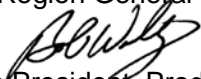




PRODUCT SUPPORT DIVISION

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 & 2 Remedy Available**)
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
1	Prius C and Yaris	Remedy Available
2	Camry, Camry Hybrid, Avalon, Avalon Hybrid	Remedy Available

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



Updated 4/16/2015: Phase 2 Remedy Available
Updated 2/10/2015: Operation Code Description
Updated 1/28/2015: Part Ordering

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

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

Subject: Limited Service Campaign F0B **(Phase 1 & 2 Remedy Available)**
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, certain 2013 Model Year Avalon Hybrid, certain 2012 – 2013 Model Year Camry, certain 2012 – 2013 Model Year Camry Hybrid, certain 2012 – 2013 Model Year Prius C and, certain 2012 – 2013 Model Year 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
1	Prius C and Yaris	Remedy Available
2	Camry, Camry Hybrid, Avalon, Avalon Hybrid	Remedy Available

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.

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

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.

1. 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.

Toyota makes significant effort to obtain current customer name and address information 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 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.

2. Number and Identification of Covered Vehicles

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

Model Name	Model Year	Production Period	Number of Vehicles (Approx.)
Avalon	Certain 2013	Mid-May, 2012 through Early March, 2013	19,400
Avalon Hybrid	Certain 2013	Late May, 2012 through Early March, 2013	5,850
Camry	Certain 2012-2013	Early February, 2011 through Mid-April, 2013	558,900
Camry Hybrid	Certain 2012-2013	Early April, 2011 through Mid-March, 2013	65,200
Prius C	Certain 2012-2013	Mid-July, 2011 through Mid-December, 2012	44,600
Yaris	2012-2013	Late May, 2011 through early November, 2012	34,700

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.

3. 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.

4. Dealer Summary Reports

Summary Reports, containing the number of covered vehicles in your dealership’s primary marketing area, have been enclosed in the dealer package. (Please verify eligibility by confirming through TIS prior to performing repairs.)

5. Parts Ordering

Orders can be placed through the dealerships facing PDC. The parts have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

The parts necessary to complete this LSC vary by model and model production dates, please log in to the following website and populate the VIN you are currently servicing for the appropriate remedy and necessary parts.

<http://toyota-ocs.imagespm.info/>

Default Password: xxxxx

If the vehicle you are servicing requires an owner manual update label, the label can be ordered through the material distribution center (MDC). Please note only some vehicles require the installation of an owner’s manual update label, confirm VIN specific remedy parts by visiting the website above.

In the unlikely event you have a vehicle that has a partial or no latch condition found during the functional check of the Technical Instructions, please contact the Quality Compliance Department at 310-468-5516 for handling information.

6. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the LSC process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this LSC repair are required to currently hold at least one of the following certification levels:

- **Toyota Expert Electrical**
- **Master**
- **Master Diagnostic Technician**

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Limited Service Campaign 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.

