



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

URGENT SAFETY RECALL

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

**Certain 2016 Model Year Camry, Avalon, Avalon HV Vehicles
Occupant Classification System (OCS) Sensor
IMPORTANT SAFETY RECALL (Remedy Notice)**

This notice applies to your vehicle: VIN ABCDEFGH987654321
NHTSA RECALL: 16V-215

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 certain in certain 2016 Model Year Camry and Avalon vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) NO. 208, "Occupant Crash Protection."

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?

In the involved vehicles, the front passenger seat is equipped with an Occupant Classification System (OCS) which activates/deactivates the front passenger air bag system, depending on the weight of the occupant. There is a possibility that some vehicles may not have received proper OCS calibration during the vehicle manufacturing process. With the improper calibration, under some conditions, the front passenger air bag and the front passenger knee air bag may not deploy as designed in a crash, increasing the risk of an injury to a front seat passenger.

What will Toyota do?

Any authorized Toyota dealer will re-initialize the Occupant Classification System at **NO CHARGE** to the vehicle owner.

What should you do?

This is an important Safety Noncompliance 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 45 minutes. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for 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, 5:00 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. Pacific 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 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. 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.

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.