

October 6, 2016

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

Subject: Safety Recall G0U – **Remedy Notice**  
Certain 2010 - 2012 Model Year Prius Vehicles  
Certain 2010 and 2012 Model Year Prius Plug-In Vehicles  
Curtain Shield Air Bag

On June 28, 2016, Toyota filed 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:

- 2010 – 2012 model year Prius
- 2010 and 2012 model year Prius Plug-In

### Condition

The involved vehicles are equipped with curtain shield air bags (CSA) in the driver and passenger side roof rails that have air bag inflators composed of two chambers welded together. Some inflators could have a small crack in the weld area joining the chambers, which could grow over time, and lead to the separation of the inflator chambers. This has been observed when the vehicle is parked and unoccupied for a period of time. If an inflator separates, the CSA could partially inflate, and, in limited circumstances, one or both sections of the inflator could enter the interior of the vehicle. If an occupant is present in the vehicle, there is an increased risk of injury.

### Remedy

Any authorized Toyota dealer will install retention brackets on the curtain shield air bag inflators at **NO CHARGE**. These retention brackets are designed to prevent the inflator chambers from entering the vehicle interior if separation occurs.

### Covered Vehicles

There are approximately 456,400 vehicles covered by this Safety Recall, including approximately 480 vehicles in Puerto Rico.

Model Name	Approximate UIO	Model Year	Production Period
Prius	449,800	2010 - 2012	Late October 2008 – Late April 2012
Prius Plug-In	6,600	2010, 2012	Late November 2009 – Late April 2012

### Owner Letter Mailing Date

Toyota will begin to notify owners in October 2016. A sample of the owner notification letter has been included for your reference.

*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.

**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.

**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:

- Expert Technician - Electrical
- Master Technician
- Master Diagnostic Technician (MDT)

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 the 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.

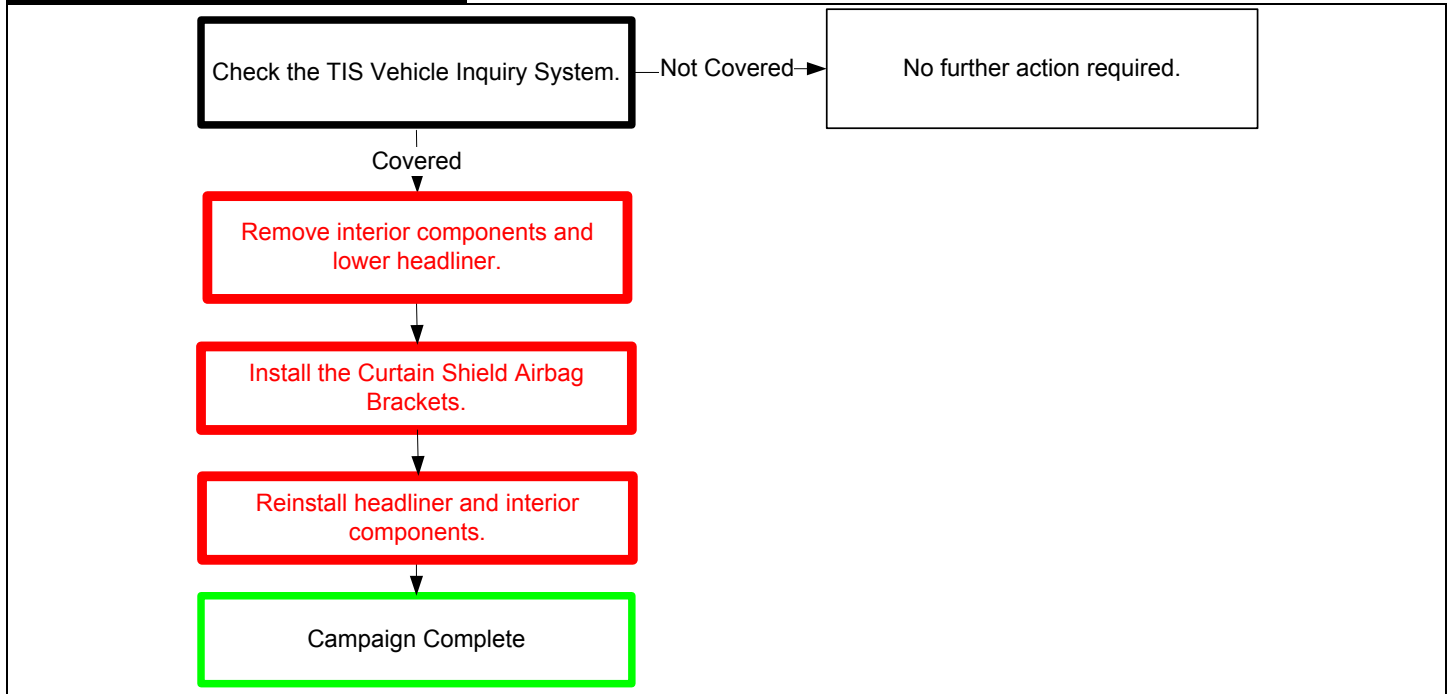
**Parts Ordering Process – Non SET and GST Parts Ordering Process**

