

| Customer word track

Mr. / Ms. _____

My name is < > the <Service Manager> here at Brent Brown Toyota. Unfortunately it has come to our attention that the Potential Floor Mat Interference with Accelerator Pedal recall campaign repair previously performed <date> on your <MY Model> <VIN> may not have been done correctly.

As part of our on-going commitment to ensure high quality repairs and overall customer safety and satisfaction, we would like to setup an appointment with you to bring your vehicle back in to our dealership so we can conduct a quality confirmation inspection.

This inspection will be monitored by the Toyota Denver Regional office to ensure the recall repair was done correctly.

This inspection will take approximately 30 min to complete. If the repairs were found to be done in-correctly, we will redo the entire campaign free of charge.

For your inconvenience, we would like to offer you an oil change and a loaner vehicle to use for the day free of charge.

We are sincerely sorry for this unfortunate situation and the inconvenience this will cause you.

Q&A

Q1: What is the condition?

A1: As previously communicated, the defect is the potential for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to get stuck in the wide open position. A stuck open accelerator pedal may result in very high vehicle speeds and make it difficult to stop the vehicle, which could cause a crash, serious injury or death. ***Toyota has determined that this defect does not exist in vehicles in which the driver side floor mat is compatible with the vehicle and properly secured.***

Q2: What is Toyota going to do?

A2: A Toyota representative of the Denver Region will be monitoring the inspection process to help determine if the original repairs were done correctly. If your vehicle has to have the recall campaign performed again, they will monitor this repair as well.

Dealer Word Track

<Service Manager Name>,

It has come to our attention that your dealership recently received a '15 Model Year Prius that received a Remote Engine Start (RES) accessory by mistake. The installation of this accessory can cause the left hand mirror turn signal light to not function.

Even though the installation of this accessory does not adversely affect the actual turn signal operation, the accessory must be removed to restore the base vehicles turn signal mirror light fiction.

TMS is requesting that you hold the suspect vehicle_<VIN > in your inventory and remove the RES accessory before the vehicle is sold to a customer. To remove the RES system, simply follow the installation instructions in reverse order. (Installation Instructions attached)

Once the RES accessory has been removed, contact your region to arrange reimbursement for the accessory and have a new monroney label printed. Warranty claim, using the following opcode can be filed for 1.5 hours to cover the labor to remove the RES accessory.

We apologize for the inconvenience this situation has caused you.

Thank you for your prompt attention to this matter.

Customer word track

Mr. / Ms. _____

It has come to our attention that recently you purchased a '15 Model Year Prius <VIN> that received a Remote Engine Start (RES) accessory by mistake. The installation of this accessory can cause the left hand mirror turn signal light to not function.

To restore the left hand mirror turn signal light function, the RES accessory must be removed.

We apologize for the inconvenience this situation has caused you. To ensure your complete satisfaction, we will remove the RES accessory and refund you the purchase amount or we will repurchase the vehicle completely and help arrange the purchase of a new vehicle.

Can I schedule a time for you to drop off your vehicle?

Dealer Word Track

<Service Manager Name>,

It has come to our attention that your dealership recently received one or more '15 Model Year Camry's that may have an inner hood support that was mis-stamped during the assembly process.

To confirm the condition of this component, TMS is requesting that you hold the suspect vehicles<VIN list attached> in your inventory and inspect them for the mis-stamped condition. (Instructions attached)

If any vehicles are found with the mis-stamp condition, the hood assembly will need to be replaced under warranty.

We apologize for the inconvenience this situation has caused you.

Thank you for your prompt attention to this matter.
