

TOYOTA

May 18, 2016

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

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

Subject: Safety Recall F0V – **Remedy Notice**
Certain 2013 – 2015 Model Year Avalon and Avalon Hybrid
Pre-Collision System (PCS)

On November 3, 2015, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration informing the agency of our intent to conduct a voluntary Safety Recall on certain 2013 – 2015 Model Year Avalon and Avalon Hybrid vehicles.

Condition

In certain driving situations, the optional Pre-Collision System (PCS), on the involved vehicles could interpret a steel road joint or steel plate in the road surface as an obstacle or vehicle in the path of travel and activate. When the system activates, the vehicle's brakes are applied automatically, the system activates Brake Assist mode, and the front seat belts may tighten. The driver will hear a warning buzzer, the PCS indicator lamp will illuminate, and a message will appear on the multi-information display.

Remedy

Any authorized Toyota dealer will replace certain PCS components with improved ones at **NO CHARGE**.

Covered Vehicles

There are approximately 24,700 2013 – 2015 model year Avalon and Avalon Hybrid vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period	UIO
Avalon	Certain 2013-2015	Mid-October 2012 to Late October 2015	14,600
Avalon Hybrid	Certain 2013-2015	Mid-October 2012 to Late October 2015	10,100

Owner Letter Mailing Date

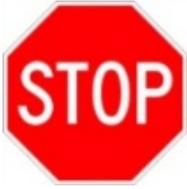
Owners of the vehicles covered by this Safety Recall will receive a remedy owner notification letter via first class mail starting in July, 2016.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall 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 you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

New Vehicles in Dealership Inventory

All new vehicles in dealer inventory were repurchased during the interim phase of this campaign. As a reminder, no new vehicles in dealer stock that are affected by a Safety Recall can be delivered as outlined below.



Under Title 49, Section 30112 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 or contains a defect related to motor vehicle safety. 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.

TRAC Vehicles

Toyota requests that dealers take any affected TRAC vehicles out of service until the remedy procedure is completed.

Pre-Owned Vehicles in Dealer Inventory

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be sold or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

Remedy Procedures

Refer to TIS for technical instructions on the remedy. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair must successfully complete E-Learning SCF0V **AND** are required to currently hold at least one of the following certification levels:

- Expert Technician (any specialty)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the recall remedy by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this 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.

Campaign Special Service Tools

The following tools are essential service tools that all dealers are required to have. These tools are being delivered to all dealers to support the remedy as a standard SST distribution.

Part Number	Part Description	Quantity
09870-60000	Laser Radar Adjusting Reflector (Stick Base Only)	1
09870-60040-02	Reflector C	1
11816-00010	Radar Sensor Calibration Kit	1

Below are the components needed from this kit to perform the repair

Part #	Description	Qty
01815-00102	Digital Angle Gauge	1
09989-00010-01	Attachment A (short)	1
01816-00103	3 Line Chalk Line	1
01816-00107	Target Laser Board	1
01816-00105	Laser Measure	1
01816-00109	Laser Enhancing Glasses	1
01816-00104	Tripod	1

Parts Ordering Process - Non SET and GST Parts Ordering Process

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

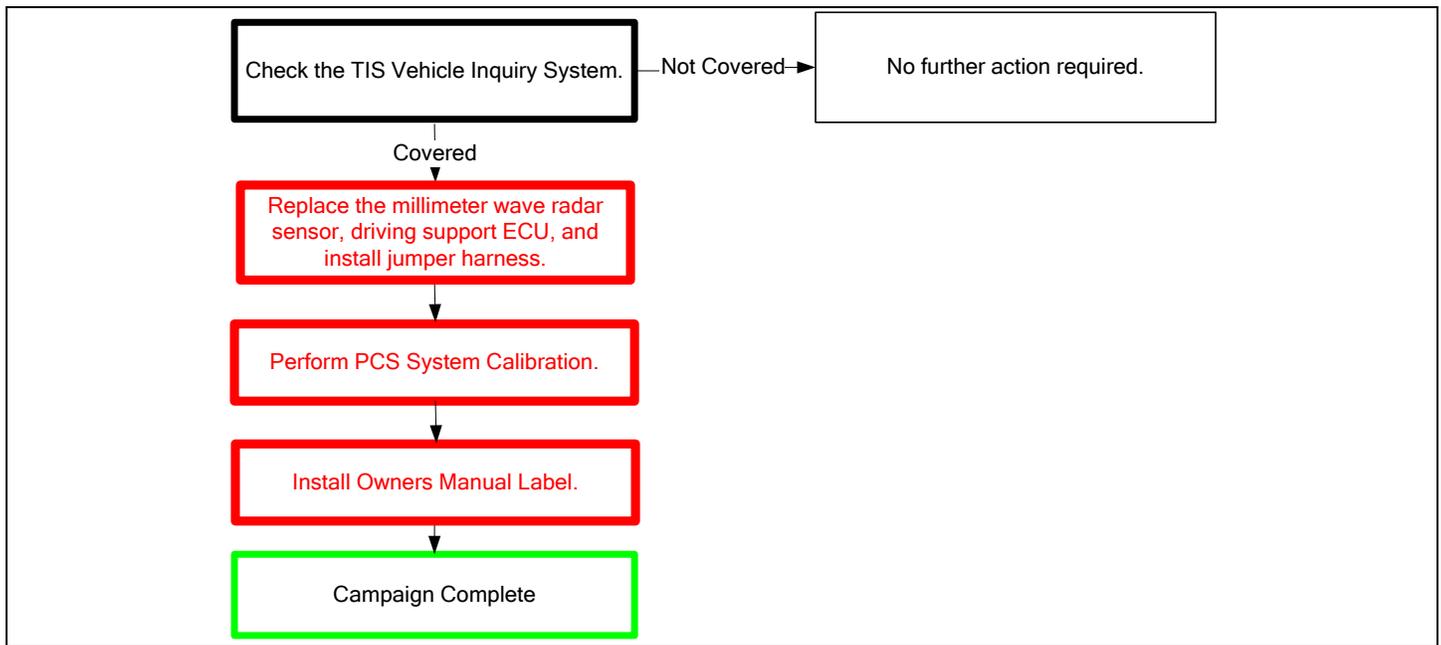
All vehicles will require the parts in the table below.

