

Published May 24, 2016

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

Subject: **Safety Recall G0S (Interim G1S) – *Interim Notice***
Certain 2015 Model Year Yaris Vehicles
Front Shock Absorber Strut Bearing

On May 25th, 2016, 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 on 2015 model year Yaris vehicles.

Condition

In the subject vehicles, there is a possibility that a front upper shock assembly bearing could become damaged. If this occurs, the driver may experience abnormal noises while driving on rough road surfaces or when turning the steering wheel. If the vehicle continues to be operated in this condition, a front shock absorber piston rod could separate, causing a loss of vehicle stability and increasing the risk of a crash.

Toyota is currently preparing the remedy parts for this condition and will provide additional information as it becomes available. We will notify dealerships again prior to the start of the remedy owner notification. The remedy, when available, will involve the replacement of the shock absorber bearings and retaining nuts on all involved vehicles at **No Charge** to the vehicle owner. In rare instances, based on inspection, a front shock absorber assembly and front suspension support may also be replaced at **No Charge**.

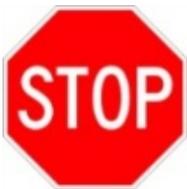
Covered Vehicles

There are approximately 3,100 vehicles covered by this Safety Recall.

Model Name	Model Year	UIO	Production Period
Yaris	2015	3,100	Mid-January, 2015 – Late-February, 2015

New Vehicles in Dealership Inventory

There are approximately 36 vehicles in new dealer inventory as of May 23, 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.

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.

Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

Media Contacts

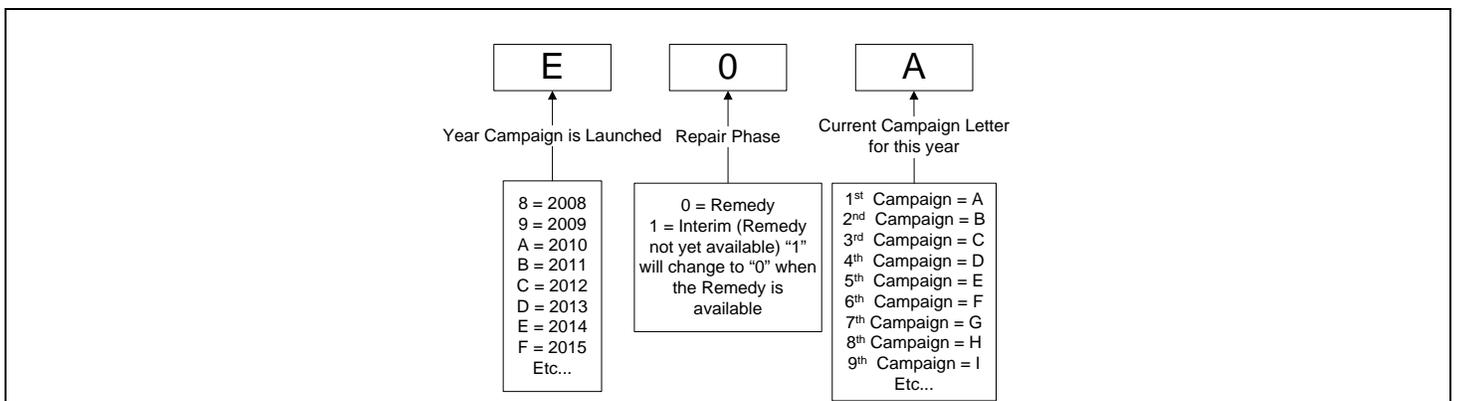
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 and Victor Vanov (859) 801-2592 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Contacts

Customers may contact your dealership with questions regarding the 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



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 Recall.

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



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Certain 2015 Model Year Yaris Vehicles
Front Shock Absorber Strut Bearing

Frequently Asked Questions
Published May 24, 2016

Q1: *What is the condition?*

A1: In the subject vehicles, there is a possibility that a front upper shock assembly bearing could become damaged. If this occurs, the driver may experience abnormal noises while driving on rough road surfaces or when turning the steering wheel. If the vehicle continues to be operated in this condition, a front shock absorber piston rod could separate, causing a loss of vehicle stability and increasing the risk of a crash.

Q2: *What is Toyota going to do?*

A2: Toyota is currently preparing the remedy for this condition. Once preparations are complete, Toyota will send an owner notification by first class mail advising owners of vehicles covered by this Safety Recall.

Q2a: *When does Toyota anticipate the remedy will be available?*

A2a: Toyota is currently working on obtaining the remedy parts for this Safety Recall. Toyota will provide additional information as it becomes available.

Q2b: *When the remedy becomes available, what will the repair consist of?*

A2b: The shock absorber bearings and retaining nuts will be replaced on all involved vehicles at **No Charge** to the vehicle owner. In rare instances, based on inspection, a front shock absorber assembly and front suspension support may also be replaced at **No Charge**.

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

A3: If the condition has occurred, occupants may notice an abnormal knocking noise from the front suspension while driving on rough road surfaces or when turning the steering wheel.

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

A3a: If you experience this condition, please contact your local authorized Toyota dealer for diagnosis. If the condition is related to this Safety Recall, the repair will be performed at **No Charge** to you.

Q4: *Which and how many vehicles are covered by this Safety Recall?*

A4: There are approximately 3,100 vehicles covered by this Safety Recall.

Model Name	Model Year	UIO	Production Period
Yaris	2015	3,100	Mid-January, 2015 – Late-February, 2015

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

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

Q5: *How does Toyota obtain my mailing information?*

A5: 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.

Q6: *What if I have additional questions or concerns?*

A6: 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.