

To: All Toyota Dealer Principals, Service Managers, Parts Managers

Subject: **Owner's Manual Update**  
Certain 2010 through 2013 Model Year Prius Plug-in Hybrid Vehicles  
Certain 2012 through 2013 Model Year RAV4 Electric Vehicles

**This information is provided for reference only; there is no action necessary by your dealership in regards to customer vehicles.** However, we do request that dealers apply the update label to any covered vehicles in new or used dealer inventory.

In late April 2014, Toyota will be mailing an update to the Owner's Manual for certain 2010 through 2013 Model Year Prius Plug-in Hybrid Vehicles (PHV) and certain 2012 through 2013 RAV4 Electric Vehicles (EV). Sample Owner Letter labels are provided below for your reference.

1. **Owner Letter Mailing Date**

The attached Owner Letter will be mailed by first class mail in late April 2014. Approximately 19,500 Owner's Manual Update notices will be sent. ***However, there is no action necessary by the dealership in regards to customer vehicles.***

2. **New or Used Vehicles in Dealer Inventory (In-Stock Vehicles)**

To ensure customer satisfaction Toyota requests that dealers install the Owner's Manual Update Label(s) on any covered new or used vehicle in dealer inventory. Included in this packet are additional labels for use on vehicles in dealer inventory. When installing the labels on covered vehicles in your dealership's inventory, please refer to the guidelines on the following pages.

**Note:**

- **If our records indicate your dealership is the current owner of a covered vehicle, you will receive an owner notification letter for that vehicle. If your dealership has already sold the vehicle, please forward the owner letter to the current owner.**
- **When installing the labels on covered vehicles in your dealer's inventory, please be aware of the following:**
  - **This update is for certain 2010 through 2013 Model Year Prius PHV and certain 2012 through 2013 RAV4 EV.**
  - **VINs will not be loaded on TIS.**

(New and Used Vehicles in Dealership Inventory (In-Stock Vehicles) CONTINUED. . . .)

Prius PHV	RAV4 EV
<p style="text-align: center;"><b>Owner's Manual Supplement</b></p> <p>This Owner's Manual Supplement describes the following changes to the Owner's Manual:</p> <p>1. The addition of information to the caution under "How to charge". Section 1-2 "Charging" - "How to charge" - "Caution"</p> <div style="border: 1px solid black; padding: 5px;"> <p><b>CAUTION</b></p> <p><b>Caution while charging</b></p> <p>People with implantable cardiac pacemakers or cardiac resynchronization therapy-pacemakers should keep away from the charging equipment and/or charging cables while the vehicle is charging. Charging may affect the operation of such devices.</p> </div> <p>2. A change to the caution under "Smart key system (with entry function)". Section 1-4 "Opening, closing and locking the doors" - "Smart key system (with entry function)" - "Caution"</p> <div style="border: 1px solid black; padding: 5px;"> <p><b>CAUTION</b></p> <p><b>Caution regarding interference with electronic devices</b></p> <ul style="list-style-type: none"> <li>● People with implantable cardiac pacemakers, cardiac resynchronization therapy-pacemakers or implantable cardioverter defibrillators should keep away from the smart key system antennas. The radio waves may affect the operation of such devices. If necessary, the entry function can be disabled. Ask your Toyota dealer for details, such as the frequency of radio waves and timing of the emitted radio waves. Then, consult your doctor to see if you should disable the entry function.</li> <li>● Users of any electrical medical device other than implantable cardiac pacemakers, cardiac resynchronization therapy-pacemakers or implantable cardioverter defibrillators should consult the manufacturer of the device for information about its operation under the influence of radio waves. Radio waves could have unexpected effects on the operation of such medical devices.</li> </ul> <p>Ask your Toyota dealer for details on disabling the entry function.</p> <p>On vehicles with the Display Audio system or the navigation system, the entry function can be disabled personally. (vehicles produced in or after January 2012)</p> </div>	<p style="text-align: center;"><b>Owner's Manual Supplement</b></p> <p>This Owner's Manual Supplement describes the following changes to the Owner's Manual:</p> <p>1. The addition of information to the caution under "Charging and pre-climate (Remote Climate Control) procedures". Section 1-3 "Charging" - "Charging and pre-climate (Remote Climate Control) procedures" - "Caution (P. 84 to 86)"</p> <div style="border: 1px solid black; padding: 5px;"> <p><b>CAUTION</b></p> <p><b>Caution while charging</b></p> <p>People with implantable cardiac pacemakers or cardiac resynchronization therapy-pacemakers should keep away from the charging equipment and/or charging cables while the vehicle is charging. Charging may affect the operation of such devices.</p> </div> <p>2. A change to the caution under "Smart key system". Section 1-5 "Opening, closing and locking the doors" - "Smart key system" - "Caution (P. 107)"</p> <div style="border: 1px solid black; padding: 5px;"> <p><b>CAUTION</b></p> <p><b>Caution regarding interference with electronic devices</b></p> <ul style="list-style-type: none"> <li>● People with implantable cardiac pacemakers, cardiac resynchronization therapy-pacemakers or implantable cardioverter defibrillators should keep away from the smart key system antennas. (→P. 98) The radio waves may affect the operation of such devices. If necessary, the entry function can be disabled. Ask your Toyota dealer for details, such as the frequency of radio waves and timing of the emitted radio waves. Then, consult your doctor to see if you should disable the entry function.</li> <li>● Users of any electrical medical device other than implantable cardiac pacemakers, cardiac resynchronization therapy-pacemakers or implantable cardioverter defibrillators should consult the manufacturer of the device for information about its operation under the influence of radio waves. Radio waves could have unexpected effects on the operation of such medical devices.</li> </ul> <p>Ask your Toyota dealer for details on disabling the entry function.</p> </div>

Please review this notification with your staff to ensure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.  
TOYOTA MOTOR SALES, U.S.A., INC.