

LIMITED TIME OFFER

CSC-10057814-7232

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Limited Service Campaign, which includes your vehicle.

What is the condition?

The front passenger seat assembly is equipped with sensors for the occupant classification system which are used to control the operation of supplemental restraint systems (SRS), including the front passenger airbag. The sensors classify the weight of the occupant and activate or deactivate the front passenger airbag accordingly. Additionally, the sensors are used to detect certain vehicle collisions. Due to the current collision detection thresholds, the system may interpret certain occupant seating usages or road conditions as a rear collision and illuminate the Airbag Warning Light and "AIR BAG OFF" indicator, disabling the front passenger air bag.

What is included in the Limited Service Campaign?

Before you are inconvenienced by this condition, any authorized Toyota dealers will perform the remedy at **NO CHARGE** to you for a limited time. The remedy will involve replacing the front passenger seat occupant classification system sensors. Additionally, dependent on vehicle production date, in some cases dealers will also replace the Occupant Classification System ECU and install an Owner's Manual Update sticker. ***This Limited Service Campaign will remain available until December 31, 2017***, and will only be available at an authorized Toyota dealer.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed at the beginning of this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Warranty Information booklet. For additional information, please refer to the booklet.

How do you take advantage of this Limited Service Campaign?

Please contact your authorized Toyota dealer to make an appointment to have the remedy performed before **December 31, 2017**. The repair will take approximately 2.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If your vehicle is covered by this Limited Service Campaign, you do not need this owner letter to have the campaign completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the remedy.
- If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Standard Time.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.
Sincerely,

TOYOTA MOTOR SALES, USA, INC.

SAMPLE