TOYOTA

PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

Volume: <u>XIX</u> Number: <u>TC14-012</u> Date: <u>4/23/2014</u>

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Information

To: All Toyota Region/Private Distributor General Managers/Vice Presidents

From: Bob Waltz,

Vice President, Product Quality and Service Support

Subject: Owner's Manual Update

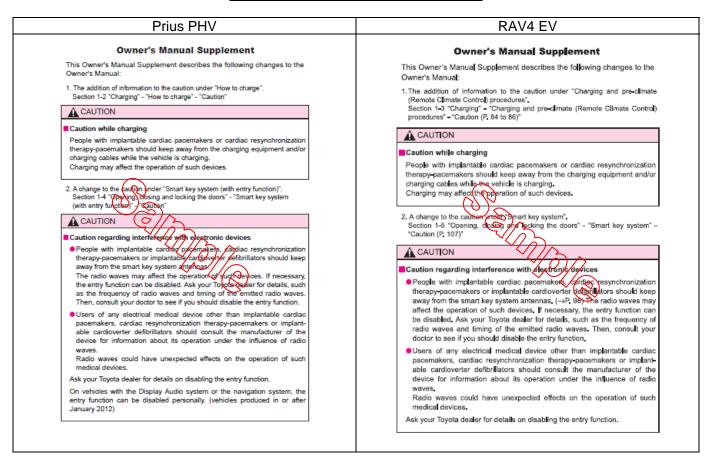
Certain 2010 through 2013 Model Year Prius Plug-in Hybrid Vehicles

Certain 2012 through 2013 Model Year RAV4 Electric Vehicles

This information is provided for reference only; there is no action necessary by the regions or dealers 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.

Updated Owner's Manual Information:



1. Dealer Letter Mailing Date

The attached Dealer Letter will be sent to all Toyota dealers in mid-April 2014 to advise dealers of this owner mailing. *However there is no action necessary by dealerships in regards to customer vehicles.*

2. 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.

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

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

All NAPC General Managers

All TMS Sales Administration Managers

All TMS Product Quality & Service Support Managers

All Field Product Engineers

M.	Bevan	R.	Dufresne	٧.	Katayama	R.	Perez	K.	Ura
G.	Borst	B.	Fay	M.	King	D.	Pettitt	Ρ.	Uribe
J.	Bracken	N.	Fein	M.	Kosugi	R.	Pflughaupt	A.	Vaish
R.	Broughman	G.	Fogg	J.	Lang	M.	Reding	B.	Waltz
G.	Bryan	K.	Fukushima	S.	Lending	C.	Reynolds	M.	Warrick
W.	Burns	J.	Grosso	J.	Lentz	B.	Sciumbato	D.	Zellers
B.	Carter	J.	Hanson	R.	Lofaso	Н.	Siddiqi		
G.	Christoff	B.	Hare	B.	Lyons	G.	Smith		
Α.	Coetzee	S.	Heyer	D.	Marsh	R.	Specht		
J.	Colon	Z.	Hicks	E.	Matsuda	J.	Stempkowski		
D.	Colvin	K.	Higgins	M.	Michels	N.	Swartz		
B.	Daly	Н.	Hirata	A.	Mito	M.	Templin		
F.	Davidson	C.	Hostetter	T.	Morrison	J.	Tetherow		
D.	Depew	Y.	Inaba	J.	Moses	M.	Tojo		
T.	Doi	K.	Ito	C.	Neff	Ρ.	Turner		