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123 MAIN ST
ANYTOWN US 70115-6712
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Special Service Campaign
Non-Compliance Recall – Update to Load Carrying Capacity Modification (Addendum) Act

VIN: <vin> - <year> Model Year <make> <model>

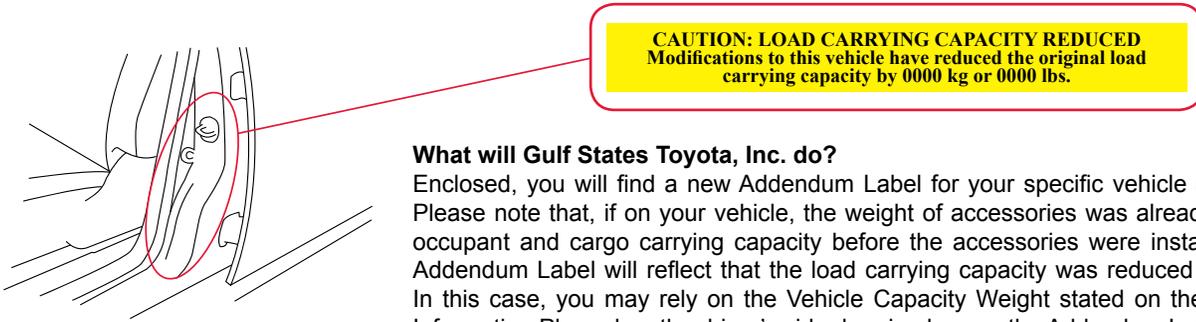
<greeting>

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Gulf States Toyota, Inc. has decided that your vehicle (VIN listed above) fails to conform to a provision of the Federal Motor Vehicle Safety Standards (FMVSS) No. 110 as it relates to Load Carrying Capacity Modification (Addendum) Labels.

What is the condition?

The Addendum Label is a yellow label (see diagram below) located on the driver's side center pillar. The label provides the weight of accessories added to your vehicle which were not already taken into account in the vehicle occupant and cargo carrying capacity located on the Tire and Loading Information Label.

The affected vehicles' required Addendum Labels were not installed at all or the current Addendum Labels are not correct in that they overstate or understate the weight of accessories installed on the vehicles at our Vehicle Processing Center. In the worst case, a driver may overload a vehicle which may increase the risk of a crash.



What will Gulf States Toyota, Inc. do?

Enclosed, you will find a new Addendum Label for your specific vehicle (VIN listed above). Please note that, if on your vehicle, the weight of accessories was already factored into the occupant and cargo carrying capacity before the accessories were installed, the corrected Addendum Label will reflect that the load carrying capacity was reduced by "0 kg or 0 lbs". In this case, you may rely on the Vehicle Capacity Weight stated on the Tire and Loading Information Placard on the driver's side door jamb, near the Addendum Label.

What should you do?

Please assist us by affixing the enclosed Addendum Label to your vehicle. Installation instructions are located on the following page.

- If you no longer own the vehicle, please call Gulf States Toyota, Inc. at 1-800-444-1074.
- If you are a vehicle Lessor, Federal law requires you to forward a copy of this notice to the Lessee within ten days.

What should you do if you have further questions or any problems?

If you have any further questions, or if you have a problem obtaining the needed service or repair, please contact either:

- Your local Toyota/Scion Dealer; or
- Gulf States Toyota Inc.'s Customer Assistance Center at 1-800-444-1074 Monday through Thursday, 8:30 am to 5:00 pm, or Friday 8:30 am to 4:00 pm Central Standard Time.

If you believe that the dealer or Gulf States Toyota, Inc. has failed, or is unable to remedy the noncompliance within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590 or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

<signoff>.

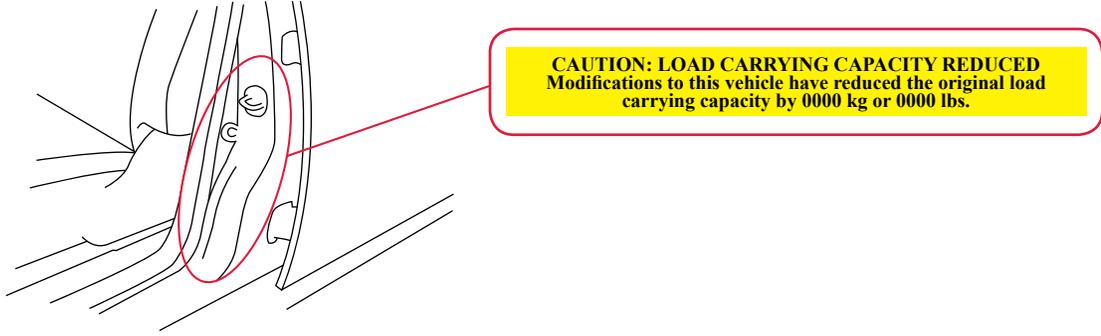
Sincerely,
Gulf States Toyota, Inc.



Addendum Label Installation Instructions

I. Affected Vehicles that currently have an Addendum Label

1. Locate the **Addendum Label** currently installed on your vehicle, see illustrations below.

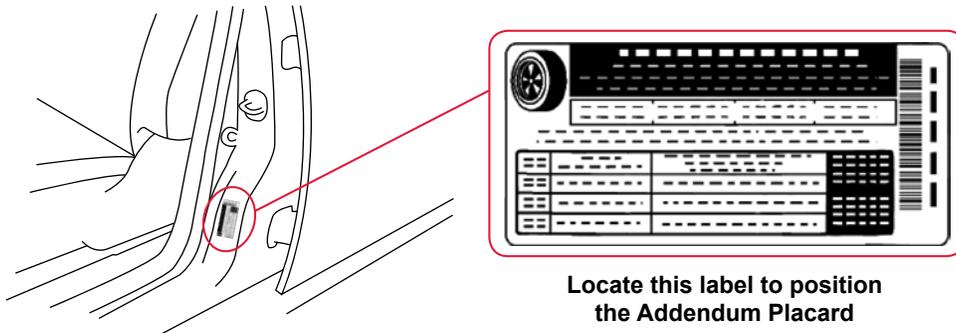


Addendum Label Location (may vary by model)

2. Clean the **Addendum Label** currently on your vehicle and the surrounding areas with a clean, dry cloth to remove any dust or dirt.
3. Affix the new **Addendum label** on top of the current label installed on your vehicle.

II. Affected Vehicles that currently DO NOT have an Addendum Label

1. Locate the **Tire and Loading Information Placard** currently installed on your vehicle, see illustrations below.
2. Locate an area on the driver door post that meets the following criteria:



Tire and Loading Information Label Location (may vary by model)

- Large enough for the **Addendum Label** to be installed without overlapping any other labels
 - As close to the **Tire and Loading Information Placard** as possible
3. Clean the area located in the previous step with a clean dry cloth. Make sure to clean an area slightly larger than the **Addendum Label**
 4. Affix the new Addendum Label to the area indicated above.

