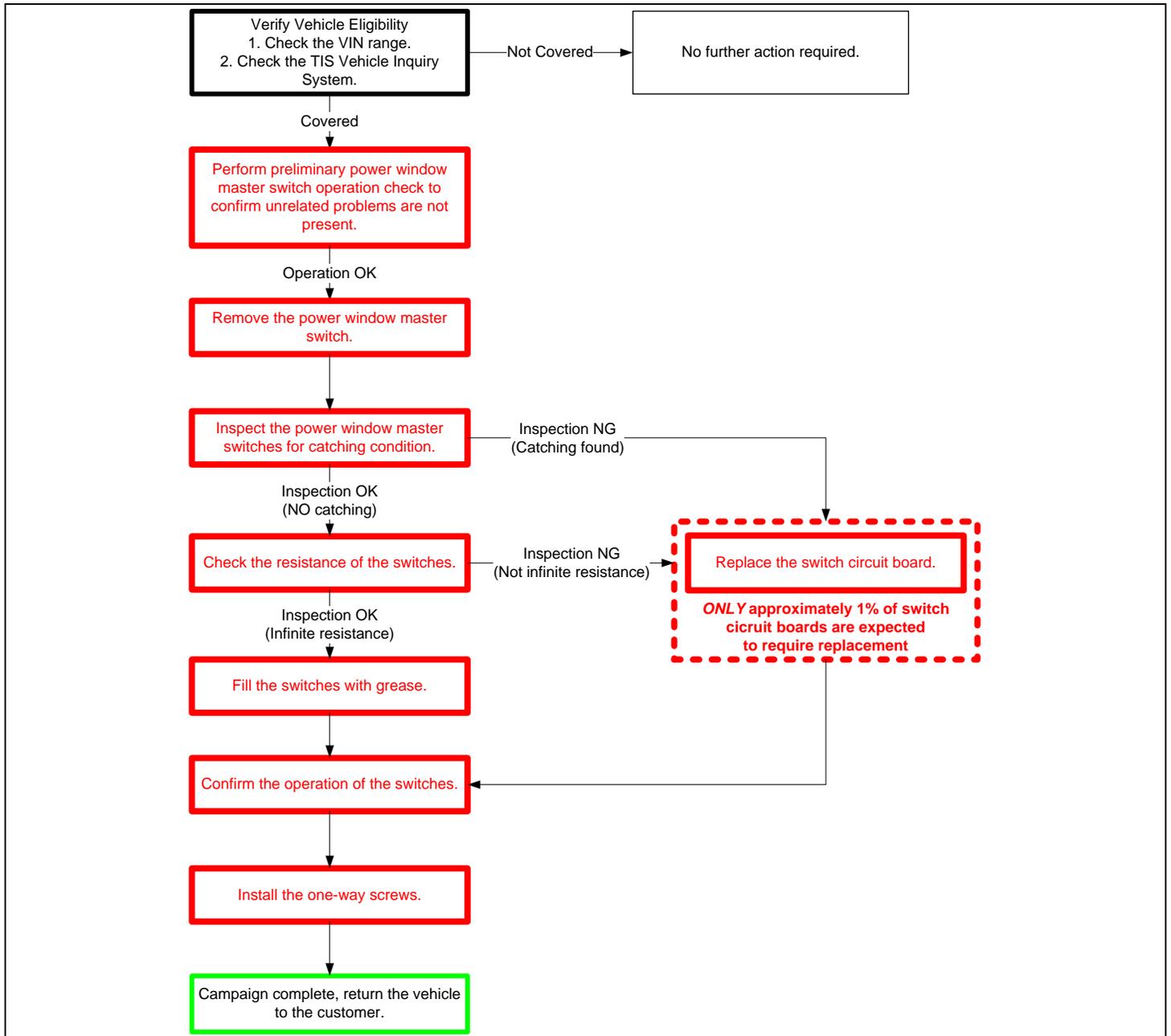
**04002-18342 is a quantity pack that contains 75 screws; each PWMS will use 2 or 3 screws.

Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume * PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file Safety Recall claims and coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.

All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

TOYOTA						
Parts Allocation Report						
99999 SAMPLE TOYOTA of NOWHERE						
<small>The below matrix provides information for parts managed by NADP Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NADP suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in stock availability as well as its transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.</small>						
<small>Parts with recent changes will be illustrated from top to bottom with the most recent effective date.</small>						
<small>If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999 9999.</small>						
Part Number	Total Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date	

Warranty Reimbursement Procedure



Model	Opcode	Description	Flat Rate Hours
Camry	2611HA	Inspect PWMS, apply grease and install one-way screws	0.8 hr/vehicle
All Except Camry	2611HB		0.7 hr/vehicle
Camry	2611HC	Inspect PWMS, replace circuit board and install one-way screws	0.6 hr/vehicle
All Except Camry	2611HD		0.5 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost of the grease AND one-way screws may be claimed at a maximum of \$6.02 per vehicle as sublet type 'ZZ' under operation codes 2611HA, and 2611HB.
- The cost of the one-way screws may be claimed at a maximum of \$0.16 per vehicle as sublet type 'ZZ' under operation codes 2611HC, and 2611HD.