Part Number	Description	Quantity
04005-61141	Engine Room Wire # 5 (w Zip Tie)	1
04005-61241	Millimeter Wave Radar Sensor	1
04005-64133	Millimeter Wave Radar Sensor Information Label (Owner's Manual Insert)	1

Each vehicle will ONLY REQUIRE ONE of the part numbers listed in the table below.

Part Number	Model	Description	Quantity
04005-61441	Non-Hybrid 2013 and 2014 Model Year	Driving Support Computer	1
04005-61541	Non-Hybrid 2015 Model Year		
04005-61641	Hybrid 2013 - 2015 Model Year		

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
BGG60A	Replace sensor and ECU, install harness and owner’s manual labels, (and reinstall PCS switch if interim remedy was performed)	2.4

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

Media Contacts

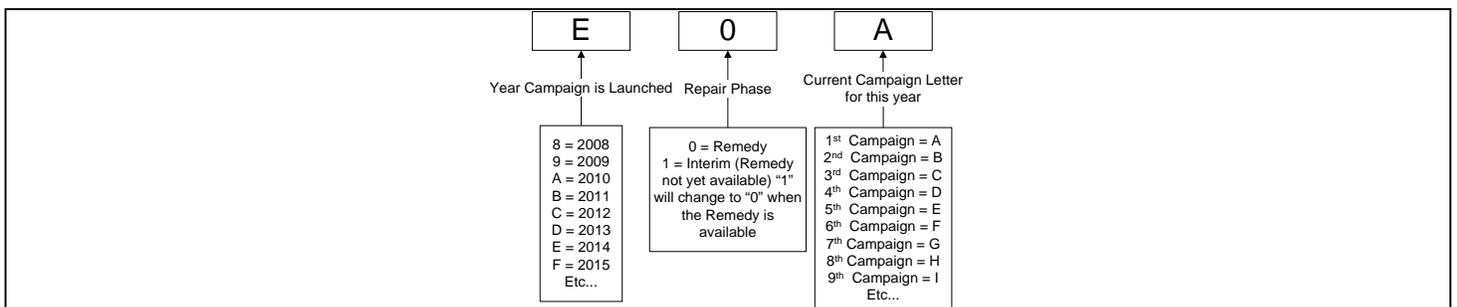
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

Campaign Designation Decoder



Examples:

- A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
- C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
- E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2013

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 Safety Recall.

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



Safety Recall F0V – *Remedy Notice*
Certain 2013 – 2015 Model Year Avalon and Avalon Hybrid
Pre-Collision System (PCS)

Frequently Asked Questions
Published May 18, 2016

Background

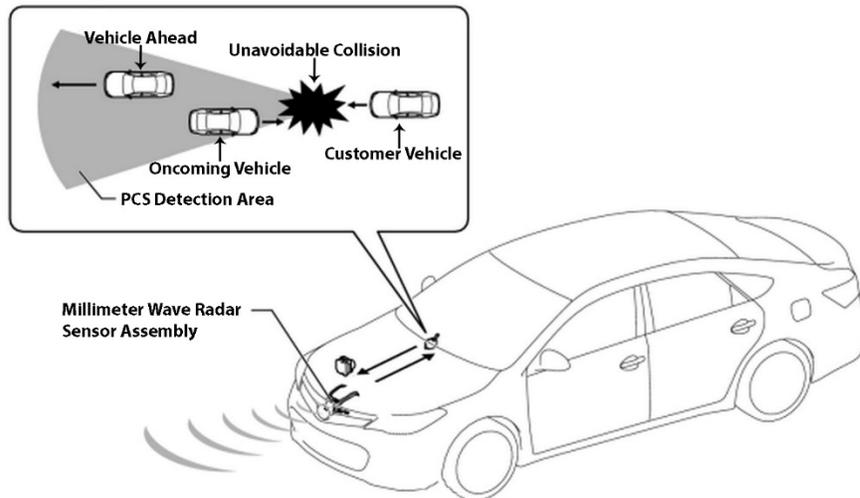
On November 3, 2015, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration informing the agency of our intent to conduct a voluntary Safety Recall on certain 2013 – 2015 Model Year Avalon and Avalon Hybrid vehicles.

