



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

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 Covered in the Renotification**

Campaigns	Description (Title)	Model and Model Year
*CSJ	Rear Lower Suspension Arm No.1	2006 to Early 2011MY Rav4 Vehicles

*Letters for this renotification will only be sent to vehicles located in the following states: CT, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, TN, RI, VA, VT, WI & WV. Vehicles located in other location will be mailed at a later date in a different renotification activity.

2. **Dealer Letter Mailing Date**

Dealer Letters will be mailed in early September, 2014.

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. **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
 Field Product Engineers
