

PRODUCT SUPPORT DIVISION

Volume: XIX
Number: TC14-012

Date: 4/23/2014

Action
 Retain
 Information

INTEROFFICE MEMORANDUM

To: All Toyota Region/Private Distributor General Managers/Vice Presidents

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

Subject: **Owner's Manual Update**
Certain 2010 through 2013 Model Year Prius Plug-in Hybrid Vehicles
Certain 2012 through 2013 Model Year RAV4 Electric Vehicles

This information is provided for reference only; there is no action necessary by the regions or dealers in regards to customer vehicles. However, we do request that dealers apply the update label to any covered vehicles in new or used dealer inventory.

In late April 2014, Toyota will be mailing an update to the Owner's Manual for certain 2010 through 2013 Model Year Prius Plug-in Hybrid Vehicles (PHV) and certain 2012 through 2013 RAV4 Electric Vehicles (EV). Sample Owner Letter labels are provided below for your reference.

Updated Owner's Manual Information:

| Prius PHV | RAV4 EV |
|---|---|
| <p style="text-align: center;">Owner's Manual Supplement</p> <p>This Owner's Manual Supplement describes the following changes to the Owner's Manual:</p> <ol style="list-style-type: none"> The addition of information to the caution under "How to charge". Section 1-2 "Charging" - "How to charge" - "Caution" <div style="border: 1px solid black; padding: 5px;"> <p>CAUTION</p> <p>Caution while charging</p> <p>People with implantable cardiac pacemakers or cardiac resynchronization therapy-pacemakers should keep away from the charging equipment and/or charging cables while the vehicle is charging. Charging may affect the operation of such devices.</p> </div> <ol style="list-style-type: none"> A change to the caution under "Smart key system (with entry function)". Section 1-4 "Opening, closing and locking the doors" - "Smart key system (with entry function)" - "Caution" <div style="border: 1px solid black; padding: 5px;"> <p>CAUTION</p> <p>Caution regarding interferences with electronic devices</p> <ul style="list-style-type: none"> People with implantable cardiac pacemakers, cardiac resynchronization therapy-pacemakers or implantable cardioverter defibrillators should keep away from the smart key system antennas. The radio waves may affect the operation of such devices. If necessary, the entry function can be disabled. Ask your Toyota dealer for details, such as the frequency of radio waves and timing of the emitted radio waves. Then, consult your doctor to see if you should disable the entry function. Users of any electrical medical device other than implantable cardiac pacemakers, cardiac resynchronization therapy-pacemakers or implantable cardioverter defibrillators should consult the manufacturer of the device for information about its operation under the influence of radio waves. Radio waves could have unexpected effects on the operation of such medical devices. <p>Ask your Toyota dealer for details on disabling the entry function.</p> <p>On vehicles with the Display Audio system or the navigation system, the entry function can be disabled personally. (vehicles produced in or after January 2012)</p> </div> | <p style="text-align: center;">Owner's Manual Supplement</p> <p>This Owner's Manual Supplement describes the following changes to the Owner's Manual:</p> <ol style="list-style-type: none"> The addition of information to the caution under "Charging and pre-Climate (Remote Climate Control) procedures". Section 1-3 "Charging" - "Charging and pre-Climate (Remote Climate Control) procedures" - "Caution (P. 84 to 86)" <div style="border: 1px solid black; padding: 5px;"> <p>CAUTION</p> <p>Caution while charging</p> <p>People with implantable cardiac pacemakers or cardiac resynchronization therapy-pacemakers should keep away from the charging equipment and/or charging cables while the vehicle is charging. Charging may affect the operation of such devices.</p> </div> <ol style="list-style-type: none"> A change to the caution under "Smart key system". Section 1-5 "Opening, closing and locking the doors" - "Smart key system" - "Caution (P. 107)" <div style="border: 1px solid black; padding: 5px;"> <p>CAUTION</p> <p>Caution regarding interference with electronic devices</p> <ul style="list-style-type: none"> People with implantable cardiac pacemakers, cardiac resynchronization therapy-pacemakers or implantable cardioverter defibrillators should keep away from the smart key system antennas. (→P. 98) The radio waves may affect the operation of such devices. If necessary, the entry function can be disabled. Ask your Toyota dealer for details, such as the frequency of radio waves and timing of the emitted radio waves. Then, consult your doctor to see if you should disable the entry function. Users of any electrical medical device other than implantable cardiac pacemakers, cardiac resynchronization therapy-pacemakers or implantable cardioverter defibrillators should consult the manufacturer of the device for information about its operation under the influence of radio waves. Radio waves could have unexpected effects on the operation of such medical devices. <p>Ask your Toyota dealer for details on disabling the entry function.</p> </div> |

- Dealer Letter Mailing Date**
The attached Dealer Letter will be sent to all Toyota dealers in mid-April 2014 to advise dealers of this owner mailing. **However there is no action necessary by dealerships in regards to customer vehicles.**

2. Owner Letter Mailing Date

The attached Owner Letter will be mailed by first class mail in late April 2014. Approximately 19,500 Owner's Manual Update notices will be sent.

Please review this 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
All NAPC General Managers
All TMS Sales Administration Managers
All TMS Product Quality & Service Support Managers
All Field Product Engineers

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