

TOYOTA

◀ **IMPORTANT UPDATE** ▶

PRODUCT SUPPORT DIVISION

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

DATE	TOPIC
December 19, 2016	<ul style="list-style-type: none">• Toyota has expanded the models involved with Safety (Noncompliance) Recall G0E.

*Updates 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.

TOYOTA

Toyota Motor Sales, USA, Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

February 9, 2016

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

Subject: Safety (Noncompliance) Recall G0E – **Remedy Notice**
Certain 2013 - 2016 Model Year Scion FR-S Vehicles
Certain 2017 Model Year Toyota 86 Vehicles
Ignition Key Interlock System (Automatic Transmission Models with Ignition Key ONLY)

Background

On February 9, 2016, Toyota filed Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2013 - 2016 model year Scion FR-S vehicles.

On December 19, 2016, Toyota filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2017 model year Toyota 86 vehicles. This will result in an expansion of the models involved in Safety (Noncompliance) Recall G0E – Ignition Key Interlock System (Automatic Transmission Models with Ignition Key ONLY).

Condition

Connectors for the automatic transmission key interlock on some vehicles may not have been connected during pre-delivery service prior to sale. If not connected, it is possible to remove the key in gear positions other than "Park", causing the vehicles not to comply with a portion of Federal Motor Vehicle Safety Standard 114. This could increase the risk of vehicle rollaway and a crash.

Remedy

Toyota dealers will inspect the ignition key interlock system and, if necessary, connect the delivery mode connector at **NO CHARGE** to the vehicle owner.

Covered Vehicles

There are approximately **25,800** vehicles covered by this Safety (Noncompliance) Recall.

Model Name	Model Year	Approximate UIO	Production Period
Scion FR-S	2013 - 2016	25,700	Mid-March 2012 – Mid-January 2016
Toyota 86	2017	90	Early July 2016 – Mid-August 2016

Owner Letter Mailing Date

Toyota notified Scion FR-S owners involved in G0E after the Safety (Noncompliance) Recall launched in early February.

Toyota will begin to notify owners of 2017 model year Toyota 86 vehicles involved in G0E in January 2017.

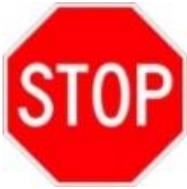
Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety (Noncompliance) Recall announcement, it is the 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 2 Scion FR-S vehicles in new dealer inventory as of December 15, 2016.

There are approximately 5 Toyota 86 vehicles in new dealer inventory as of December 15, 2016.



Under Title 49, Section 30112(a) 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. 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.

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 Certified
- Toyota Expert
- Master
- Master Diagnostic Technician

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.

