

TOYOTA

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Toyota Motor Sales, USA, Inc.
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To: All Toyota Dealer Principals, General Managers, Service Managers, and Parts Managers

Subject: Safety (Noncompliance) Recall G0J – **Remedy Notice**
Certain 2016 Model Year Camry, Avalon, Avalon HV Vehicles
Occupant Classification System (OCS) Sensor

On April 13, 2016, Toyota will file a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Noncompliance Recall on Certain 2016 Model Year Camry, Avalon, Avalon HV vehicles.

Condition

In the involved vehicles, the front passenger seat is equipped with an Occupant Classification System (OCS) which activates/deactivates the front passenger air bag system, depending on the weight of the occupant. There is a possibility that some vehicles may not have received proper OCS calibration during the vehicle manufacturing process. With the improper calibration, under some conditions, the front passenger air bag and the front passenger knee air bag may not deploy as designed in a crash, increasing the risk of an injury to a front seat passenger.

Remedy

Toyota dealers will re-initialize the Occupant Classification System at **NO CHARGE** to the vehicle owner.

Covered Vehicles

There are approximately 58,500 vehicles covered by this Safety (Noncompliance) Recall. Also note that there are approximately 30 vehicles in Puerto Rico involved in this Safety (Noncompliance) Recall.

Model Name	Model Year	UIO	Production Period
Avalon	2016	14,100	Late November, 2015 – Early March, 2016
Avalon HV	2016	2,800	Late November, 2015 – Early March, 2016
Camry	2016	41,600	Late November, 2015 – Early March, 2016

Owner Letter Mailing Date

Toyota will notify owners in May, 2016.

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 (Noncompliance) 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 14,800 vehicles in new dealer inventory as of April 12, 2016.



Under Title 49, Section 30112 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 or contains a defect related to motor vehicle safety. 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 (Noncompliance) 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

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.

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.

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:

- Toyota Expert Technician (Any specialty)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the recall remedy by logging on to <https://www.uotdealerreports.com>. 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.

