



Special Service Campaign – 16R3
Certain 2015 through 2016 Toyota Avalon Vehicles
Equipped with Non-Toyota Accessory Glass Break Sensor

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

Subject: Special Service Campaign 16R3
Certain 2015 through 2016 Toyota Vehicles
Equipped with Non-Toyota Accessory Glass Break Sensor

In our continuing efforts to help ensure the best in customer satisfaction, Gulf States Toyota (GST) will initiate a Special Service Campaign (SSC) on certain 2015 through 2016 Toyota Avalon vehicles equipped with a non-Toyota Glass Break Sensor.

Condition

In these vehicles, GST has received reports that some of the vehicles equipped with a Non-Toyota Glass Break Sensor experienced an abnormally high parasitic current draw when the ignition was off. This condition could potentially result in a drain on the vehicle's battery. The Non-Toyota Glass Break Sensors were installed as a GST installed option under GST P/N 00012-41420-01.

Remedy

Toyota dealers will be requested to inspect and repair the Glass Break Sensor. The repair will be performed at no charge to the customer.

Owner Notification Mailing Date

The owner notification will commence in June 2016. We have attached a sample owner letter for your reference.

Please note that only owners of covered vehicles will be notified. Should you be contacted by an owner regarding this program, please verify eligibility for this repair by referring to the affected VIN listing in TIS.

Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction GST requests that dealers conduct this Special Service Campaign remedy on any used vehicles currently in dealer inventory that are covered by this Special 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 Special Service Campaign has been completed on that vehicle.

Number and Identification of Covered Vehicles

There are approximately 866 certain 2015 through 2016 Model Year Avalon vehicles covered by this Special Service Campaign. The Glass Break Sensors were installed as an LIO option under GST P/N 00012-41420-01. A list that includes all vehicles involved in this program will be loaded

onto TIS. Please verify eligibility before beginning repairs.

Parts Requirements and Ordering

The part number is listed in the table below and can be obtained from the GST regional PDC through your normal daily parts order. For dealers outside the GST Region, please call GST Accessory Technical Support at 1-800-444-1074 to obtain remedy parts.

Part Number	Part Description	Quantity Required per Vehicle
00012-41620-21	Glass Break Sensor Repair Kit	1

Claim Submission and Warranty Reimbursement Procedures

A GST Port LIO warranty claim should be submitted, and must include the following required information.

	GST Installed Product	DIO Installed Product
Operation Code	16R3W1	16R3W2
Failed Part Number	00012-41420-01	00012-41420-01
SSC No.	16R3	16R3
Replacement Part	00012-41620-21	00012-41620-21
Trouble Code	99	99
Condition	Abnormally high parasitic current draw	Abnormally high parasitic current draw
Cause	Voltage Feedback on Ignition System	Voltage Feedback on Ignition System
Remedy	Install Glass Break Sensor Repair	Install Glass Break Sensor Repair
Labor Time	0.3 hrs.	0.3 hrs.

Remedy Procedures

Please refer to the **Repair Instructions for 2015 – 2016 Avalon Glass Break Sensor 00012-41620-21** available on the GST Portal for Technical Instructions on this repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

Technician Training Requirements

The repair quality of covered vehicles is extremely important. To ensure that all vehicles have the repair performed correctly, technicians performing this Special Service Campaign are required to

currently hold at least one of the following certification levels:

- Toyota Certified (Electrical)
- Toyota Expert (Electrical)
- Master Technician
- Master Diagnostic Technician
-

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.

Customer Reimbursement

Please refer to the attached sample owner letter for reimbursement consideration instructions.

Customer Contacts

Please consider this program as an opportunity to reinforce Toyota's commitment to customer safety and product quality. Customers who receive the owner letter may contact your dealership with questions regarding the letter or Special Service Campaign remedy. Our customer's confidence is our most valuable asset, so please welcome their questions and take the time necessary to communicate clearly and effectively with them. A Q&A is provided to assist you in communicating a clear and consistent message.

Please review the entire contents of this package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Special Service Campaign.

Thank you for your cooperation.

