

◀ IMPORTANT UPDATE ▶

The attached Dealer Letter has been updated. Refer to the details below.

DATE	TOPIC
June 4, 2019	A watermark has been added to the Dealer Letter to indicate that G0N expired on May 31, 2019.

*The most recent update in the attached Dealer Letter will be highlighted **with a red box.***

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

Thank you for your cooperation.

TOYOTA

Published July 21, 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: Limited Service Campaign G0T-**Remedy Notice**
Certain 2016 Model Year Prius
Simple Advanced Parking Guidance System (S-APGS)

Condition

In the involved vehicles, the S-APGS (Simple Advanced Parking Guidance System) buzzer may not sound as designed to alert the driver to stop the vehicle during back-in assist parking mode and parallel parking mode. However, the stop indicator displays correctly on the multi-information display to alert the driver to stop the vehicle.

Remedy

The remedy will involve an inspection and, if necessary, a reprogramming of the Combination Meter.

Covered Vehicles

There are approximately 900 2016 Prius vehicles covered by this Limited Service Campaign. Also, note that vehicles affected by this Limited Service Campaign were not distributed to Puerto Rico.

Model Name	Model Year	Production Period
Prius	2016	Late November 2015 – Mid-January 2016

Owner Letter Mailing Date

Toyota will notify owners in August 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, designated, or delivered as a TCUV until this Limited Service Campaign 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

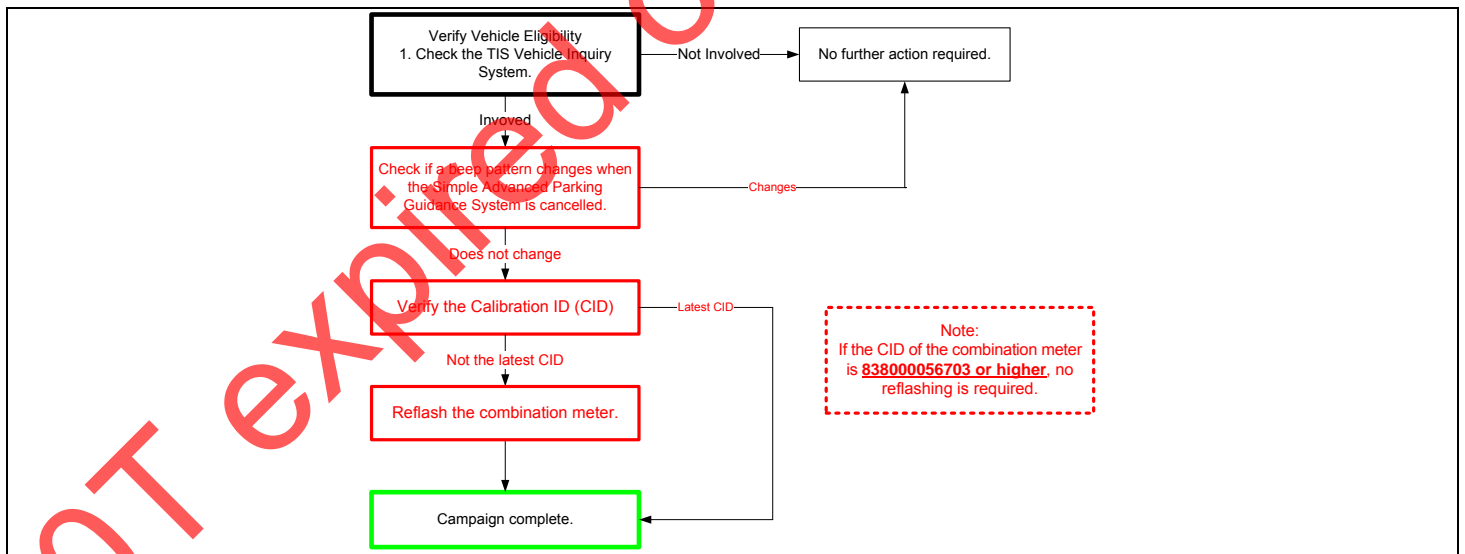
Please refer to TIS for Technical Instructions on the repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

This Limited Service Campaign will be available until May 31, 2019, 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.

