

# TOYOTA

## ◀ IMPORTANT UPDATE ▶

### PRODUCT SUPPORT DIVISION

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

DATE	TOPIC
11/10/2015	The interim remedy is now available.

*The most recent update in the attached Dealer Letter will be highlighted with a red box.*

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

November 2, 2015

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

Subject: Safety Recall F0V (Interim F1V) – **Interim Notice**  
Certain 2013 – 2015 Model Year Avalon and Avalon Hybrid  
Pre-Collision System (PCS)

On November 3, 2015, Toyota will file a Defect Information Report (DIR) with the National Highway Traffic Safety Administration informing the agency of our intent to conduct a voluntary Safety Recall on certain 2013 – 2015 Model Year Avalon and Avalon Hybrid vehicles.

**The interim remedy is now available**

**Condition**

In certain driving situations, the optional Pre-Collision System (PCS), on the involved vehicles could interpret a steel road joint or steel plate in the road surface as an obstacle or vehicle in the path of travel and activate. When the system activates, the vehicle's brakes are applied automatically, the system activates Brake Assist mode, and the front seat belts may tighten. The driver will hear a warning buzzer, the PCS indicator lamp will illuminate, and a message will appear on the multi-information display.

**Interim Remedy**

As an interim remedy, any authorized Toyota dealer will turn off the PCS system and affix a notification label to the vehicle informing the customer that their PCS system has been turned off as a **temporary remedy** at **NO CHARGE** to the vehicle owner. Toyota will provide an update to dealers when the interim remedy is ready. The final remedy will involve new PCS components to enhance the system's detection capability under certain conditions.

**Covered Vehicles**

There are approximately 24,700 2013 – 2015 model year Avalon and Avalon Hybrid vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period	UIO
Avalon	Certain 2013-2015	Mid-October 2012 to Late October 2015	14,600
Avalon Hybrid	Certain 2013-2015	Mid-October 2012 to Late October 2015	10,100

**Owner Letter Mailing Date**

Owners of the vehicles covered by this Safety Recall will receive an interim owner notification letter via first class mail starting in mid-November, 2015.

The repair and owner mailing plan for the final remedy is currently under development, once the plan has been determined, Toyota will provide an update to dealers.

*Toyota makes significant effort to obtain current customer name and address information from each state through industry resources 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 you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

**New Vehicles in Dealership Inventory**

There are approximately 1,300 involved vehicles in new dealer inventory. The interim remedy should now be performed on these vehicles; however, ***these vehicles ARE NOT TO be retailed even with the interim remedy completed.*** Dealers will be contacted by their regional representative for further details regarding new dealer inventory handling.



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 should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

**Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock**

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. 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	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

**TRAC Vehicles**

Toyota requests that dealers take any affected TRAC vehicles out of service until the interim remedy procedure is completed.

**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.

***Delivery of pre-owned vehicles following the completion of the interim remedy is acceptable with the disclosure to the customer that the interim remedy has been performed and that the final remedy is currently under development by Toyota.***

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.

**Rental Vehicles**

If a customer contacts your dealership and does not feel comfortable driving their vehicle, advise that they should turn off the system by depressing the PCS Cancel switch located in the glove box. This deactivates the PCS system only, all other braking and safety systems will continue to operate normally. If a customer still does not feel comfortable driving his/her vehicle, dealers may provide a rental vehicle until the interim remedy can be performed on the vehicle.

**Interim Remedy Procedures**

Refer to TIS for technical instructions on the interim remedy. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

**Technician Training Requirements**

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 are required to currently hold at least one of the following certification levels:

