

TOYOTA

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

Published: May 19, 2016

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

Subject: Limited Service Campaign G0K (**Remedy Notice**)
2016 Model Year Scion iA Vehicles
Inspection and Adjustment of Coolant Concentration

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign (LSC) on certain 2016 Model Year Scion iA vehicles.

Condition

The subject vehicles may have been filled with an improper concentration of coolant and water. Under high load driving conditions this could cause the high engine coolant temperature warning light to flash or illuminate and the engine to overheat.

Remedy

Any authorized Toyota dealer will check the concentration of the coolant and adjust the mixture at no charge to the vehicle owner.

This LSC will be available **until May 31, 2017**, and will only be available at an authorized Toyota Dealer.

Covered Vehicles

There are approximately 4,700 Certain 2016 Model Year Scion iA vehicles covered by this Limited Service Campaign. Note: Vehicles covered by this Limited Service Campaign were not distributed to Puerto Rico.

Model Name	Model Year	Production Period
Scion iA	2016	Late June, 2015 through Late September, 2015

Owner Letter Mailing Date

Toyota will begin to notify owners in Early June, 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 Limited Service Campaign 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 and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction Toyota requests that dealers conduct this Limited Service Campaign remedy on any new or used vehicles currently in dealer inventory that are covered by this Limited Service Campaign prior to customer delivery.

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

Campaign Special Service Tools


Refer to the technical instructions for the required tools, equipment, materials and special service tools (SSTs) required to perform the remedy repair.

Additionally, each dealer was shipped a quantity of campaign tools needed to complete the remedy. Please contact your Area office if your dealership did not receive the campaign tools or your dealership needs additional tools.

ATTN: Service Manager
Limited Service Campaign
G0K
Campaign Tools

G0K CAMPAIGN TOOL

This tool is needed when performing LSC G0K to determine the Scion iA coolant concentration. Please place this tool in a safe location. At the expiration of LSC G0K this tool must be disposed of.

Image	Name	Quantity
	Refractometer	1

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 any specialty**
- **Expert any specialty**
- **Master**
- **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.

This Limited Service Campaign will be available until May 31, 2017, and is only available at an authorized Toyota dealer.

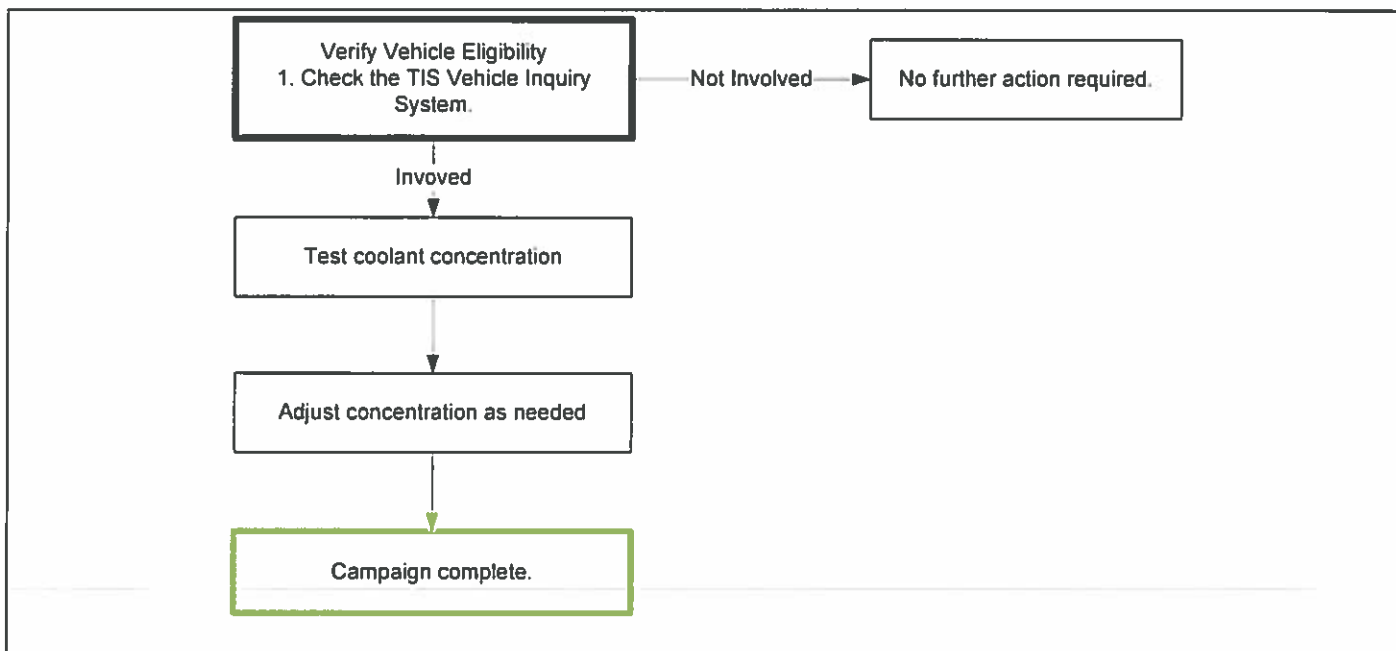
Repair Quality Confirmation

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 Ordering Process

Parts are not required to perform this Limited Service Campaign.

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
BFA28A	Inspect and Adjust Coolant Mixture	0.4 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Distilled water will be claimed as sublet cost type "OF" under op code BFA28A at a maximum cost of \$0.50 per vehicle.