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

*All Safety Recall and Service Campaign (SSC/LSC) 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 for additional details.*

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
04006-25147	Bracket Kit, Curtain Shield Air Bag	1

**Warranty Reimbursement Procedure**



Opcode	Description	Flat Rate Hours
CGG50A	Install the Curtain Shield Air Bag Retention Brackets	2.2

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed as a sublet type “RT” under Op. Code CGG50A **Rentals greater than 4 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).**

**Customer Reimbursement**

Reimbursement consideration instructions will be included in the owner letter.

**Media Contacts**

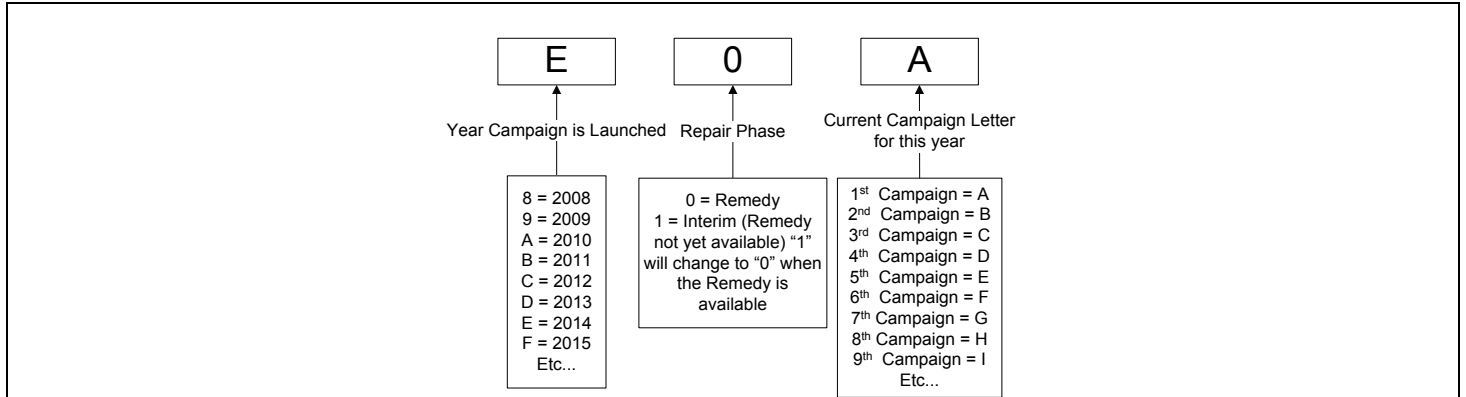
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media associates.

**Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety 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) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

**Campaign Designation Decoder**



**Examples:**

A0D = Launched in 2010, Remedy Phase, 4<sup>th</sup> Campaign Launched in 2010  
 C1B = Launched in 2012, Interim Phase, 2<sup>nd</sup> Campaign Launched in 2012  
 E0A = Launched in 2014, Remedy Phase, 1<sup>st</sup> 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.



**Safety Recall G0U – *Remedy Notice***  
**Certain 2010 – 2012 Model Year Prius Vehicles**  
**Certain 2010 and 2012 Prius Plug-In Vehicles**  
**Curtain Shield Air Bag**

**Frequently Asked Questions**  
**Published October 6, 2016**

**Q1: *What is the condition?***

A1: The involved vehicles are equipped with curtain shield air bags (CSA) in the driver and passenger side roof rails that have air bag inflators composed of two chambers welded together. Some inflators could have a small crack in the weld area joining the chambers, which could grow over time, and lead to the separation of the inflator chambers. This has been observed when the vehicle is parked and unoccupied for a period of time. If an inflator separates, the CSA could partially inflate, and, in limited circumstances, one or both sections of the inflator could enter the interior of the vehicle. If an occupant is present in the vehicle, there is an increased risk of injury.