- 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**

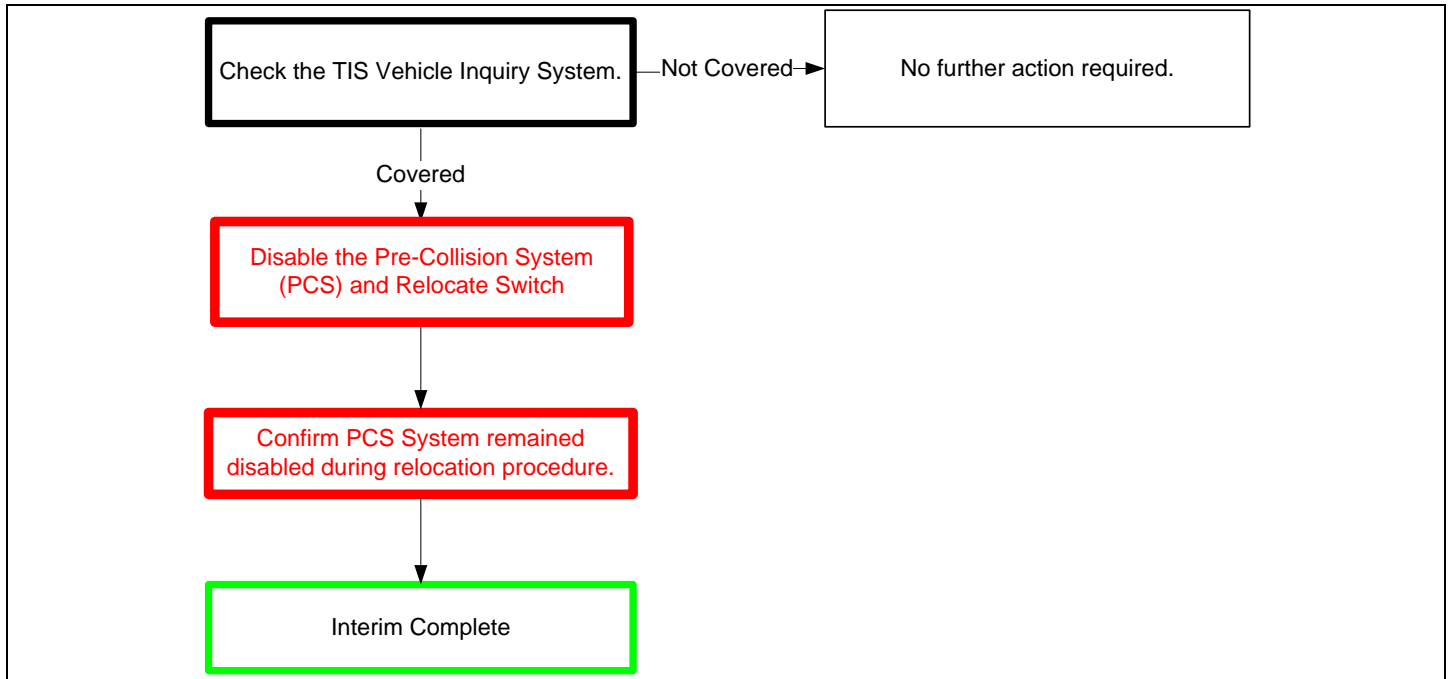
Due to limited availability, the spare switch hole cover has been placed on Dealer Ordering Solutions (DOS). Refer to the MAC report posted on Dealer Daily for further details.

Part Number	Description	Quantity
55539-0E010	Spare Switch Hole Cover	1
00411-150001*	Notice Hang Tag	10 per pack

\*Notice hang tags were distributed to your dealer at the launch of the campaign; however, if additional hang tags are need they can be ordered through the MDC.

Dealers will also need to locally purchase single sided foam tape, this cost will be reimbursed on the warranty claim.

**Warranty Reimbursement Procedure**



Opcode	Description	Flat Rate Hours
BGG59A	Turn PCS off, relocate switch, apply caution label	0.7

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost for caution label, foam tape, and electrical tape can claimed under sublet type ‘ZZ’ on opcode BGG59A for a maximum of \$1.50.
- If a customer was provided a rental while the interim remedy was being developed, a loaner vehicle or alternative transportation through Toyota Rent-A-Car (TRAC) can be claimed using opcode BGG62A for a maximum of 20 days. **Rentals greater than 4 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).**