Media Contacts

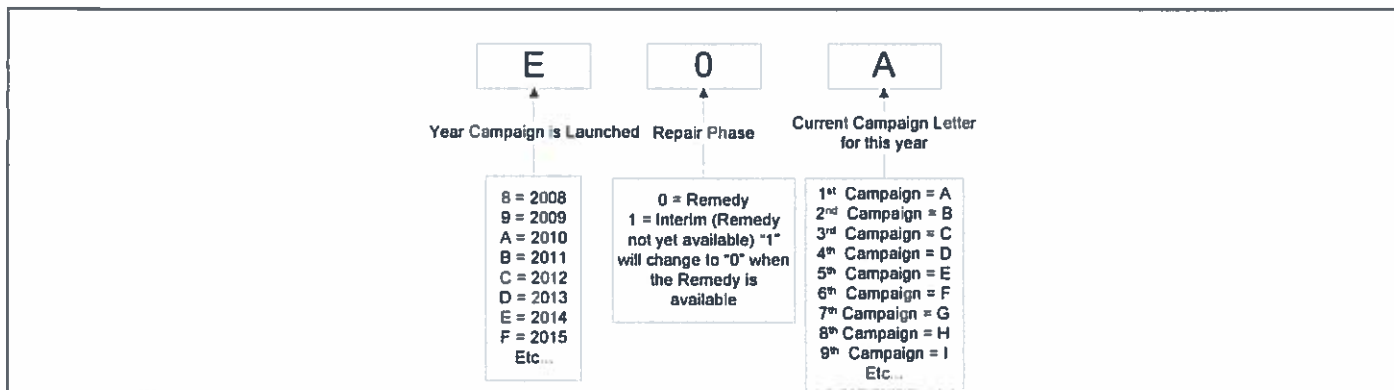
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media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

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Limited Service Campaign. 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



Examples:

A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
 C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
 E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2013

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 Limited Service Campaign.

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



Limited Service Campaign G0K – *Remedy Notice*
2016 Model Year Scion iA Vehicles
Inspection and Adjustment of Coolant Concentration

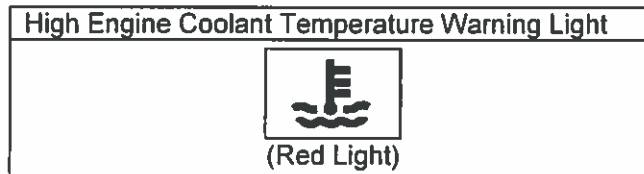
Frequently Asked Questions
Published: May 19, 2016

Q1: *What is the condition?*

A1: The subject vehicles may have been filled with an improper concentration of coolant and water. Under high load driving conditions this could cause the high engine coolant temperature warning light to flash or illuminate and the engine to overheat.

Q1a: *What should I do if the high engine coolant temperature warning light illuminates or flashes?*

A1a: If your vehicle flashes or illuminates the high engine coolant temperature warning light, stop the vehicle in a safe manner and shut the vehicle off. Refer to Section 6.5 Overheating (Pg. 502-503) and Section 5.3 Inspecting Coolant Level (Pg. 431-433) in the owner’s manual for further direction and additional information. You can also contact your local authorized Toyota dealer for assistance and diagnosis.



Q2: *What is Toyota going to do?*

A2: Toyota will send, starting in early June, 2016, an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer. The dealer will check the concentration of the coolant and adjust the mixture at no charge to the vehicle owner.

This LSC will be available *until May 31, 2017*, and will only be available at an authorized Toyota Dealer.

Q3: *Which and how many vehicles are covered by this Limited Service Campaign?*

A3: There are approximately 4,700 Certain 2016 Model Year Scion iA vehicles covered by this Limited Service Campaign.

Model Name	Model Year	Production Period
Scion iA	2016	Late June, 2015 through Late September, 2015

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

A3a: No, there are no other Lexus or Toyota vehicles covered by this Limited Service Campaign.

Q4: *How long will the service take?*

A4: The repair takes approximately 1 hour; 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 2016 model year Scion iA Vehicles
Inspection and Adjustment of Coolant Concentration
Limited Service Campaign (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 Limited Service Campaign, 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 subject vehicles may have been filled with an improper concentration of coolant and water. Under high load driving conditions this could cause the high engine coolant temperature warning light to flash or illuminate and the engine to overheat.

What will Toyota do?

Any authorized Toyota dealer will check the concentration of the coolant and adjust the mixture at **no charge** to you.

What should you do?

Before you are inconvenienced by this condition, any authorized Toyota dealer will check the concentration of the coolant and adjust the mixture, if necessary, at **NO CHARGE** to you. This Limited Service Campaign will remain available until **May 31, 2017**, and will only be available at an authorized Toyota dealer.

If your vehicle flashes or illuminates the high engine coolant temperature warning light, stop the vehicle in a safe manner and shut the vehicle off. Refer to Section 6.5 Overheating (Pg. 502-503) and Section 5.3 Inspecting Coolant Level (Pg. 431-433) in the owner's manual for further direction and additional information. You can also contact your local authorized Toyota dealer for assistance and diagnosis.

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 Manual Warranty Information booklet. For additional information, please refer to the booklet.

Please contact your authorized Toyota dealer to make an appointment to have the repair performed. The remedy will take approximately 1 hour. 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.