

Dealer Word Track

<Service Manager Name>,

It has come to our attention that your dealership recently received '15 Model Year Sienna (s) that may not have had the passenger seat Occupant Classification Sensors (OCS) properly calibrated 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 until the inspection/calibration process can be completed. If any of the vehicles have been retailed, please reach out to the customers to have them bring their vehicle back to your dealership to have the OCS system inspected and recalibrated, if needed, at no charge to the customer. TMS will also provide warranty reimbursement details.

This inspection process has to be conducted by a member of the manufacturing plant. Therefore, Toyota will dispatch a plant representative to your dealership to conduct this inspection/calibration procedure as soon as possible.

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 Sienna <VIN> that may not have had the passenger seat Occupant Classification sensors (OCS), which is part of the supplemental restraint system, properly calibrated during the assembly process.

To confirm the condition of this system, TMS is requesting that you bring your vehicle back to the selling dealer to have the OCS sensors inspected and recalibrated if needed at no charge.

This inspection process has to be conducted by a representative of the manufacturing plant, so we will provide you a loaner vehicle until we can complete the inspection. Once you have returned your vehicle to the dealership, we will schedule the inspection/recalibration process to be performed as soon as possible.

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We apologize for the inconvenience this situation has caused you. Can I schedule a time for you to drop off your Sienna?

Dealer Word Track

<Service Manager Name>,

It has come to our attention that your dealership recently received some '14 Model Year Camry and/or Avalon (s) that may have a lower control arm on the left front suspension that may have been 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, replace the control arm and perform an alignment. TMS will also provide warranty reimbursement details.

If any of the vehicles have been retailed, please reach out to the customers to have them bring their vehicle back to your dealership to have the suspension component inspected and replaced, if needed, at no charge to the customer.

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 '14 Model Year <Camry or Avalon> <VIN> that may have a lower control arm on the left front suspension that may not have been manufactured properly.

To confirm the condition of this component, TMS is requesting that you bring your vehicle back to the selling dealer to have the suspension component inspected and replaced, if needed, at no charge.

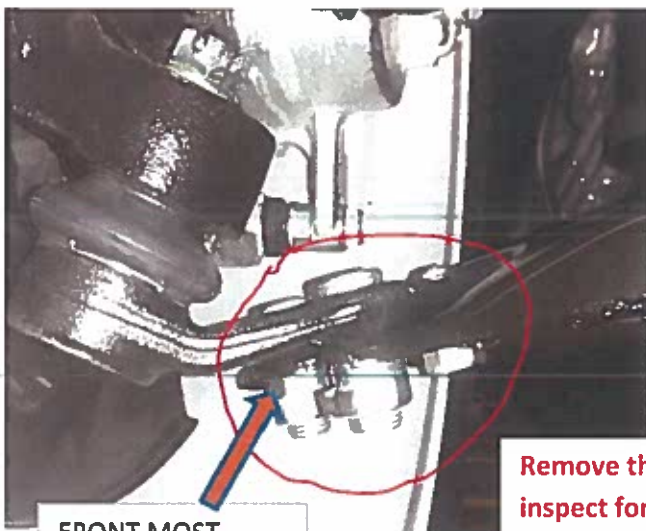
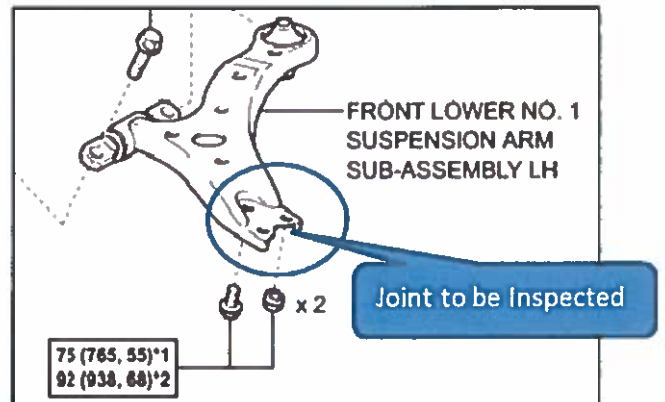
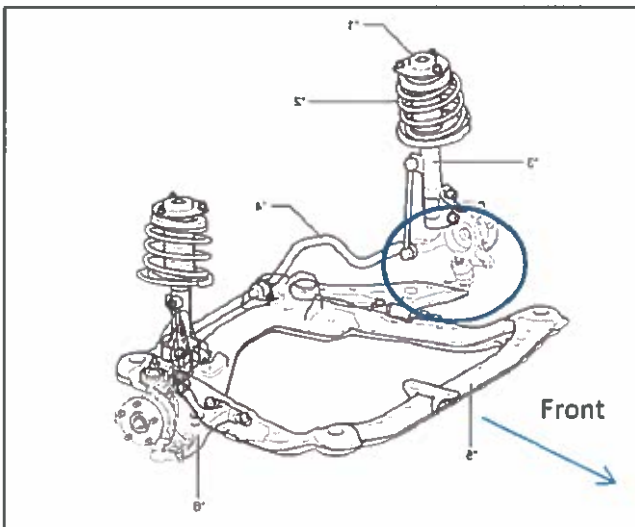
We apologize for the inconvenience this situation has caused you. Can I schedule a time for you to drop off your vehicle?

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## CAMRY/AVALON FRONT SUSPENSION INSPECTION

### Inspection Instructions:

1. Raise the vehicle on a lift
2. Inspect the left front lower control arm where the ball joint attaches to the lower arm.
3. Remove the **forward nut only** and inspect the lower arm for missing material as shown in picture.
4. If no material is missing, re-install the nut and torque to spec.
5. If material is missing replace the lower control arm and preform an alignment
6. We want to recovery any replaced control arms for additional investigation.
7. Once completed, report the results (Good or Bad) by VIN # to the Region.



Remove the forward nut only and inspect for any missing material on the control arm

NG MISSING MATERIAL



DO NOT remove the other nut and bolt holding the ball joint to the lower control arm.