Q1: *What is the condition?*

A1: In certain driving situations, the optional Pre-Collision System (PCS), on the involved vehicles could interpret a steel road joint or steel plate in the road surface as an obstacle or vehicle in the path of travel and activate. When the system activates, the vehicle’s brakes are applied automatically, the system activates Brake Assist mode, and the front seat belts may tighten. The driver will hear a warning buzzer, the PCS indicator lamp will illuminate, and a message will appear on the multi-information display.

Q1a: *What is the function of the Pre-Collision System?*

A1a: The Pre-Collision System detects potential collisions with obstacles like vehicles ahead or objects in the roadway using a forward looking millimeter wave radar and inputs from other vehicle sensors. When the system’s Electronic Control Unit (ECU) detects a potential collision, brakes are automatically applied and the front seat belts may tighten.

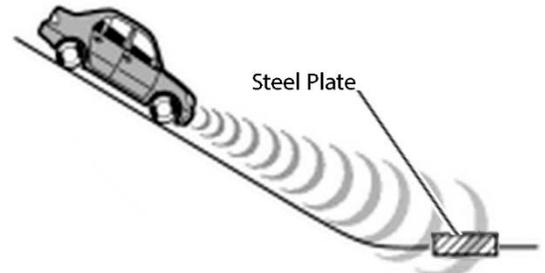


Q2: Are there any warnings that this condition exists?

A2: If PCS activation occurs, the customer may notice a warning buzzer before braking. This and other unique road conditions that might result in unexpected PCS activation are described in the Owner's Manual. <http://www.toyota.com/owners/resources/owners-manuals>

Q3: What is the cause of this condition?

A3: The system, under certain road conditions and vehicle orientation to the road surface while in motion, may activate PCS. See the example illustration.



Q4: What is Toyota going to do?

A4: Toyota will send an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have certain PCS components replaced with improved ones at **NO CHARGE**.

Q5: Which and how many vehicles are covered by this campaign?

A5: There are approximately 24,700 2013 – 2015 model year Avalon and Avalon Hybrid vehicles covered by this Safety Recall.

Model Name	Model Year	Production Period	UIO
Avalon	Certain 2013-2015	Mid-October 2012 to Late October 2015	14,600
Avalon Hybrid	Certain 2013-2015	Mid-October 2012 to Late October 2015	10,100

Q5a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?

A5a: Yes, approximately 6,100 2013 – 2015 model year Lexus ES350 and ES300h vehicles are also covered by this Safety Recall.

Q5b: Why are other vehicles with PCS not involved?

A5b: Other Toyota and Lexus vehicles equipped with PCS do not have the same drive and handling characteristics or vehicle body dimensional characteristics; newer generation systems are of a different design. Therefore, other Toyota and Lexus vehicles are not included in this recall.

Q6: Until I bring my vehicle in for the remedy, can I turn the PCS system off?

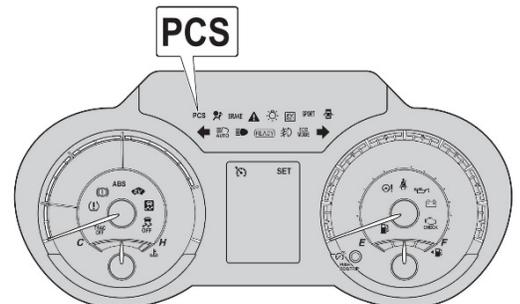
A6: Customers may turn off the PCS system by pressing the PCS CANCEL switch located in the glove box. This will only deactivate the PCS function. Toyota urges customers to make an appointment at their authorized Toyota dealer to have the remedy performed as soon as possible.

Q7: If the PCS system is turned off, are any other safety systems affected or disabled?

A7: No, no other systems will be affected.

Q8: When the PCS system is turned off, which warning lamps are illuminated?

A8: The PCS warning light on the instrument cluster will illuminate.



Q9: What should an owner do if they experience this condition?

A9: If a driver notices a warning buzzer and vehicle deceleration without pushing the brake pedal, but does not recognize any obstacles or risks ahead, continue driving normally. During PCS activation, if the brake pedal is applied, PCS will cause greater deceleration.

Q10: Which warning lamps are illuminated on the instrument panel when the PCS system is activated?

A10: The PCS indicator lamp and the brake light will illuminate.

Q10a: Are there any other indications when the PCS system is activated?

A10a: A warning buzzer will sound.

Q11: Does this condition affect other pre-collision or safety systems on the vehicle?

A11: No, this does not affect other systems.

Q12: What if I previously paid for repairs related to this campaign?

A12: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q13: How does Toyota obtain my mailing information?

A13: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q14: What if I have addition questions or concerns?

A14: If you have additional questions or concern, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday – Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

