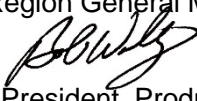


## INTEROFFICE MEMORANDUM

Published March 8, 2017

To: All Toyota Region General Managers / Vice Presidents

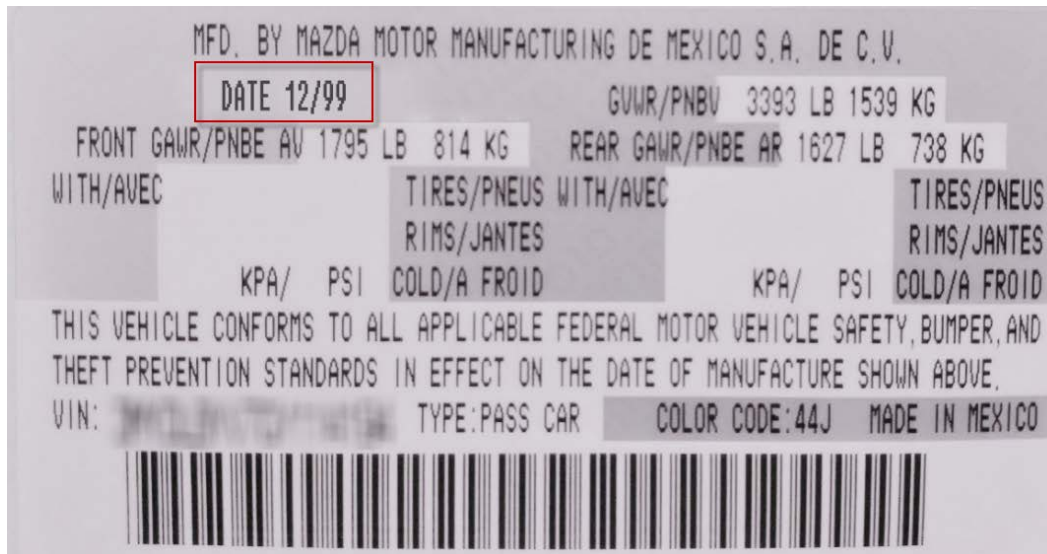
From: Bob Waltz   
Group Vice-President, Product Quality and Service Support

Subject: Special Service Campaign H0D – **Remedy Notice**  
Certain 2016 Model Year Scion iA  
Certain 2017 Model Year Toyota Yaris iA  
Certification Label

**Specific information for Region support is provided below.**

**Condition**

The Certification Labels on the involved vehicles were printed with an incorrect date of manufacture.

**Dealer Notification**

The attached dealer letter will be sent to all Toyota dealers on March 8<sup>th</sup>, 2017 at 4:30 PM PST.

**Owner Letter Mailing Date**

The Toyota Customer Experience Center will call all vehicle owners to inform them that their vehicle is involved in this Special Service Campaign and to assist in scheduling an appointment at an authorized Toyota dealer. Toyota will then notify all owners who have not had this Special Service Campaign completed by the end of April 2017 via first class mail.

**Please reference the attached Dealer Letter for additional details.**

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

Thank you for your cooperation.