Gulf States Toyota, Inc.



Special Service Campaign – 16R3
Certain 2015 through 2016 Toyota Avalon Vehicles
Equipped with Non-Toyota Accessory Glass Break Sensor

Frequently Asked Questions
Published June 15, 2016

BACKGROUND

In our continuing efforts to help ensure the best in customer satisfaction, Gulf States Toyota (GST) will initiate a Special Service Campaign (SSC) on certain 2015 through 2016 Toyota Avalon vehicles equipped with a non-Toyota Glass Break Sensor.

Q1: What is the condition?

A1: In these vehicles, GST has received reports that some of the vehicles equipped with a Non-Toyota Glass Break Sensor experienced an abnormally high parasitic current draw when the ignition was off. This condition could potentially result in a drain on the vehicle's battery. The Non-Toyota Glass Break Sensors were installed as a GST installed option under GST P/N 00012-41420-01.

Q2: What is Gulf States Toyota going to do?

A2: All owners with vehicles equipped with the affected part, should contact their local authorized Toyota dealership for verification and repair. The repair will be performed at no charge to the customer.

Q3: Which vehicles are covered by this Special Service Campaign?

A3: There are approximately 866 certain 2015 through 2016 Model Year Avalon vehicles covered by this Special Service Campaign. The Non-Toyota Glass Break Sensors were installed as an LIO / DIO option under GST P/N 00012-41420-01.

Q4: What should owners do?

A4: Owners should contact their local authorized Toyota dealership for verification and repair. The repair will be performed at **no charge**.

Q5: How long will the repair take?

A5: The repair will take approximately 30 minutes. However depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: What if an owner has previously paid for the repairs on their vehicle?

A6: Owners who have previously paid for the repairs for this specific condition should refer to the owner letter for reimbursement consideration instructions.

<VIN>

MR. SAMPLE A. SAMPLE
12345 SAMPLE STREET
ANYPLACE, USA 77551-1212

Dear Toyota Owner:

At Gulf States Toyota, Inc. (GST) we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to help ensure customer satisfaction, GST is announcing a Special Service Campaign that 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 of a 2015-2016 Avalon equipped with a Non-Toyota Glass Break Sensor installed by GST.

What is the Condition?

GST has received reports that some vehicles equipped with a Non-Toyota Glass Break Sensor experienced an abnormally high parasitic current draw when the ignition was off. This condition could potentially result in a drain on the vehicle's battery.

What will GST do?

Any authorized Toyota dealer will inspect and, if necessary, repair the Glass Break Sensor. The repair will be performed at no charge to you.

What should you do?

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

What if you previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repairs to your vehicle related to this specific condition, please mail the documents outlined on the attached Reimbursement Checklist to the following address for reimbursement consideration:

Gulf States Toyota, Inc.
Department 16R3
1375 Enclave Parkway
Houston, TX 77077

We have sent this notice in the interest of your continued satisfaction with our products.

Gulf States Toyota, Inc.

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 GST Customer Assistance Center at 1-800-444-1074 Monday through Thursday, 8:30 am to 5:00 pm, Friday 8:30 am to 4:00 pm Central Standard Time.

Thank you for driving a Toyota.

Sincerely,

Gulf States Toyota, Inc.

16R3

Sample

Special Service Campaign Reimbursement Checklist

- Repair Order or Invoice
 - Must include the following information
 - Mileage on the date that the repair order was created
 - Itemized breakdown of labor charges for each repair performed
 - Detailed diagnosis statement
- Proof-of-Payment
 - Only the Following Items are Valid Proof-of Payment
 - Copy of a cancelled check
 - Copy of a Signed Credit Card Receipt
 - Copy of a Credit Card Statement
 - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- Proof-of-Ownership
 - Only the following items are Valid Proof-of-Ownership
 - Copy of the Bill of Sale
 - Copy of the Title
- Name, Address and Phone Number printed on all documents

Detailed diagnosis statement must answer the following three questions:

1. Why was the vehicle brought into the repair facility?
2. What was the repair facility's diagnosis?
3. What did the repair facility do to correct the concern?