

Certain 2015 -2016 Model Year Avalon Vehicles  
Equipped with a Non-Toyota Glass Break Sensor

## Special Service Campaign

<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.

### **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

## Special Service Campaign Reimbursement Checklist

- Repair Order or Invoice
  - o 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
  - o 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
  - o 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?