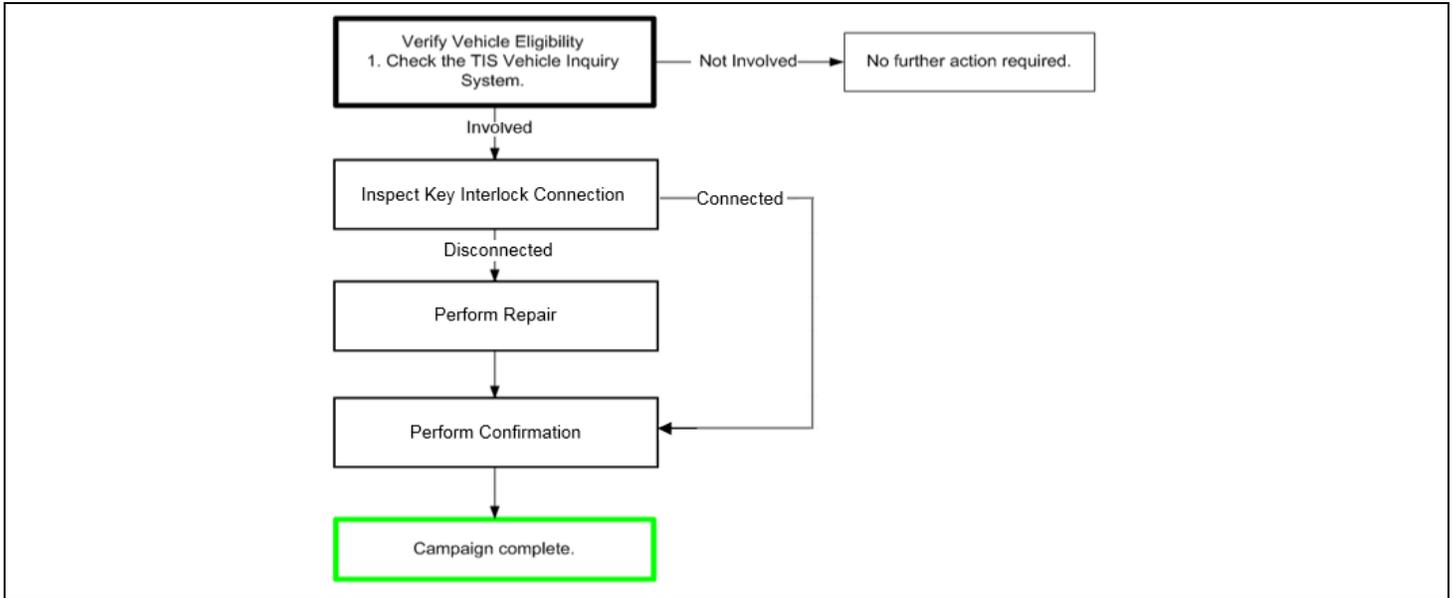
Remedy Procedures

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



Model	Opcode	Description	Flat Rate Hours
Scion FRS	CGG06A	Inspect Key Interlock System - OK	0.2
	CGG06B	Inspect and Connect Delivery Mode Connectors	0.2
Toyota 86	CGG85A	Inspect Key Interlock System - OK	0.2
	CGG85B	Inspect and Connect Delivery Mode Connectors	0.2

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

Media Contacts

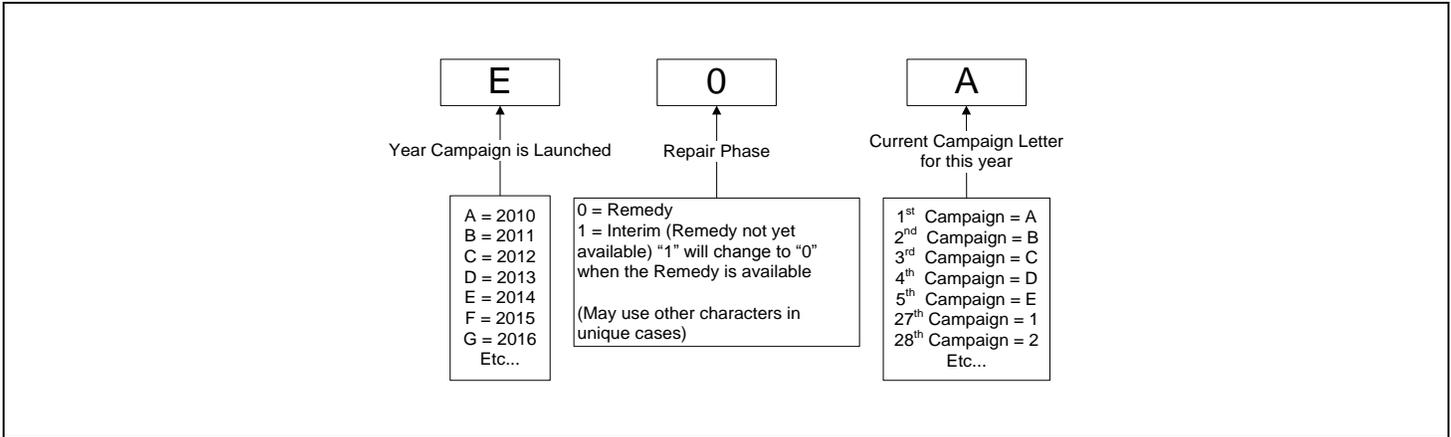
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media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

