

TOYOTA

Toyota Motor Sales, USA, Inc.
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Published: May 19, 2016

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

Subject: Limited Service Campaign GOL (**Remedy Notice**)
2016 Model Year Scion iA Vehicles
Spare Tire Pressure Adjustment

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 are equipped with a spare tire that could have been under inflated during vehicle processing.

Remedy

Any authorized Toyota dealer will check and adjust the spare tire inflation pressure 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 4,250 Certain 2016 Model Year Scion iA vehicles covered by this Limited Service Campaign. 441 of these vehicles were distributed to Puerto Rico.

Model Name	Model Year	Production Period
Scion iA	2016	Early June, 2015 through Early December, 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.

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 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.

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

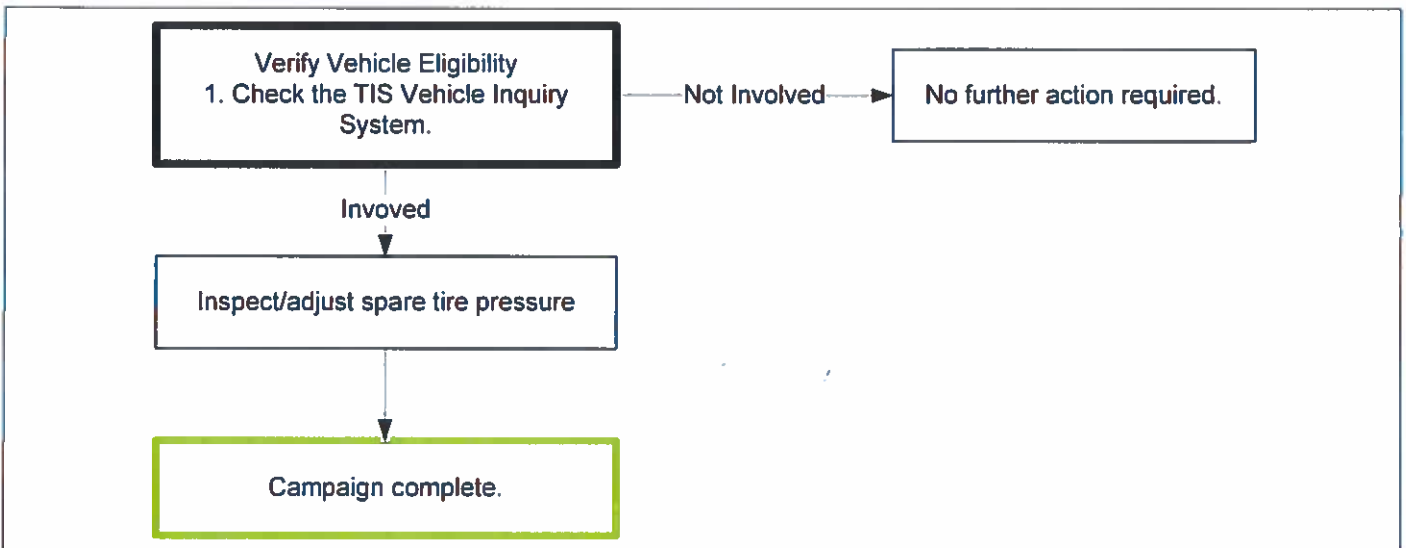
Repair Quality Confirmation

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
BFA30A	Adjust the Spare Tire Inflation Pressure to Specification	0.3 hr/vehicle

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

Media Contacts

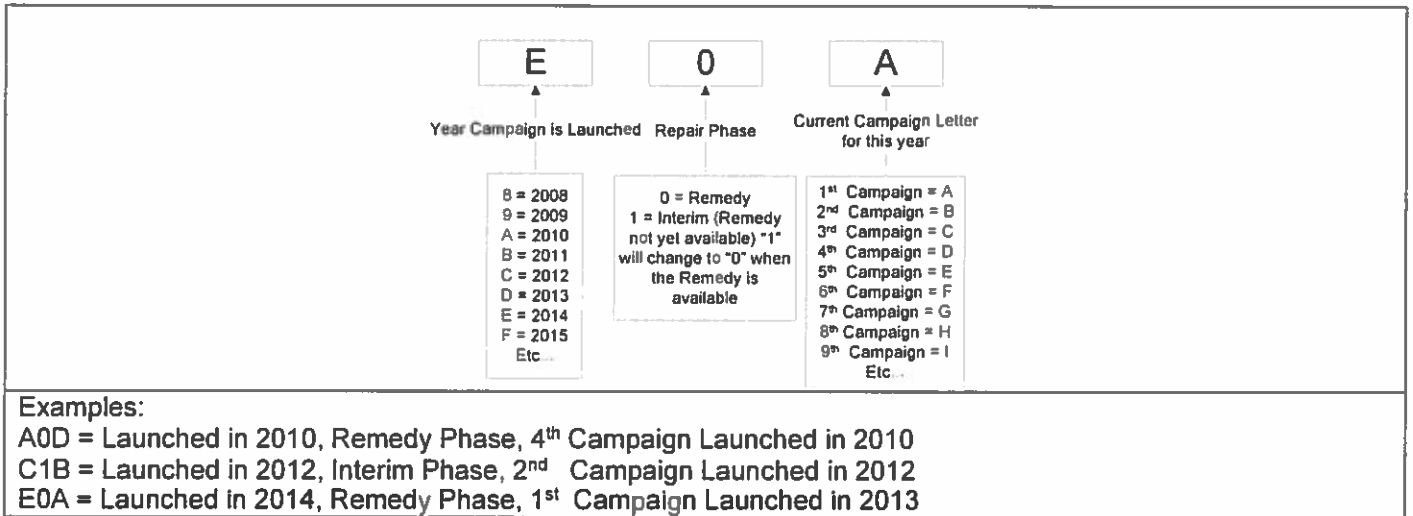
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media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

Customer Contacts

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



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 G0L – *Remedy Notice*
2016 Model Year Scion iA Vehicles
Spare Tire Pressure Adjustment

Frequently Asked Questions
Published: May 19, 2016

Q1: *What is the condition?*

A1: The subject vehicles are equipped with a spare tire that could have been under inflated during vehicle processing.

Q2: *What is Toyota going to do?*

Toyota will send, starting in early June, 2016, an owner notification by first class mail advising owners of this condition. Those customers who do not feel comfortable checking and adjusting the spare tire inflation pressure can make an appointment with their authorized Toyota dealer. The dealer will check and adjust the spare tire inflation pressure 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?*

A2: There are approximately 4,250 Certain 2016 Model Year Scion iA vehicles covered by this Limited Service Campaign.

Model Name	Model Year	Production Period
Scion iA	2016	Early June, 2015 through Early December, 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?*

A3: 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?*

A4: 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?*

A5: 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
Spare Tire Pressure Adjustment
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 are equipped with a spare tire that could have been under inflated during vehicle processing.

What will Toyota do?

Any authorized Toyota dealer will check and adjust the spare tire inflation pressure at **no charge** to you.

What should you do?

Before you are inconvenienced by this condition, we recommend that you check and adjust your spare tire inflation pressure to the proper specification. This information can be found on the tire and loading information placard located on the driver door jamb. If you do not feel comfortable doing this, any authorized Toyota dealer will check and adjust the spare tire inflation pressure, 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.

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 service 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.

