

CSC-10056054-5679

Certain 2014 Model Year Avalon, Avalon Hybrid, Highlander, and Sienna Vehicles Safety Connect System Disabled LIMITED TIME OFFER

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Limited Service Campaign, which includes your vehicle.

What is the condition?

The subject vehicles are equipped with Safety Connect, which allows drivers to contact the Toyota 24/7 response center at the touch of a button. Toyota has identified that the Safety Connect System in the subject vehicles has become disabled due to an unplanned expiration of the Mobile Identification Number/Mobile Directory Number.

The Safety Connect system is a Telematics system which communicates with a call center.

What is included in the Limited Service Campaign?

Any authorized Toyota dealer will initialize the Safety Connect System and verify proper operation at **NO CHARGE** to you for a limited time. ***This Limited Service Campaign will remain available until May 31, 2017***, and will only be available at an authorized Toyota dealer.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed at the beginning of this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Warranty Information booklet. For additional information, please refer to the booklet.

How do you take advantage of this Limited Service Campaign?

Please contact your authorized Toyota dealer to make an appointment to initialize the Safety Connect System before **May 31, 2017**. The repair will take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If your vehicle is covered by this Limited Service Campaign you do not need this owner letter to have the campaign completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Standard Time.

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

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, USA, INC.



**Limited Service Campaign (LSC) – E0K
 Certain 2014 Model Year Avalon, Avalon Hybrid, Highlander, and Sienna Vehicles
 Safety Connect System Disabled**

Customer Frequently Asked Questions

Published mid-May 2014

Q1: What is the condition?

A1: The subject vehicles are equipped with Safety Connect, which allows drivers to contact the Toyota 24/7 response center at the touch of a button. Toyota has identified that the Safety Connect System in the subject vehicles has become disabled due to an unplanned expiration of the Mobile Identification Number/Mobile Directory Number.

Q1a: What is Safety Connect?

A1a: Safety Connect is a subscription-based telematics service that uses Global Positioning System (GPS) data and embedded cellular technology to provide safety and security features to subscribers. Safety Connect is supported by Toyota’s designated response center, which operates 24 hours per day, 7 days per week. Safety Connect offers Automatic Collision Notification, Emergency Assistance, Roadside Assistance, and Stolen Vehicle Location at the touch of a button.

Q2: What is Toyota going to do?

A2: Owners of vehicles covered by this Limited Service Campaign will receive an owner notification letter by first class mail starting in late May, 2014. In addition to owner mailings, Toyota’s Customer Experience Center will contact customers whose vehicles are involved in this LSC.

Any authorized Toyota dealership will initialize the Safety Connect System and verify proper operation at **No Charge** to you.

Please see your local authorized Toyota dealer for additional details.

Q2a: How does Toyota obtain my mailing information?

A2a: 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.

Q2b: Do I need my owner letter to have the remedy performed?

A2b: No, you do not need an owner letter to have this LSC completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present the owner notification at the time of your service appointment.

Q3: Which and how many vehicles are covered?

A3: There are 167 vehicles covered by this LSC in the USA.

Model	Model Year	Production Range	UIO
Avalon	2014	November 11, 2013 through January 6, 2014	73
Avalon Hybrid	2014	November 11, 2013 through January 6, 2014	20
Highlander	2014	December 6, 2013 through January 8, 2014	73
Sienna	2014	October 7, 2013	1

Q3a: Are there any other vehicles covered by this Limited Service Campaign?

A3: No. This specific condition only affects certain 2014 Model Year Avalon, Avalon Hybrid, Highlander, and Sienna vehicles.

Q4: How long will the repair take?

A4: The software update will take approximately 1 hour to complete. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: When will this Limited Service Campaign expire?

A5: This Limited Service Campaign will remain available until **May 31, 2017**, at no charge to you.

Q6: What if an owner has additional questions?

A6: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Standard Time.