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
CGG10A	Reprogram the Combination Meter	0.9

- In the unlikely case that the Combination Meter contains the latest calibration ID (no software update needed), use opcode CGG10A.
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- This Limited Service Campaign expires on May 31, 2019.

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 or Victor Vanov (859) 801-2592 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact only to 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.

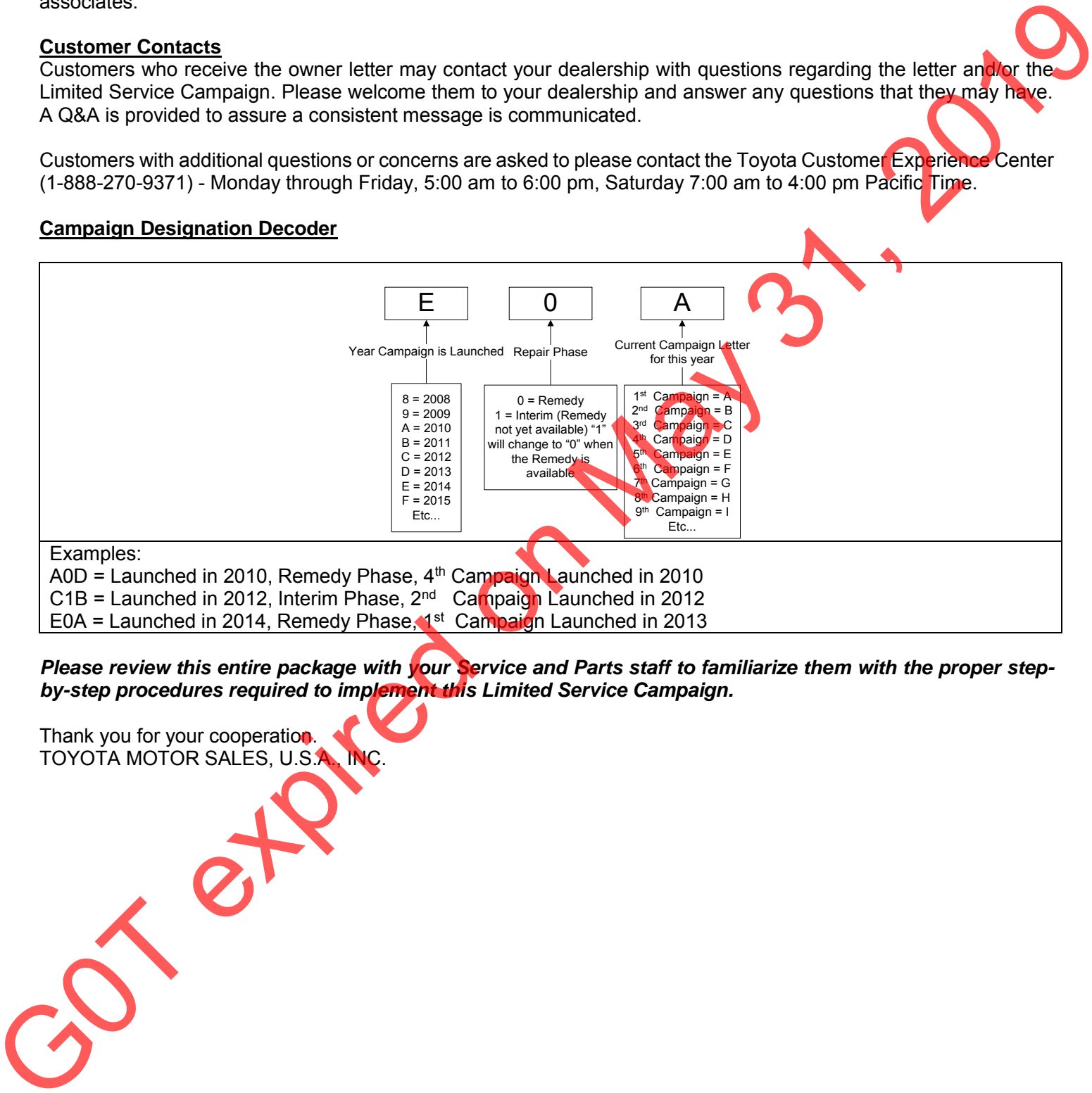
Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am to 4:00 pm Pacific Time.