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or 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) – 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
 E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014

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 G0E – *Remedy Notice*
Certain 2013 - 2016 Model Year Scion FR-S Vehicles
Certain 2017 Model Year Toyota 86 Vehicles
Key Interlock System (Automatic Transmission Models with Ignition Key ONLY)

Frequently Asked Questions
Published February 9, 2016

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On December 19, 2016, Toyota filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2017 model year Toyota 86 vehicles. This will result in an expansion of the models involved in Safety (Noncompliance) Recall G0E – Ignition Key Interlock System (Automatic Transmission Models with Ignition Key ONLY).

Q1: *What is the condition?*

A1: Connectors for the automatic transmission key interlock on some vehicles may not have been connected during pre-delivery service prior to sale. If not connected, it is possible to remove the key in gear positions other than “Park”, causing the vehicles not to comply with a portion of Federal Motor Vehicle Safety Standard 114. This could increase the risk of vehicle rollaway and a crash.

Q1a: *What is the key interlock system?*

A1a: The key interlock system prevents ignition key removal unless the gear selection control is in “Park”.

Q1b: *What is the requirement of FMVSS 114?*

A1b: FMVSS 114 specifies vehicle performance requirements intended to reduce the incidence of crashes resulting from theft and accidental rollaway of motor vehicles. The purpose of this standard is to decrease the likelihood that a vehicle is stolen, or accidentally set in motion.

Q2: *What is Toyota going to do?*

A2: Toyota notified owners involved in G0E after the Safety (Noncompliance) Recall was launched in early February.

For the newly added vehicles Toyota will send, starting in January 2017, an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer will inspect the ignition key interlock system and, if necessary, connect the delivery mode connector at **NO CHARGE**.

Q3: Are there any warnings that this condition exists?

A3: Yes. If the physical key can be removed from the ignition when the gear shift lever is in a position other than “Park”, the connectors are most likely not connected.

Q3a: What should you do?

A3a: Contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

Additionally, when parking your vehicle please follow the instructions below:

1. With the shift lever in D, depress the brake pedal.
2. Shift the shift lever to P.
3. Set the parking brake.
4. Turn the engine switch to the “LOCK” position to stop the engine.
5. Lock the door, making sure that you have the key on your person.
6. If parking on a hill, block the wheels as needed.

For additional information, please refer to your vehicle’s owner’s manual.

Q4: Which and how many vehicles are covered by this campaign?

A4: There are approximately **25,800** vehicles covered by this Safety (Noncompliance) Recall.

Model Name	Model Year	Approximate UIO	Production Period
Scion FR-S	2013 - 2016	25,700	Mid-March 2012 – Mid-January 2016
Toyota 86	2017	90	Early July 2016 – Mid-August 2016

Q4a: Are all 2013 – 2016 Scion FR-S models and 2017 Toyota 86 Models covered by this Safety (Noncompliance) Recall?

A4a: No. Only vehicles with an automatic transmission **and** a physical ignition key are covered by this Safety (Noncompliance) Recall.

Note that vehicles with a manual transmission and/or a wireless Smart Key are NOT covered by this Safety (Noncompliance) Recall.

Q4b: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety (Noncompliance) Recall in the U.S.?

A4b: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q5: How long will the inspection and repair, if necessary, take?

A5: Inspecting the vehicle and, if necessary, connecting the delivery mode connector will take approximately 45 minutes. However, depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period.

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

A6: Reimbursement consideration instructions will be provided in the remedy 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 that your registration or title information is correct.

Q8: What if I have additional questions or concerns?

A8: 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.