

TOYOTA

◀ IMPORTANT UPDATE ▶

PRODUCT SUPPORT DIVISION

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

DATE	TOPIC
12/21/2016	Opcodes have been updated.

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.



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(310) 468-4000

December 13, 2016

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

Subject: Safety Recall G05 – **Remedy Notice**
Certain 2016 Avalon and Certain 2017 Camry
Incorrect Passenger Knee Airbag Fasteners

On December 13, 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 certain 2016 Avalon and certain 2017 Camry vehicles.

The following information is provided to inform you and your staff of the program notification schedule and your degree of involvement.

Condition

During vehicle assembly, it is possible that incorrect fasteners were used to install the front passenger knee airbag assembly. This could affect its performance, increasing the risk of injury in a crash.

Remedy

Any authorized Toyota dealer will inspect the vehicle to determine if incorrect fasteners were used to install the front passenger knee air bag module. If incorrect fasteners are found, proper bolts will be installed and the mounting brackets will be replaced at **NO CHARGE** to the customer.

Covered Vehicles

There are four 2016 Avalon and eight 2017 Camry vehicles covered by this Safety Recall. There were no vehicles distributed to Puerto Rico.

Model Name	Model Year	UIO	Production Period
Avalon	2016	4	Mid-August, 2016 - Early September, 2016
Camry	2017	8	Early August, 2016 - Mid-September, 2016

Owner Notification

The Toyota Customer Experience Center will call all vehicle owners to inform them that their vehicle is involved in this Safety Recall and to assist in scheduling an appointment at the dealer. Toyota will then notify any owners who have not had this Safety Recall completed by early February via first class mail.

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.

New Vehicles in Dealership Inventory

There is 1 Avalon vehicle in new dealer inventory as of December 13, 2016. There are no Camry vehicles in new dealer inventory.



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 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 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.

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 (Electrical)
- Master Technician
- Master Diagnostic Technicians

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.

Parts Ordering Process - Non SET and GST Parts Ordering Process

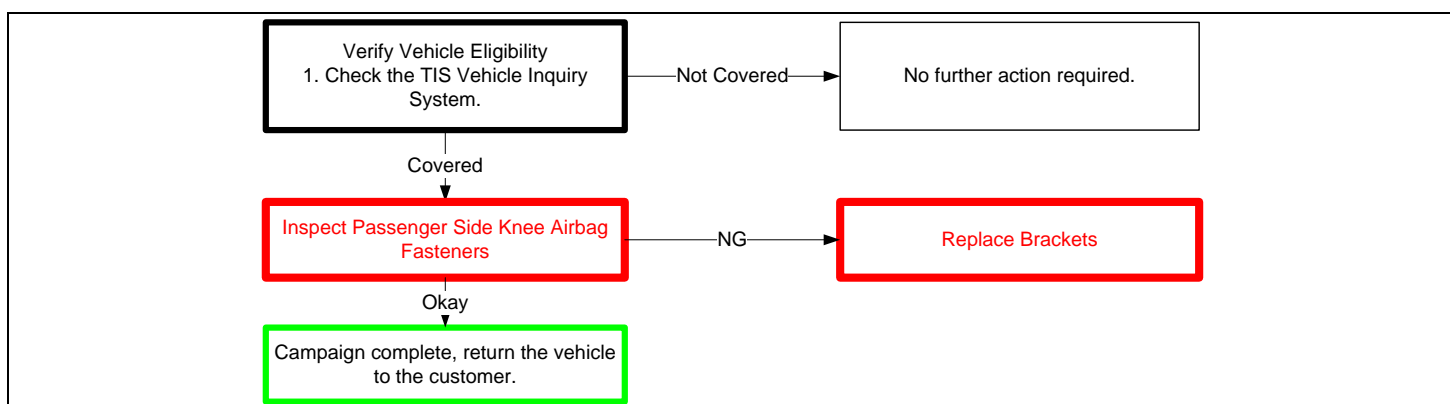
Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most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

All Safety Recall, 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.

Not all vehicles will require part replacement. Only order parts if necessary based on inspection results.

