



Volume: XVIII
 Number: TC13-008
 Date: 03/25/2013
 Action
 Retain
 Information

PRODUCT SUPPORT DIVISION

To: All PD Dealer Operations/Parts & Service Vice Presidents,
 All Region/PD Customer Service Field Managers,
 All Region/PD Technical Service & Training Managers,
 All Region/PD Customer Service Operations Managers

From: Bob Waltz 
 Vice-President, Product Quality and Service Support

Subject: Owner Renotification of Non-Completed Safety Recalls and Limited Service Campaigns

Toyota will be sending Safety Recall Follow-Up Notices to remind owners whose vehicles have not yet had campaign repairs completed. Please note the following information for Regional and PD associates.

1. **Safety Recalls and Limited Service Campaigns Covered in the Renotification**

Campaigns	Description (Title)	Model and Model Year
AOK	Smart Stop Technology (Reflash)	2008 to Certain 2010 MY Sequoia
90L	Potential Floor Mat Interference with Accelerator Pedal	2003 to Certain 2009 MY 4Runner
		2007 to Certain 2010 MY Camry
		Certain 2010 to 2011 MY Camry Sport Pedal
		2005 to Certain 2010 MY Tacoma
		2006 to Certain 2010 MY Rav4
COG	Lane Keep Assist System Update	Certain 2012 MY Prius
CON	Missing Positive Temperature Coefficient (PTC) Heater Relay	Certain 2011 to 2012 MY Corolla

2. **Dealer Letter Mailing Date**

Dealer Letters will be mailed in late-March 2013.

3. **Follow-Up Owner Notification Letter Mailing Date**

The Safety Recall Follow-Up Owner Notification Letters ("owner letters") will begin approximately one week after the dealer notification. The owner letters will be mailed, by first class mail, over a period of several weeks consistent with parts availability.

4. **Number of Covered Vehicles**

We have enclosed the following campaign Summary Reports in the Dealer Operations/Parts & Service VP's, CSFM's, TSTM's, and CSOM's package for the campaigns covered in this renotification:

- Region/PD Summary Reports that provide an overview of the entire Region/PD for each campaign.
- District Summary Reports that indicate the number of covered vehicles per dealership in each district for each campaign.

5. **Customer Handling and Dealership Follow-Up**

Toyota encourages dealerships to follow-up with their customers by telephone to remind them of the non-completed Safety Recall. A word track has been provided in the dealer letter for this purpose. To assure a consistent and accurate description of the Safety Recall is communicated to the customer, dealership associates are requested to refer to the specific Safety Recall Q&A (available in TIS) to answer any specific customer questions.

Please review this letter with your staff and familiarize them with the content to help maximize our combined customer satisfaction efforts. Please refer to the attached Dealer Letter for additional information.

Thank you for your cooperation.

Enclosures

cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
All NAPC General Managers
All TMS Sales Administration Managers
All TMS Product Quality & Service Support Managers
All Field Product Engineers

M. Bevan	D. Depew	D. Pettitt	N. Swartz
R. Broughman	R. Dufresne	C. Reynolds	J. Tetherow
G. Bryan	G. Fogg	C. Roberts	K. Ura
W. Burns	K. Ito	B. Sciumbato	T. Minyon
G. Christoff	J. Lang	H. Siddiqi	A. Vaish
J. Colon	D. Marsh	G. Smith	B. Waltz
D. Colvin	M. Michels	R. Specht	M. Warrick
F. Davidson	R. Perez	J. Stempkowski	D. Zellers