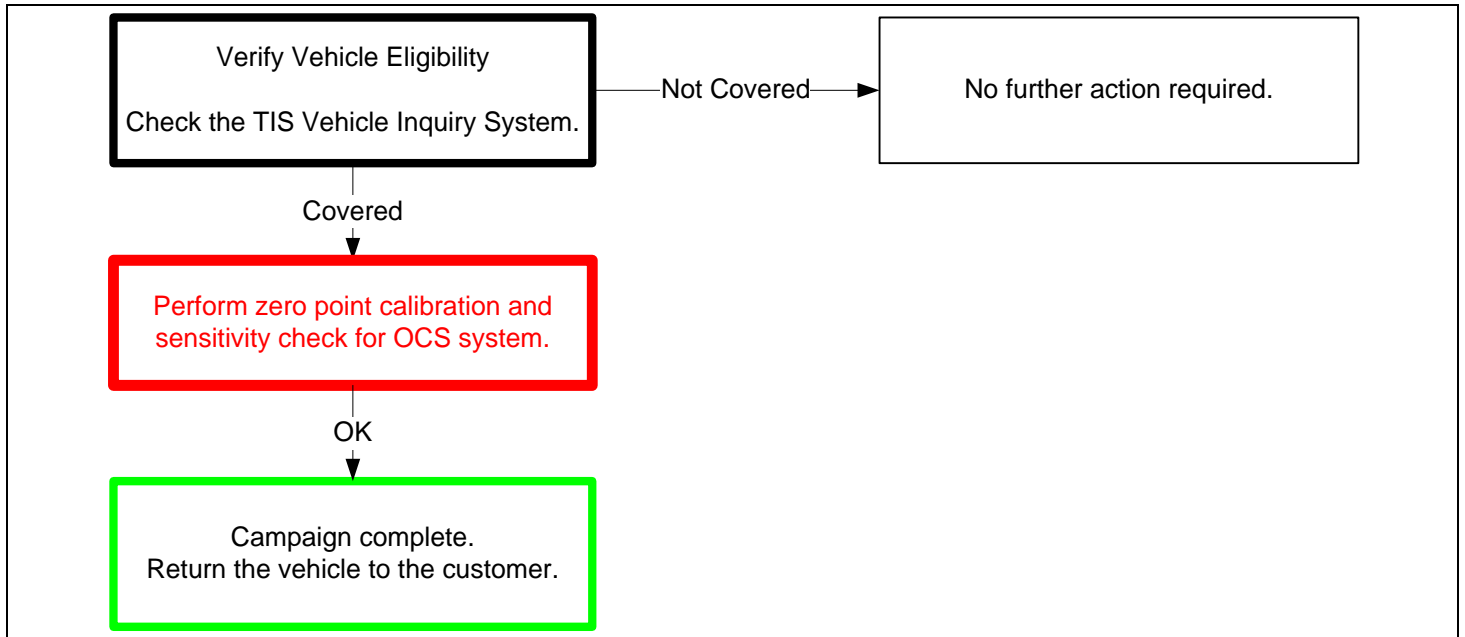
Remedy Procedures

Please refer to TIS for Technical Instructions on 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.

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
TBD	TBD	TBD

Operation codes are currently being finalized. Toyota expects to update the dealer letter with the operation codes the week of April 18, 2016.

Media Contacts

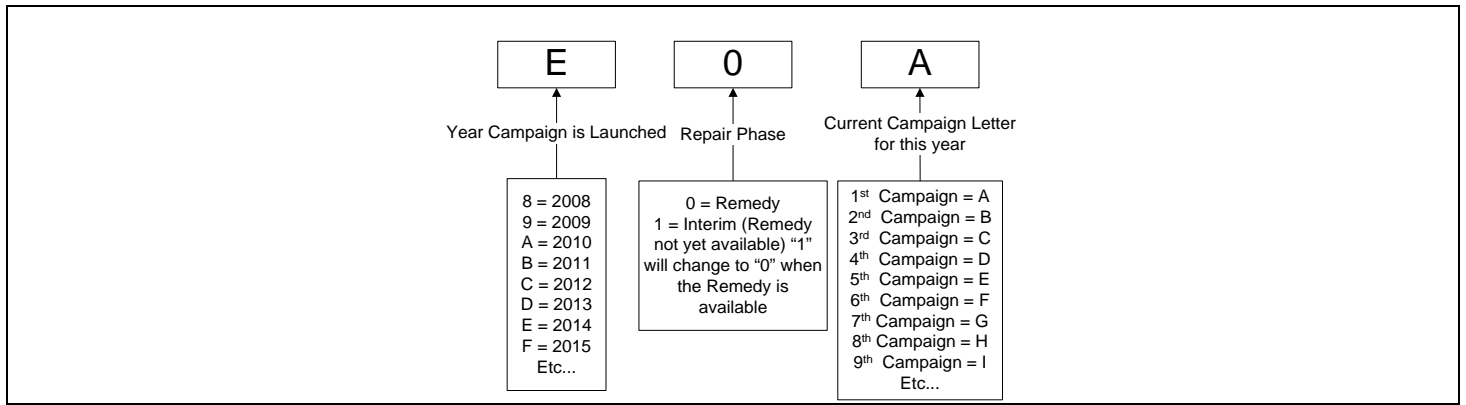
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media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

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety (Noncompliance) Recall. 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



Examples:

A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
 C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
 E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2013

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 (Noncompliance) Recall.

Thank you for your cooperation.
 TOYOTA MOTOR SALES, U.S.A., INC.