**Media Contacts**

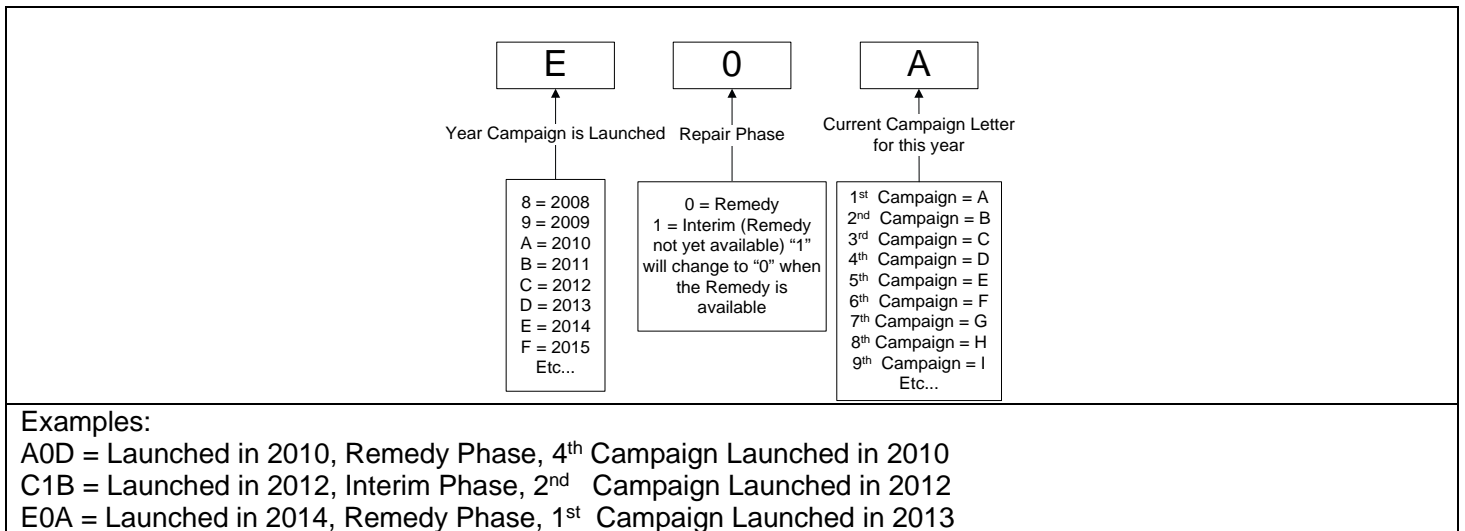
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media 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 F0V (Interim F1V) – *Interim Notice***  
**Certain 2013 – 2015 Model Year Avalon and Avalon Hybrid**  
**Pre-Collision System (PCS)**

**Frequently Asked Questions**  
**Published November 2, 2015**

**◀ IMPORTANT UPDATE ▶**

DATE	TOPIC
11/10/2015	The interim remedy is now available.

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**Background**

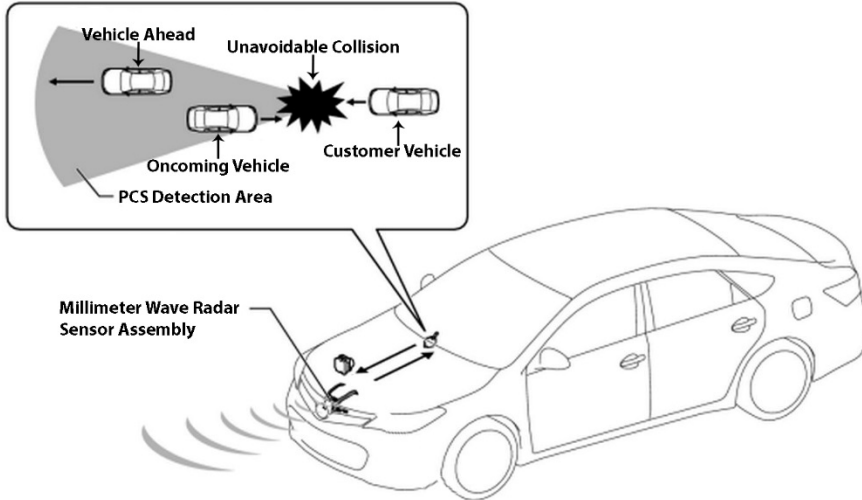
On November 3, 2015, Toyota will file a Defect Information Report (DIR) with the National Highway Traffic Safety Administration informing the agency of our intent to conduct a voluntary Safety Recall on certain 2013 – 2015 Model Year Avalon and Avalon Hybrid vehicles.

**Q1: What is the condition?**

A1: In certain driving situations, the optional Pre-Collision System (PCS), on the involved vehicles could interpret a steel road joint or steel plate in the road surface as an obstacle or vehicle in the path of travel and activate. When the system activates, the vehicle’s brakes are applied automatically, the system activates Brake Assist mode, and the front seat belts may tighten. The driver will hear a warning buzzer, the PCS indicator lamp will illuminate, and a message will appear on the multi-information display.

