

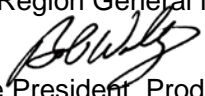


# PRODUCT SUPPORT DIVISION

## INTEROFFICE MEMORANDUM

Volume: XIX  
Number: TC15-004  
Date: 1/22/2015  
 Action  
 Retain  
 Information

To: All Toyota Region General Managers/Vice Presidents

From: Bob Waltz,   
Group Vice President, Product Quality and Service Support

Subject: Limited Service Campaign F0B (**Phase 1**)  
Certain 2013 Model Year Avalon, Avalon Hybrid,  
Certain 2012 – 2013 Model Year Camry, Camry Hybrid, Prius C, and Yaris Vehicles  
Front Passenger Supplemental Restraint System

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign for certain 2013 Model Year Avalon, Avalon Hybrid, certain 2012 – 2013 Model Year Camry, Camry Hybrid, Prius C, and Yaris Vehicles.

**Due to part availability this Limited Service Campaign will be launched in phases by model; please refer to the following table for phase details.**

Phase	Model	Status/Tentative Schedule
<b>1</b>	<b>Prius C and Yaris</b>	<b>Remedy Available</b>
<b>2</b>	<b>Camry, Camry Hybrid, Avalon, Avalon Hybrid</b>	<b>Late February, 2015</b>

### Condition

The front passenger seat assembly is equipped with sensors for the occupant classification system which are used to control the operation of supplemental restraint systems (SRS), including the front passenger airbag. The sensors classify the weight of the occupant and activate or deactivate the front passenger airbag accordingly. Additionally, the sensors are used to detect certain vehicle collisions. Due to the current collision detection thresholds, the system may interpret certain occupant seating usages or road conditions as a rear collision and illuminate the Airbag Warning Light and "AIR BAG OFF" indicator, disabling the front passenger air bag.

### Limited Service Campaign (LSC) Remedy

The remedy for this Limited Service Campaign will vary by model and model production dates. Toyota dealers will perform the remedy at **no charge** to vehicle owners. The remedy will involve replacing the front passenger seat occupant classification system sensors. Additionally, dependent on vehicle production date, in some cases dealers will also replace the Occupant Classification System ECU and install an Owner's Manual Update sticker. Please refer to the website found in the part ordering section for VIN specific remedy and part ordering information.

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

#### **1. Dealer Letter Mailing Date**

The attached dealer letter will be sent to all Toyota dealers in Late January, 2014.

#### **2. Owner Letter Mailing Date**

The owner mailing for the Limited Service Campaign will be sent in phases in accordance with remedy part availability. Please refer to the table above for model by model tentative remedy availability timing. The owner notification will commence one week after the remedy becomes available.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received a notification, please instruct them to **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

### **3. Number and Identification of Covered Vehicles**

There are approximately 753,200 vehicles covered by this LSC in the U.S.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

### **4. Dealer/District Summary Reports**

We have enclosed the following Limited Service Campaign F0B Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this LSC.
- A District Summary Report that indicates the number of covered vehicles per dealership in each district for this LSC.

### **5. New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)**

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

### **6. Parts Ordering**

The necessary replacement parts have been placed on Dealer Ordering Solutions.

Additional part ordering information can be found in the dealer communication.

### **7. Media Contacts**

If you are a dealership associate and have any questions, please contact your District Service/Parts Manager. ***In the event you are contacted by the News media***, 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.)

**The attached Dealer Notification Letter contains additional details.**

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

Thank you for your cooperation.

#### Enclosures

cc: Region/Private Distributor Assistant General Managers  
Region/Private Distributor Customer Service Operations Managers  
Region/Private Distributor Service Managers/Directors/VPs  
Region/Private Distributor Parts Managers/Directors/VPs  
Region/Private Distributor Customer Services Field Managers  
Region/Private Distributor Technical Services and Training Managers  
Region/Private Distributor District Service and/or Parts Managers  
Region/Private Distributor Customer Relations Managers  
Region/Private Distributor PDC Managers  
Region/Private Distributor Field Technical Specialists  
Region/Private Distributor Service Training Specialists  
Region/Private Distributor Vehicle Operations Managers  
Field Product Engineers