



Gulf States Toyota, Inc.
P.O. Box 442168
Houston, Texas 77244-2168

00041-0000-000001-R1
MR. SAMPLE A SAMPLE
123 MAIN ST
ANYTOWN US 70115-6712
|||||

Re: Vehicle Identification Number: <<VIN>>

Dear Toyota Owner:

Our records indicate that you are the owner of a 2006-2009 Toyota Yaris that was equipped by independent distributor Gulf States Toyota, Inc., (GST) with a non-Toyota accessory cruise control Model AP800 manufactured by Rostra Precision Controls, Inc. (Rostra). The Rostra accessory cruise control unit is mounted to the left of and below the steering wheel, behind the dashboard (below the cup-holder) with a switch on the steering column to enable the driver to activate it. To ensure continued customer satisfaction in the safety and quality of your vehicle, GST is initiating a Customer Support Program to provide you with this important advisory regarding the use of certain high power mobile two way radios in conjunction with the Rostra Model AP800 cruise control unit.

Why is GST conducting this Customer Support Program?

Rostra has confirmed that, in very rare and limited circumstances, when a high power mobile two-way radio operating on restricted frequencies (licensed for use by emergency personnel and others under specific regulatory conditions) is operated in a specific manner within the vehicle, the interaction can cause the engine speed (RPM) to fluctuate or vary mildly for a short period of time. This can occur when the high power mobile two-way radio is operated in the "transmit" mode at certain specific frequencies in very close proximity to the Rostra accessory cruise control unit under the dashboard. Also, if this condition does occur, the driver may notice a Malfunction Indicator Lamp (MIL) on the dash and a reduction of engine power, allowing the operator to drive the vehicle to the shoulder or another safe location. Toyota has confirmed that this condition is not due to a defect in the vehicle's original equipment nor does this interaction occur where a handheld Citizens' Band (CB) radio, cell phone or Bluetooth transceiver is operated in the vehicle.

What should you do?

If you do not use a high power mobile two-way radio inside your vehicle, please insert this advisory into your Toyota Owner's Manual Supplement or owners warranty information booklet located in your vehicle's glove box for future reference as part of the vehicle's documentation. If you use a high power mobile two way radio in your vehicle, we wish to take this opportunity to remind you of the caution in the Yaris Owner's Manual with respect to the use of a mobile two-way radio inside of a vehicle as such devices can affect electronic systems in the vehicle. Additionally, if you use a high power mobile two way radio in your vehicle or otherwise wish to have the Rostra Model AP800 accessory cruise control unit removed from your vehicle, GST will remove it at no cost to you and refund the original purchase price of the cruise control unit. If you are in Texas, Louisiana, Oklahoma, Arkansas, or Mississippi contact your local Toyota dealer if you desire to have the Rostra cruise control unit removed, or have any other questions or concerns. If you are outside these five states, please contact the GST Customer Assistance Center toll free at 1-800-444-1074 Monday through Thursday, 8:30 am to 5:00 pm, or Friday 8:30 am to 4:00 pm Central Standard Time.

We have sent you this notice in the interest of your continued satisfaction with our products and we sincerely regret any inconvenience this issue may cause you.

Sincerely,
Gulf States Toyota, Inc.
Re: CSP P109