Model	Part Number	Description	Quantity
Camry	55375-06210	BRACKET, INSTRUMENT PANEL LWR MT, NO.2	1
	90119-A0105	BOLT, W/WASHER	3
	55307-06060	BRACE SUB-ASSY, INSTRUMENT PANEL, NO.2	1

Model	Part Number	Description	Quantity
Avalon	55375-06210	BRACKET, INSTRUMENT PANEL LWR MT, NO.2	1
	90119-A0105	BOLT, W/WASHER	3
	55307-07030	BRACE SUB-ASSY, INSTRUMENT PANEL, NO.2	1

Warranty Reimbursement Procedure

Opcode	Description	Flat Rate Hours
CGG82A	Inspect Passenger Side Knee Airbag Fasteners. Fasteners are correct, no further action required.	0.2 hr/vehicle
CGG82B	Inspect Passenger Side Knee Airbag Fasteners. Replace the brackets and bolts.	1.3 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

NOTE: Warranty claim filing will be available starting December 23, 2016.

Media Contacts

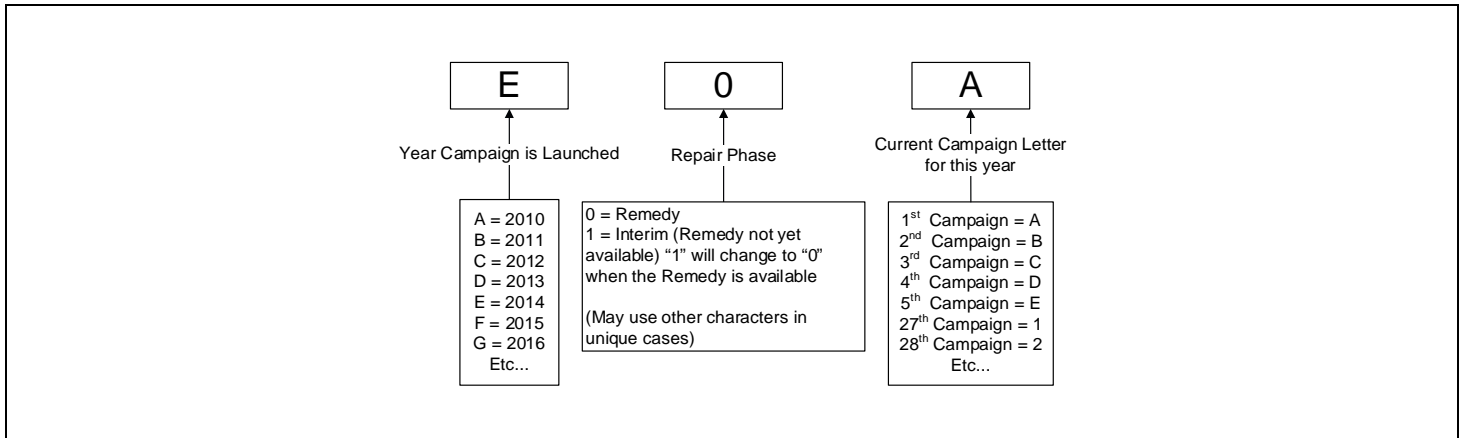
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media 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, 4th Campaign Launched in 2010
 C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
 G0A = Launched in 2016, Remedy Phase, 1st Campaign Launched in 2016

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 G05 – *Remedy Notice*
Certain 2016 Avalon and Certain 2017 Camry
Incorrect Passenger Knee Airbag Fasteners

Frequently Asked Questions
Published December 13, 2016

Q1: *What is the condition?*

A1: During vehicle assembly, it is possible that incorrect fasteners were used to install the front passenger knee airbag assembly. This could affect its performance, increasing the risk of injury in a crash.

Q2: *What is Toyota going to do?*

A2: The Toyota Customer Experience Center will call all vehicle owners to inform them that their vehicle is involved in this Safety Recall and to assist in scheduling an appointment at the dealer. Toyota will then notify any owners who have not had this Safety Recall completed by early February via first class mail.

Any authorized Toyota dealer will inspect the vehicle to determine if incorrect fasteners were used to install the front passenger knee air bag module. If incorrect fasteners are found, proper bolts will be installed and the mounting brackets will be replaced at **NO CHARGE** to the customer.

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

A3: No. There are no warnings that this condition exists.

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

A4: There are four 2016 Avalon and eight 2017 Camry vehicles covered by this Safety Recall.

Model Name	Model Year	UIO	Production Period
Avalon	2016	4	Mid-August, 2016 - Early September, 2016
Camry	2017	8	Early August, 2016 - Mid-September, 2016

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

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

Q5: *How long will the repair take?*

A5: The inspection will take approximately 45 minutes. The repair, if necessary based on inspection, will take approximately 2 hours. However, depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: *How does Toyota obtain my mailing information?*

A6: 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.

Q7: *What if I have additional questions or concerns?*

A7: If you have additional questions or concerns, please 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.