

TOYOTA

Published May 4, 2016

Toyota Motor Sales, USA, Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

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

Subject: Emissions Recall G0M – **Remedy Notice**
Guam, Hawaii, Puerto Rico, and Saipan **ONLY**
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

Any authorized Toyota dealer will inspect, and if necessary, apply the Emission Control Information Label to the underside of the engine hood at **NO CHARGE** to you.

Covered Vehicles

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

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

Owner Letter Mailing Date

Toyota will notify owners in May, 2016. A sample of the owner notification letter has been included for your reference.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Emission Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.



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.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Technician (Any specialty)
- Expert Technician (Any specialty)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the recall remedy by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

Remedy Procedures

Please refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

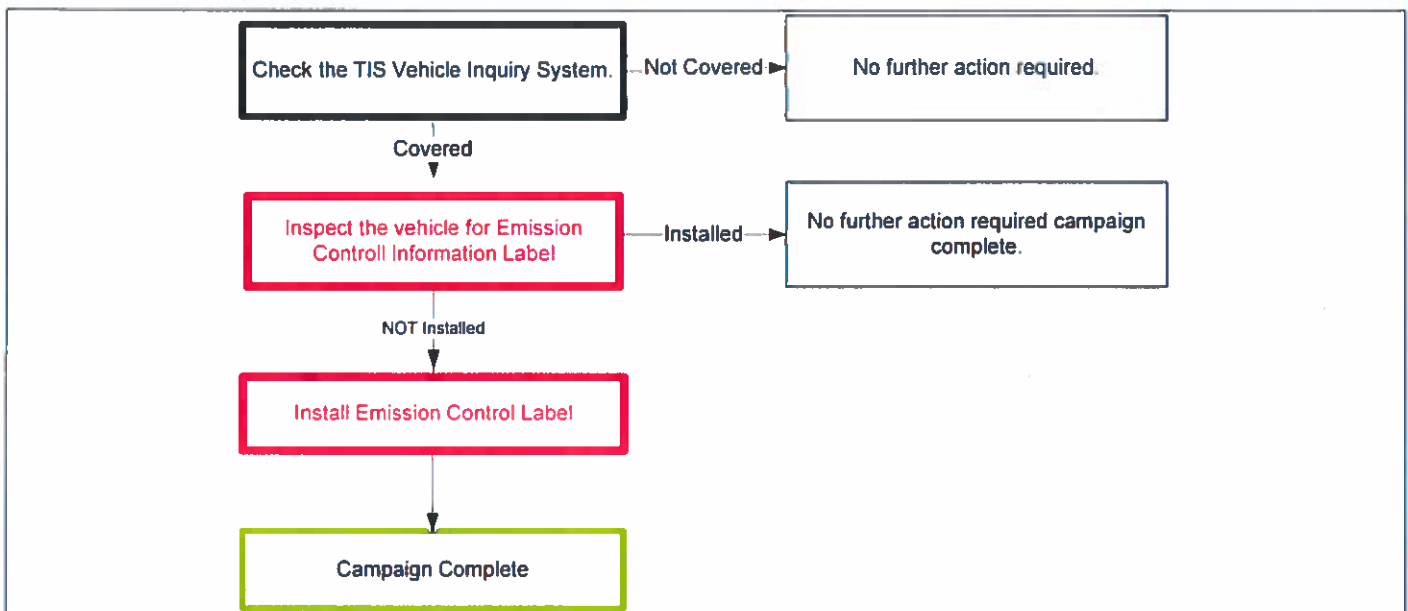
Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Parts

The Emission Control Information Labels were sent to each Toyota distributor. If a dealer requires a label, contact your local Toyota distributor.

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
CGG36A	Inspect and apply if necessary the Emission Control Information Label	0.2

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

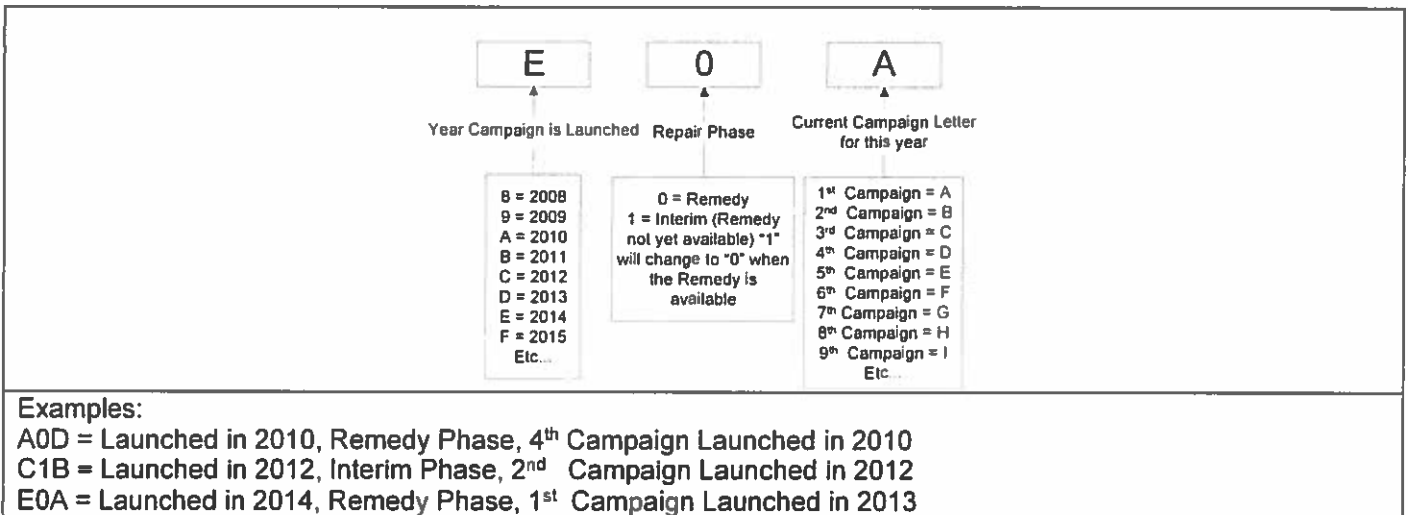
Media Contacts

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 Emission 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).

Campaign Designation Decoder

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Emission Recall.

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



Emissions Recall G0M – *Remedy Notice*
Guam, Hawaii, Puerto Rico, and Saipan ONLY
Certain 2015-2016 Model Year Prius V
Emission Control Information Label

Frequently Asked Questions
Published May 4, 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 will send an owner notification letter by first class mail to owners of vehicles covered by this Emissions Recall.

Any authorized Toyota dealer will inspect, and if necessary, apply the Emission Control Information Label to the underside of the engine hood at **NO CHARGE** to you.

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 Guam, Hawaii, Puerto Rico, and Saipan.

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

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.

Certain 2015 – 2016 Model Year Prius V
Emission Control Information Label
Emissions Recall (**Remedy Notice**)

[VIN]

Dear Toyota Customer:

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 voluntary Emissions Recall, which includes your vehicle.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

The involved vehicles may not have had the required Emission Control Information Label applied to the underside of the engine hood during production.

What will Toyota do?

Any authorized Toyota dealer will inspect, and if necessary, apply the Emission Control Information Label to the underside of the engine hood at **NO CHARGE** to you.

What should you do?

This is an important Emissions Recall.

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

The remedy will take approximately 45 minutes. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

What if you have other questions?

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- 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 to 4:00 pm Pacific Time.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

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, U.S.A., INC.