**Q1a: *What is the inflator?***

A1a: The inflator is a device contained within the air bag assembly. In this curtain shield air bag (CSA) assembly, the inflator is comprised of two chambers that work in unison to inflate the air bag when a signal is received. These CSA inflators principally utilize compressed gas for air bag inflation.

**Q1b: *Are the subject inflators manufactured by Takata?***

A1b: No. The air bag inflators involved in this Safety Recall were produced by a different supplier and are of different type and structure than the Takata inflators involved in other Safety Recalls.

**Q1c: *Why has this condition only been observed after the vehicle has been parked and unoccupied for a period of time?***

A1c: Initial indications are that the elevated interior temperatures that occur after a vehicle is operated in a warm environment and then parked may influence the possibility for the condition to occur.

**Q2: *What is Toyota going to do?***

A2: Toyota will send, starting in October 2016, an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to install retention brackets on the curtain shield air bag inflators at **NO CHARGE**. These retention brackets are designed to prevent the inflator chambers from entering the vehicle interior if separation occurs.

**Q2a: *What are the retention brackets?***

A2a: The retention brackets are devices that are designed to deflect the direction of, and absorb energy from the inflator sections. In the unlikely event of a weld separation, the brackets are designed to prevent the sections from entering the vehicle interior.

**Q2b: *Why not replace the CSA air bag assemblies?***

A2b: The retention brackets provide an effective remedy to keep a separated inflator chamber from entering the interior of the vehicle.

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

A3: No. There are no warnings that this condition exists; however, this condition has only been observed when a vehicle is parked and unoccupied for a period of time.

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

A4: There are approximately 456,400 vehicles covered by this Safety Recall.

<b>Model Name</b>	<b>Model Year</b>	<b>Production Period</b>
Prius	2010 - 2012	Late October 2008 – Late April 2012
Prius Plug-In	2010, 2012	Late November 2009 – Late April 2012

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

A4a: Yes, there are approximately 25,600 2011 - 2012 Lexus CT200H 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 concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday – Friday, 7:00 am to 7:00 pm, or Saturday 7:00 am to 4:30 pm Central Time.

Certain 2010 – 2012 Model Year Prius Vehicles  
Certain 2010 and 2012 Model Year Prius Plug-In Vehicles  
Curtain Shield Air Bag

**SAFETY RECALL NOTICE (Remedy Notice)**

This notice applies to your vehicle: [VIN]  
NHTSA Recall No. 16V-487

**URGENT SAFETY RECALL**

This is an important Safety Recall. The remedy will be performed at **NO CHARGE** to you.

Dear Toyota Customer:

This notice is 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 2010 – 2012 Model Year Prius and 2010 and 2012 Model Year Prius Plug-In Vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**What is the condition?**

The involved vehicles are equipped with curtain shield air bags (CSA) in the driver and passenger side roof rails that have air bag inflators composed of two chambers welded together. Some inflators could have a small crack in the weld area joining the chambers, which could grow over time, and lead to the separation of the inflator chambers. This has been observed when the vehicle is parked and unoccupied for a period of time. If an inflator separates, the CSA could partially inflate and one or both sections of the inflator could enter the interior of the vehicle. If an occupant is present in the vehicle, there is an increased risk of injury.

**What will Toyota do?**

Any authorized Toyota dealer will install retention brackets on the curtain shield air bag inflators at **NO CHARGE**. These retention brackets are designed to prevent the inflator chambers from entering the vehicle interior if separation occurs.

**What should you do?**

***This is an important Safety Recall***

**Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.**

The remedy will take approximately two and one half hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available to a longer period of time.

**What if you have other questions?**

- **Your local Toyota dealer will be more than happy to answer any of your questions.**
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central 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 <http://www.safercar.gov>.

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.

***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.

**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, please mail a copy of your repair order, proof-of-payment and ownership information to the following address for reimbursement consideration:

Toyota Customer Experience Center - TSR  
Toyota Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 – SSC/CSP Reimbursements  
Plano, Texas 75025-9001

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.

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