

TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
January 15, 2015  
Approved By: Bob Waltz

To: All Toyota Dealers  
From: Product Support Division

**Safety (Noncompliance) Recall F0C - Remedy Available**  
**Certain 2014 and early 2015 Model Year Prius V Vehicles**  
**Occupant Classification System (OCS) Sensor**

On January 15, 2015, Toyota filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency that certain 2014 and early 2015 model year Prius V vehicles do not conform to certain requirements of Federal Motor Vehicle Safety Standard (FMVSS) 208: Occupant Crash Protection. **As a result, new vehicles in dealer inventory must not be delivered until the Safety (Noncompliance) Recall is corrected.**

**Condition**

The front passenger seat of the subject vehicle is equipped with an occupant classification system (OCS) which activates or deactivates the passenger seat air bag system depending on the weight of the occupant. Due to an improper calibration procedure performed during the manufacturing process at a particular facility, the OCS may not have been calibrated properly. If an OCS is not calibrated properly, the vehicle fails to meet certain requirements of Federal Motor Vehicle Safety Standard (FMVSS) 208: Occupant Crash Protection. This could prevent a deployment of an air bag, increasing the risk of an injury to a front seat passenger in the event of crash.

**Remedy**

Toyota dealers will re-initialize the OCS at **No Charge** to the vehicle's owner. For additional information on the remedy procedure, please refer to TIS.

**Number and Identification of Covered Vehicles**

There are approximately 5,000 vehicles covered by this Safety (Noncompliance) Recall 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.

**New Vehicles in Dealership Inventory**



Under Title 49, Section 30112(a) of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard. In addition, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

**Dealer Notification**

- Documents will be available on TIS starting Thursday, January 15, 2015.
- VINs will be searchable on TIS starting Thursday, January 15, 2015.
- Dealers can begin filing warranty claims starting Saturday, January 17, 2015.

### **Owner Letter Mailing Date**

Toyota has completed remedy preparations and will begin to notify owners in mid-February, 2015.

### **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.)

### **Customer Contacts**

A FAQ is available on TIS to help respond to customer concerns. If a 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 to 4:00 pm Pacific Time.

*Please note the FAQ is published on the [www.Toyota.com](http://www.Toyota.com) website for customer viewing.*

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

Thank you for your cooperation.  
TOYOTA MOTOR SALES, U.S.A., INC.