Campaign Designation Decoder

<div style="border: 1px solid black; padding: 5px; margin: 0 auto; width: 80%;"> <p style="font-size: 24px; font-weight: bold; margin: 0;">E</p> </div> <p style="text-align: center; margin: 5px 0;">↑</p> <p style="text-align: center; font-size: 10px;">Year Campaign is Launched</p> <div style="border: 1px solid black; padding: 5px; margin: 5px auto; width: 80%; font-size: 8px;"> <p>8 = 2008 9 = 2009 A = 2010 B = 2011 C = 2012 D = 2013 E = 2014 F = 2015 Etc...</p> </div>	<div style="border: 1px solid black; padding: 5px; margin: 0 auto; width: 80%;"> <p style="font-size: 24px; font-weight: bold; margin: 0;">0</p> </div> <p style="text-align: center; margin: 5px 0;">↑</p> <p style="text-align: center; font-size: 10px;">Repair Phase</p> <div style="border: 1px solid black; padding: 5px; margin: 5px auto; width: 80%; font-size: 8px;"> <p>0 = Remedy 1 = Interim (Remedy not yet available) "1" will change to "0" when the Remedy is available</p> </div>	<div style="border: 1px solid black; padding: 5px; margin: 0 auto; width: 80%;"> <p style="font-size: 24px; font-weight: bold; margin: 0;">A</p> </div> <p style="text-align: center; margin: 5px 0;">↑</p> <p style="text-align: center; font-size: 10px;">Current Campaign Letter for this year</p> <div style="border: 1px solid black; padding: 5px; margin: 5px auto; width: 80%; font-size: 8px;"> <p>1st Campaign = A 2nd Campaign = B 3rd Campaign = C 4th Campaign = D 5th Campaign = E 6th Campaign = F 7th Campaign = G 8th Campaign = H 9th Campaign = I Etc...</p> </div>
<p>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</p>		

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 G0T-**Remedy Notice**
Certain 2016 Model Year Prius
Simple Advanced Parking Guidance System (S-APGS)

Frequently Asked Questions
Published July 21, 2016

Q1: What is the condition?

A1: In the involved vehicles, the S-APGS (Simple Advanced Parking Guidance System) buzzer may not sound as designed to alert the driver to stop the vehicle during back-in assist parking mode and parallel parking mode. However, the stop indicator displays correctly on the multi-information display to alert the driver to stop the vehicle.

Q1a: What is the cause of the condition?

A1a: The condition is caused by incorrect programming in the Combination Meter.

Q1b: Are there any warnings that this condition exists?

A1b: There are no advanced warnings prior to the occurrence of this condition.

Q1c: What is S-APGS?

A1c: The S-APGS (Simple Advanced Parking Guidance System) automatically operates the steering wheel to provide support when backing into an area near a target parking spot, and when departing from a parallel parking spot.

Q2: What is Toyota going to do?

A2: In August 2016, Toyota will send an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the Combination Meter inspected and, if necessary, reprogrammed at **NO CHARGE**.

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

A3: There are approximately 900, 2016 Model Year Prius vehicles covered by this Limited Service Campaign.

Model Name	Model Year	Production Period
Prius	2016	Late November, 2015 – Mid-January, 2016

Q3a: Are there any other Lexus/Toyota/Scion vehicles covered by this Limited Service Campaign?

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

Q4: How long will the repair take?

A4: The repair takes approximately one and one half hours; however, depending on the dealer's work schedule, it may be necessary to make the vehicle available for a longer period.

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 concerns, 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 Prius
Simple Advanced Parking Guidance System (S-APGS)
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?

In the involved vehicles, the S-APGS (Simple Advanced Parking Guidance System) buzzer may not sound as designed to alert the driver to stop the vehicle during back-in assist parking mode and parallel parking mode. However, the stop indicator displays correctly on the multi-information display to alert the driver to stop the vehicle.

What will Toyota do?

Any authorized Toyota dealer will inspect and, if necessary, reprogram the Combination Meter at **NO CHARGE** to you.

What should you do?

Before you are inconvenienced by this condition, any authorized Toyota dealer will perform the inspection and software update at **NO CHARGE** to you.

Please contact your authorized Toyota dealer to make an appointment to have the Combination Meter reprogrammed. The remedy will take approximately one and one half hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period. This Limited Service Campaign will be offered until May 31, 2019, and will only be available at an authorized Toyota dealer.

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.