



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2991

**Certain 2011–2012 Model Year Avalon Vehicles  
Premium Audio System – Rear Sub-woofer  
IMPORTANT SAFETY RECALL (Interim Notice)**

This notice applies to your vehicle: VIN ABCDEFGH987654321

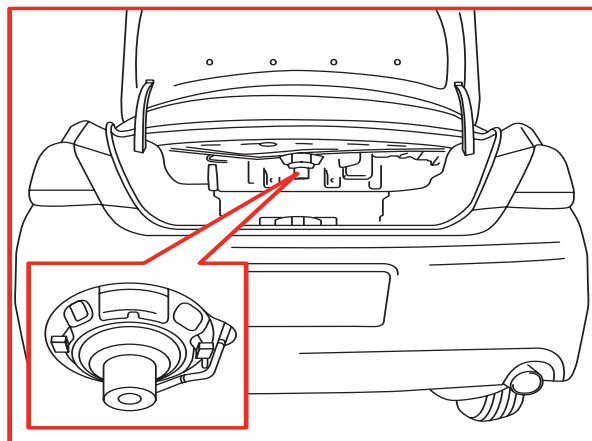
Dear Toyota Owner:

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.

The purpose of this letter is to explain what the recall is about and to keep you informed of Toyota's implementation plan.

**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 should you do?**

**Toyota strongly recommends that you have the rear sub-woofer temporarily disconnected until the remedy becomes available.** This will be performed at **No Charge** to you. As an additional measure, use caution not to contact the rear sub-woofer assembly when placing items in the trunk.

**Please contact any authorized Toyota dealer to schedule an appointment as soon as possible.**

Temporarily disconnecting the rear sub-woofer will take approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

You will receive a second owner notification letter when the remedy is available.

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

Please read the Customer Frequently Asked Questions included with this letter to help answer any additional questions you may have.

You do not need an owner letter to have this interim procedure completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering at [www.toyota.com/ownersupdate](http://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 interim procedure.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting [www.toyota.com/recall](http://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 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. 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 [www.safercar.gov](http://www.safercar.gov).

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repairs to your vehicle for this specific condition prior to receiving this letter, we will provide you instructions for reimbursement consideration in the second owner letter once the remedy preparations are completed.

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.



**Safety Recall F0D (F1D) – Interim Notice**  
**Certain 2011 – 2012 Model Year Avalon Vehicles**  
**Premium Audio System - Rear Sub-woofer**

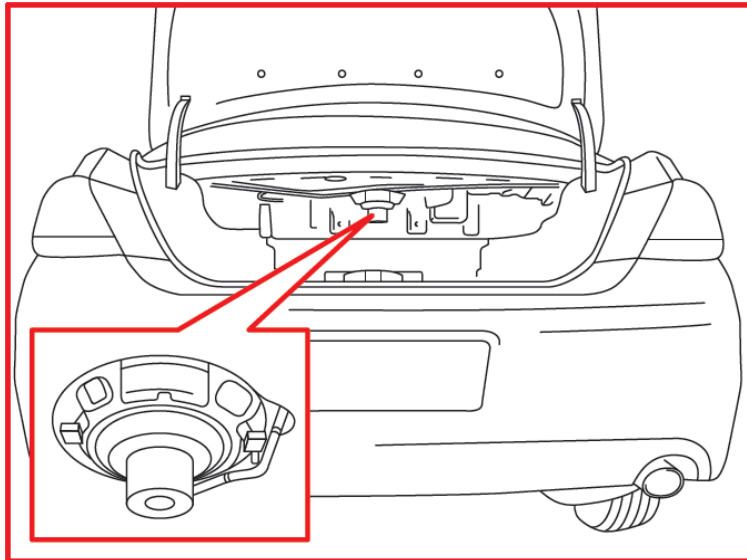
**Customer Frequently Asked Questions**

Published Late January, 2015

We at Toyota care greatly about your safety while we prepare the remedy for this condition. We are providing the following information to keep you informed of the recall details.

**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 should you do?**

A2: Toyota strongly recommends that you have the rear sub-woofer temporarily disconnected until the remedy becomes available. Please contact any authorized Toyota dealer to schedule an appointment. As an additional measure, use caution not to contact the rear sub-woofer assembly when placing items in the trunk.

**Q2a: How long will it take to disconnect the rear sub-woofer?**

A2a: Temporarily disconnecting the rear sub-woofer will take approximately 45 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q3: Are there any warnings or indicators that this condition exists?**

A3: 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.

**Q3a: What if I experience the condition before the remedy is available?**

A3a: 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 inspection will be performed at **No Charge** to you.

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

A4: **Toyota is currently preparing the remedy for this condition.** Until the remedy is available, as a precaution, Toyota dealers will temporarily disconnect the rear sub-woofer at **No Charge** to you.

Once remedy preparations are complete, Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall. Additional details on the remedy will be provided in future communications.

**Q4a: When does Toyota anticipate the remedy will be available?**

A4a: Toyota is currently preparing the remedy for this Safety Recall. Toyota will provide additional information as it becomes available.

**Q4b: How does Toyota obtain my mailing information?**

A4b: 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.

**Q4c: Do I need my owner letter to have the remedy performed when it becomes available?**

A4c: No. When the remedy becomes available you do not need an owner letter to have this Safety Recall completed. However, to assist the dealer in confirming vehicle eligibility, we request that you present the owner notification at the time of your service appointment.

**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: What if I have additional questions or concerns?**

A6: 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.