Safety (Noncompliance) Recall G0J – *Remedy Notice*
Certain 2016 Model Year Camry, Avalon, Avalon HV Vehicles
Occupant Classification System (OCS) Sensor

Frequently Asked Questions
Published April 12, 2016

Q1: *What is the condition?*

A1: In the involved vehicles, the front passenger seat is equipped with an Occupant Classification System (OCS) which activates/deactivates the front passenger air bag system, depending on the weight of the occupant. There is a possibility that some vehicles may not have received proper OCS calibration during the vehicle manufacturing process. With the improper calibration, under some conditions, the front passenger air bag and the front passenger knee air bag may not deploy as designed in a crash, increasing the risk of an injury to a front seat passenger.

Q1a: *What is the Occupant Classification System (OCS)?*


A1a: The OCS judges whether the front passenger seat is occupied by certain sized adults or children (with a child seat) or is unoccupied, depending on the weight on the front passenger seat and whether the seat belt is fastened. The system is designed to activate or deactivate the front passenger seat air bag system as appropriate.

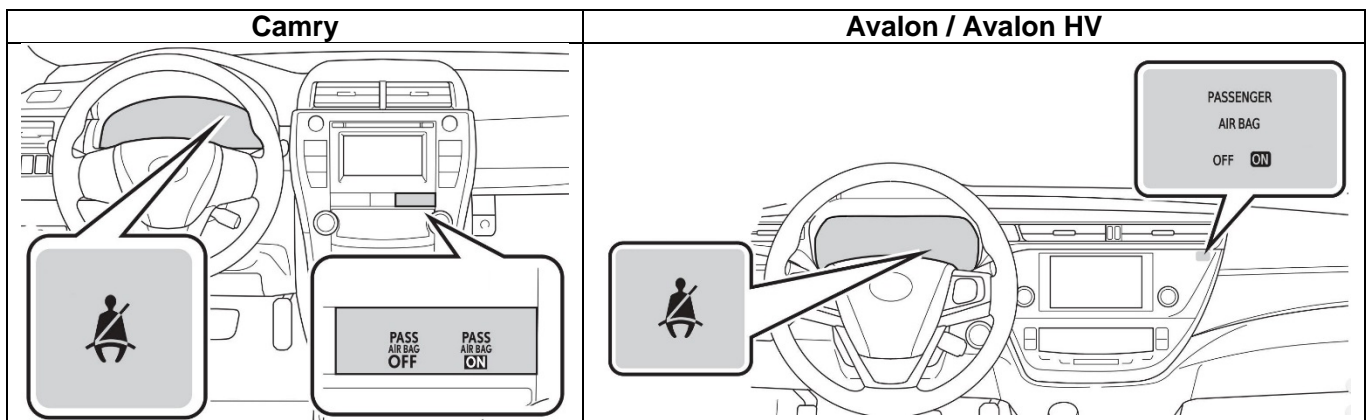
Q2: *What is Toyota going to do?*

A2: In May, 2016, Toyota will send an owner notification by first class mail to owners of vehicles covered by this Safety (Noncompliance) Recall.

Any authorized Toyota dealer will re-initialize the OCS at **No Charge** to the vehicle's owner.

Q3: *Are there any symptoms or indicators of this condition?*

A3: There is a possibility that the passenger "AIR BAG OFF" and "AIR BAG ON" lights will not display properly, even if the front passenger seat is occupied. Also, the Seat Belt Reminder light () may not illuminate and the Seat Belt Warning buzzer may not activate, even if the front passenger is not wearing the seatbelt.



Q4: Which and how many vehicles are covered by this Safety (Noncompliance) Recall?

A4: There are approximately 58,500 vehicles covered by this Safety (Noncompliance) Recall.

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

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall.

Q5: How long will the repair take?

A5: The repair takes 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.

Q6: What if I previously paid for repairs related to this Safety (Noncompliance) Recall?

A6: Reimbursement consideration instructions will be provided in the owner letter.

Q7: How does Toyota obtain my mailing information?

A7: 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.

Q8: What if I have additional questions or concerns?

A8: 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.