Media Contacts

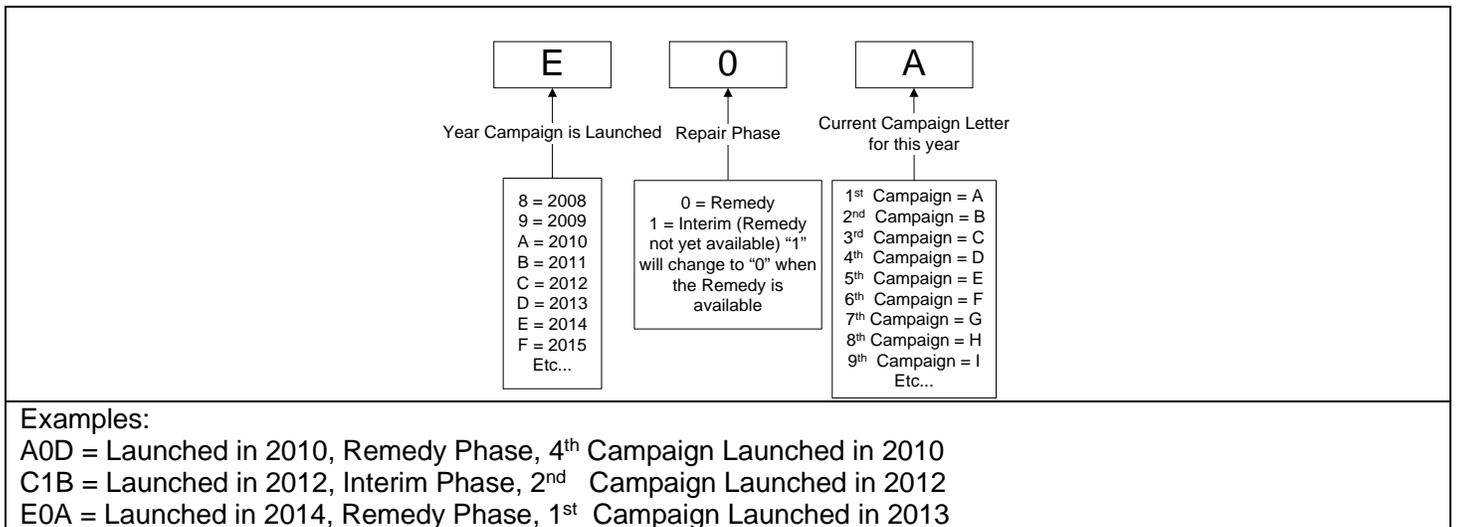
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

Campaign Designation Decoder



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 C0M – *EXPANSION Notice*
Multiple Models and Model Years
Power Window Master Switch (PWMS)

Frequently Asked Questions
Published October 20, 2015

Background

Safety Recall C0M was announced on October 9, 2015. This involved multiple models and model years and will now be referred to as Phase 1. Toyota's new recall will result in the expansion of C0M to include additional model years; this expansion will be referred to as Phase 2. **The remedy is the same for Phase 1 and Phase 2 vehicles.** Refer to the information below for further details.

Q1: *What is the condition?*

A1: The Power Window Master Switch in Phase 2 vehicles may have been manufactured with insufficient lubricant grease. If insufficient grease is not applied, under certain conditions the switch may develop a short circuit that can cause the switch assembly to overheat and melt. A melting switch can produce smoke and potentially lead to a fire.

Toyota previously recalled certain 2007 – 2009 model year vehicles for a similar condition. This Safety Recall adds vehicles not previously involved in the prior action that utilized an alternative lubricant application method.

Q2: *Are there any warnings that this condition exists?*

A2: In some cases, customers may notice an inoperative switch. In some cases, there may also be a smell of melting plastic, or smoke. These symptoms are possible indications that the switch may have developed a short circuit but may not be present in all cases.

Q3: *What is Toyota going to do?*

A3: The remedy will involve an inspection, switch disassembly, and application of a specialized grease. In a limited number of cases, the electronic circuit board in the PWMS will be replaced. The inspection and applicable repair will be performed at **NO CHARGE**.

Q3a: *What is the specialized grease?*

A3a: The specialized heat resistant grease is fluorine based and will prevent the condition from occurring.

Q3b: *Why can't owners simply apply a commercially available lubricant?*

A3b: The PWMS is not designed to be lubricated with commercially available lubricants. Application of these foreign lubricants to the PWMS could lead to smoking and/or melting, of the switch assembly. Under some circumstances, this could lead to a fire.

Q3c: *Is the specialized grease non-flammable?*

A3c: Yes. The specialized grease is non-flammable.

Q3d: *Why is Toyota not applying the grease to the 'AUTO' switch on the power window switch?*

A3d: The internal design of the 'AUTO' switch is different from the other manual type switches.

Q3e: *Is Toyota going to apply a specialized grease to the other switches in the vehicle?*

A3e: No. The other power window switches in the vehicle have a different internal design from the power window master switch.

Q4: Which and how many vehicles are covered by this campaign?

A4: There are approximately 4,500,000 vehicles covered by these Safety Recalls. Phase 2 involves approximately 2,000,000 vehicles. The VIN population for Phase 2 vehicles is currently being confirmed by Toyota. Once the vehicles have been identified, they will be loaded on TIS, and Toyota will provide notification to dealers at that time.

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	Certain 2009-2011	Sequoia		
	Certain 2008-2011	Highlander		
		Highlander HV		
	Certain 2009-2011	Corolla		
Certain 2009-2011	Matrix			

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

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by these Safety Recalls.

Q5: Is the remedy currently available for Phase 1 and Phase 2 vehicles?

A5: The remedy is currently available for Phase 1 vehicles **ONLY**. The vehicle population for Phase 2 is currently being confirmed by Toyota. Once the vehicles have been identified, they will be available for searching at www.toyota.com/recall. Toyota will also provide notification to dealers at that time.

Q6: How long will the repair take?

A6: The repair takes approximately one to one and a half hours; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: What if I previously paid for repairs related to this campaign?

A7: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q8: How does Toyota obtain my mailing information?

A8: 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.

Q9: What if I have addition questions or concerns?

A9: If you have additional questions or concern, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday – Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.