

TOYOTA

◀ IMPORTANT UPDATE ▶

PRODUCT SUPPORT DIVISION

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
07/13/2016	<ul style="list-style-type: none">• The Dealer Letter has been update to include rental vehicle instructions.• The Dealer Letter has been updated to include updated instructions related to pre-owned vehicles in dealer inventory, including a Pre-Owned Safety Recall Customer Contact & Vehicle Disclosure Form.

*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.

July 13, 2016

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

Subject: Safety Recall G0U (Interim G1U) – **Interim Notice**
Certain 2010 - 2012 Model Year Prius Vehicles
Certain 2010 and 2012 Model Year Prius Plug-In Vehicles
Curtain Shield Airbag

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.

The remedy, when available, will consist of installing retention brackets 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 August.

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 typically requests that dealers **NOT** deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, until remedy parts are available, delivery of a pre-owned vehicle is acceptable if disclosed to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

Toyota expects dealers to use the attached Pre-Owned-Safety Recall Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state "Disclosure Form" and include the VIN.

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 designated, 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.

Rental Vehicle

If a customer contacts your dealership and does not feel comfortable driving his/her vehicle, please accommodate the customer by providing a rental vehicle. A loaner vehicle or alternative transportation through the Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day for a maximum of 60 days. Per day expense exceeding \$35 or loaners exceeding 4 days, requires DSPM authorization. For additional information, reference the Toyota Transportation Assistance Program (TTAP) guidelines

Rental reimbursement will be provided once the remedy becomes available and can be claimed when submitting the remedy repair warranty claim.

Media Contacts

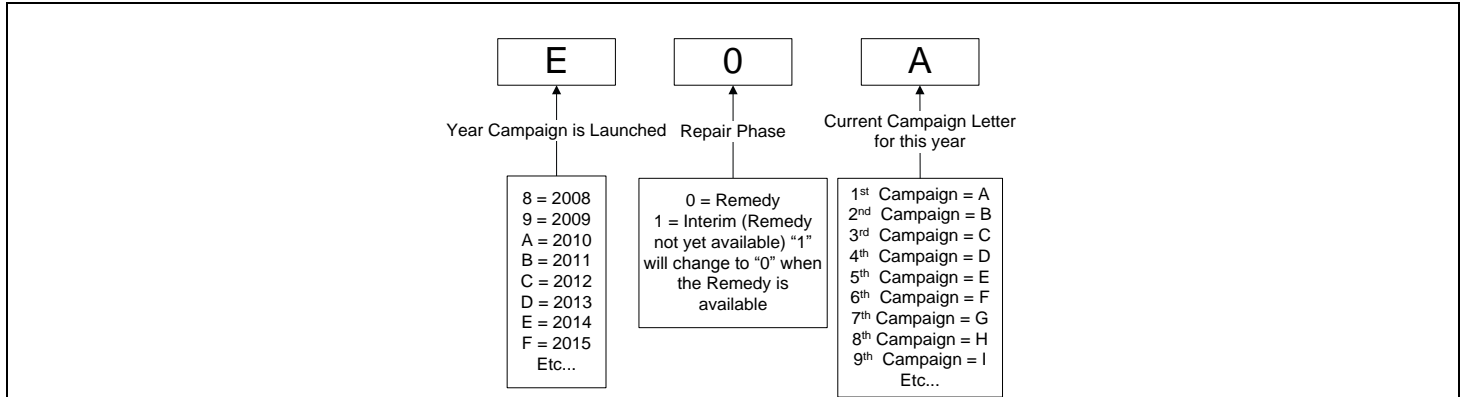
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 or Victor Vanov (859) 801-2592 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide 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, 5:00 am to 6:00 pm, Saturday 7:00 am to 4:00 pm Pacific Time.

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.



Safety Recall G0U (Interim G1U) – *Interim Notice*
Certain 2010 – 2012 Model Year Prius Vehicles
Certain 2010 and 2012 Prius Plug-In Vehicles
Curtain Shield Airbag

Frequently Asked Questions
Published June 28, 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 airbag assembly. In this curtain-shield airbag (CSA) assembly, the inflator is comprised of two chambers that work in unison to inflate the airbag when a signal is received. These CSA inflators principally utilize compressed gas for airbag 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 is currently preparing the remedy for this condition. Until then, Toyota will send an interim owner letter informing the customer of the condition and that they will be informed again when the remedy becomes available.

The remedy, when available, will consist of installing 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 airbag 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.

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

Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A3a: 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, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.



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(310) 468-4000

PRE-OWNED – SAFETY RECALL CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

Pre-Owned Vehicles **ONLY** (Not Applicable for TCUV units)

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature _____

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using www.toyota.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

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Customer Information

Customer Name _____	Customer Email _____
Customer Address _____	Home Phone # _____
_____	Mobile Phone # _____
_____	Date _____

Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for Safety Recall and other campaign communications. If you'd like to update your preferred contact information in the future, visit www.toyota.com/ownersupdate or contact us at 1-888-270-9371.

Dealer Information

Dealer Name/Address _____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____