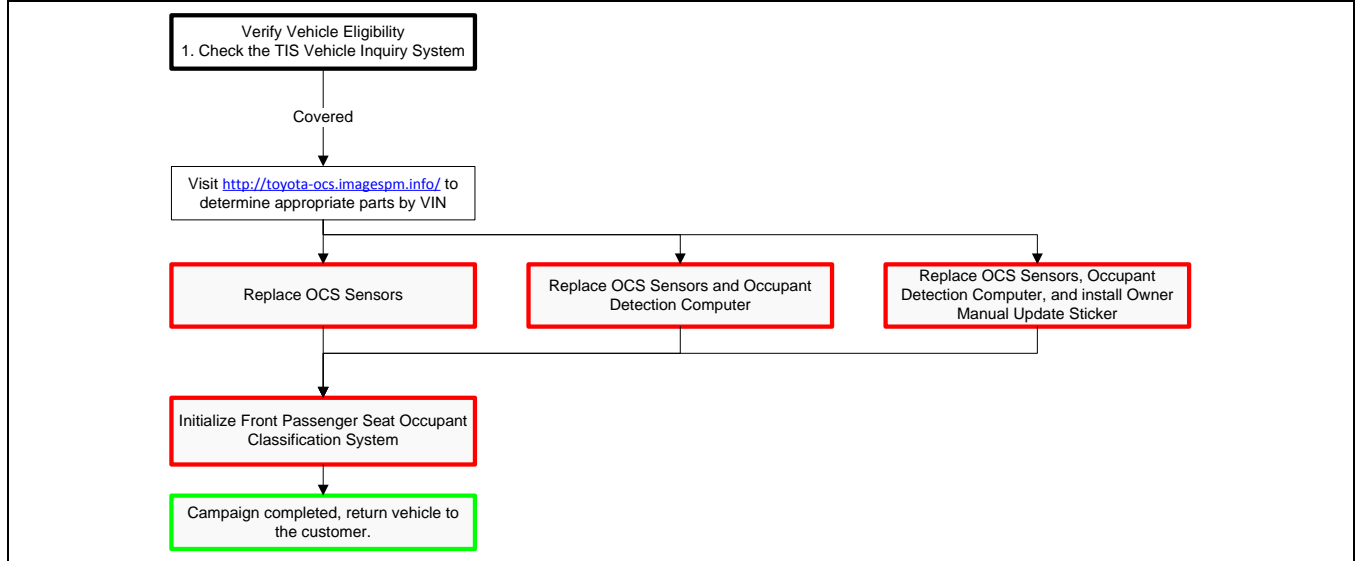
7. Remedy Procedures

Please refer to TIS for Technical Instructions on repair.

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

8. Warranty Reimbursement Procedure

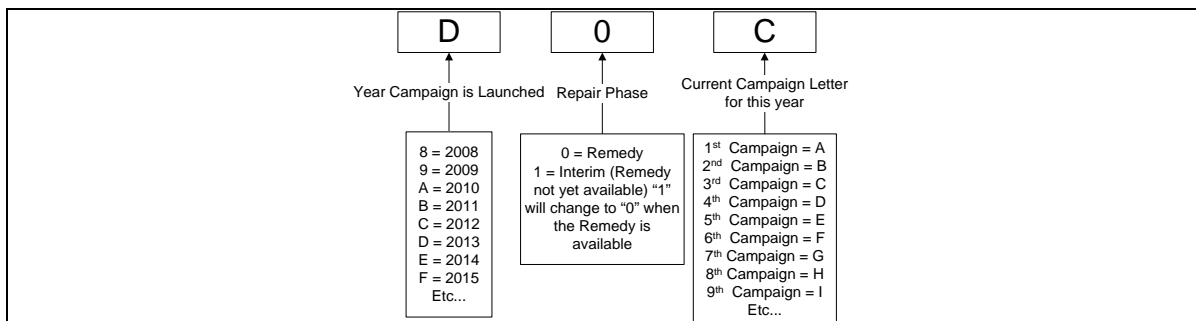
Certain 2013 Model Year Avalon, Avalon Hybrid, Certain 2012 – 2013 Model Year Camry, Camry Hybrid, Prius C and, Yaris vehicles.



Phase	Model	Op. Code	Description	Flat Rate Hour
1	Prius C	AGGE5B	Replace the OCS Sensors and Perform OCS initialization (If necessary also replace OCS ECU)	2.1 hr/vehicle
	Yaris	AGGE5A		1.9 hr/vehicle
2	Camry (Manual Seat)	AGGE5C	Replace the OCS Sensors and Perform OCS initialization (If necessary also replace OCS ECU and Install Owner's Manual Update Sticker)	1.8 hr/vehicle
	Camry (Power Seat)	AGGE5F		2.2 hr/vehicle
	Avalon	AGGE5E	Replace the OCS Sensors and Perform OCS initialization	2.2 hr/vehicle

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

Campaign Designation Decoder



Examples:
 A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
 B1M = Launched in 2011, Interim Phase, 13th Campaign Launched in 2011
 D0C = Launched in 2012, Remedy Phase, 3rd Campaign Launched in 2013

9. 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.

10. 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.)

11. Customer Contacts

A FAQ is attached to help respond to any customer concerns. If the customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

Please note the attached FAQ is published on the www.Toyota.com website for customer viewing.

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.