**Q1a: What is the function of the Pre-Collision System?**

A1a: The Pre-Collision System detects potential collisions with obstacles like vehicles ahead or objects in the roadway using a forward looking millimeter wave radar and inputs from other vehicle sensors. When the system’s Electronic Control Unit (ECU) detects a potential collision, brakes are automatically applied and the front seat belts may tighten.

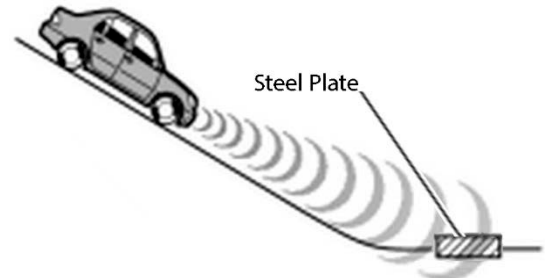


**Q2: Are there any warnings that this condition exists?**

A2: If PCS activation occurs, the customer may notice a warning buzzer before braking. This and other unique road conditions that might result in unexpected PCS activation are described in the Owner's Manual. <http://www.toyota.com/owners/resources/owners-manuals>

**Q3: What is the cause of this condition?**

A3: The system, under certain road conditions and vehicle orientation to the road surface while in motion, may activate PCS. See the example illustration.



**Q4: What is Toyota going to do?**

A4: As an interim remedy, any authorized Toyota dealer will turn off the PCS system and affix a notification label to the vehicle informing the customer that the PCS system has been turned off as a **temporary remedy at NO CHARGE** to the vehicle owner. The final remedy will involve new PCS components to enhance the system's detection capability under certain conditions.

**Q5: Which and how many vehicles are covered by this campaign?**

A5: There are approximately 24,700 2013 – 2015 model year Avalon and Avalon Hybrid vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period	UIO
Avalon	Certain 2013-2015	Mid-October 2012 to Late October 2015	14,600
Avalon Hybrid	Certain 2013-2015	Mid-October 2012 to Late October 2015	10,100

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

A5a: Yes, approximately 6,100 2013 – 2015 model year Lexus ES350 and ES300h vehicles are also covered by this Safety Recall.

**Q5b: Why are other vehicles with PCS not involved?**

A5b: Other Toyota and Lexus vehicles equipped with PCS do not have the same drive and handling characteristics or vehicle body dimensional characteristics; newer generation systems are of a different design. Therefore, other Toyota and Lexus vehicles are not included in this recall.

**Q6: What if a customer is uncomfortable driving his/her vehicle?**

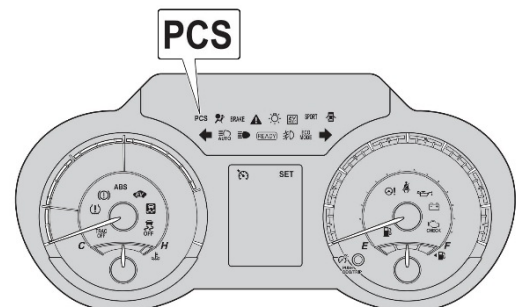
A6: Customers should first turn off the PCS system by pressing the PCS CANCEL switch located in the glove box. This will only deactivate the PCS function. If a customer still does not feel comfortable driving his/her vehicle, they may contact an authorized Toyota dealer. The dealer will provide a rental vehicle until the interim remedy can be performed on their vehicle.

**Q7: If the PCS system is turned off, are any other safety systems affected or disabled?**

A7: No, no other systems will be affected.

**Q8: When the PCS system is turned off, which warning lamps are illuminated?**

A8: The PCS warning light on the instrument cluster will illuminate.



**Q9: What should an owner do if they experience this condition?**

A9: If a driver notices a warning buzzer and vehicle deceleration without pushing the brake pedal, but does not recognize any obstacles or risks ahead, continue driving normally. During PCS activation, if the brake pedal is applied, PCS will cause greater deceleration.

**Q10: Which warning lamps are illuminated on the instrument panel when the PCS system is activated?**

A10: The PCS indicator lamp and the brake light will illuminate.

**Q10a: Are there any other indications when the PCS system is activated?**

A10a: A warning buzzer will sound.

**Q11: Does this condition affect other pre-collision or safety systems on the vehicle?**

A11: No, this does not affect other systems.

**Q12: What if I previously paid for repairs related to this campaign?**

A12: Reimbursement consideration instructions will be provided in the remedy owner letter.

**Q13: How does Toyota obtain my mailing information?**

A13: 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.

**Q14: What if I have addition questions or concerns?**

A14: 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.

