

Published April 27, 2016

Toyota Motor Sales, USA, Inc.  
19001 South Western Avenue  
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(310) 468-4000

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

Subject: Emissions Recall G0M (Interim G1M) – **Interim**  
Certain 2015 – 2016 Model Year Prius V  
Emission Control Information Label

Toyota will file a Voluntary Emission Recall Report with the U.S. Environmental Protection Agency (EPA) informing the agency of our intent to conduct a voluntary Emissions Recall on certain 2015 – 2016 model year Prius V vehicles.

### Condition

The involved vehicles may not have had the required Emission Control Information Label applied to the underside of the engine hood during production. The involved vehicles **WERE ONLY DISTRIBUTED** to Guam, Hawaii, Puerto Rico, and Saipan.

### Remedy

Toyota is currently preparing the remedy. Once preparations are complete, Toyota will notify dealers prior to sending the owner notification letters. The remedy will consist of applying the Emission Control Information Label to the underside of the engine hood.

### Covered Vehicles

There are approximately 330 vehicles covered by this Emissions Recall. The involved vehicles **WERE ONLY DISTRIBUTED** to Hawaii, Guam, Puerto Rico, and Saipan.

Model Year	UIO	Production Period
2015 - 2016	330	Early November, 2014 – Early April, 2016



### New Vehicles in Dealer Inventory

Do not deliver any new vehicles in dealer inventory that are covered by an Emissions Recall unless the vehicle has been remedied.

### Pre-Owned Vehicles in Dealer Inventory

Dealers should not deliver any pre-owned vehicles in dealer inventory that are covered by an Emissions Recall unless the vehicle has been remedied.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Recall. Thus, no affected units should be sold or delivered as a TCUV until the Recall has been completed on that vehicle.

### Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

### Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Emissions Recall. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

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



**Emissions Recall G0M (Interim G1M) – *Interim Notice***  
**Certain 2015-2016 Model Year Prius V**  
**Emission Control Information Label**

**Frequently Asked Questions**  
**Published April 27, 2016**

**Q1: *What is the condition?***

A1: The involved vehicles may not have had the required Emission Control Information Label applied to the underside of the engine hood during production. The involved vehicles **WERE ONLY DISTRIBUTED** to Guam, Hawaii, Puerto Rico, and Saipan.

**Q1a: *What is the Emission Control Information Label?***

A1a: The Emission Control Information Label provides emissions details such as exhaust emissions test group.

**Q1b: *Does this condition have any impact on the vehicle's emissions?***

A1b: No, this condition only relates to the missing label that should be applied to the underside of the engine hood.

**Q2: *What is Toyota going to do?***

A2: Toyota is currently preparing the remedy. Once preparations are complete, Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Emissions Recall. The remedy will consist of applying the Emission Control Information Label to the underside of the engine hood.

**Q3: *Which and how many vehicles are covered by this Emissions Recall?***

A3: There are approximately 330 vehicles covered by this Emissions Recall. The involved vehicles **WERE ONLY DISTRIBUTED** to Hawaii, Guam, Puerto Rico, and Saipan.

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**Q3a: *Are there any other Lexus/Toyota/Scion vehicles covered by this Emissions Recall in the U.S.?***

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Emissions Recall.

**Q4: *How long will the repair take?***

A4: The repair takes approximately 45 minutes; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q5: *How does Toyota obtain my mailing information?***

A5: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q6: *What if I have additional questions or concerns?***

A6: If you have additional questions or concern, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday – Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.