


# TOYOTA

## PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

(Published April 12, 2016)

To: All Toyota Region General Managers / Vice Presidents

From: Bob Waltz   
Group Vice-President, Product Quality and Service Support

Subject: **Owner Notification** – Product Operation Reminder – G0B  
Operation of Back Door Closer Function for Rear Hatch  
Certain 2009-2015 Model Year Venza Vehicles

Toyota will mail owners of certain 2009-2015 Model Year Venza vehicles, in Mid-April, 2016, a product operation owner letter explaining the functionality of the Back Door Closer Function for the Rear Hatch Assembly. Additionally, owners will be provided two labels for application to the rear hatch of the vehicle as a reminder.

### Dealer Notification

The attached dealer letter will be sent to all Toyota dealers on April 11, 2016.

*Please reference the attached Dealer Letter for additional details.*

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

Thank you for your cooperation.