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

Subject: **Safety Recall G0S – *Remedy Notice***
Certain 2015 Model Year Yaris Vehicles
Front Shock Absorber Strut Bearing

On May 25th, 2016, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on 2015 model year Yaris vehicles.

Condition

In the subject vehicles, there is a possibility that a front upper shock assembly bearing could become damaged. If this occurs, the driver may experience abnormal noises while driving on rough road surfaces or when turning the steering wheel. If the vehicle continues to be operated in this condition, a front shock absorber piston rod could separate, causing a loss of vehicle stability and increasing the risk of a crash.

Remedy

Any authorized Toyota dealer will inspect and replace the shock absorber bearings and retaining nuts on all involved vehicles at **No Charge** to the vehicle owner. In rare instances, based on inspection, a front shock absorber assembly and front suspension support may also be replaced at **No Charge**.

Covered Vehicles

There are approximately 3,100 vehicles covered by this Safety Recall.

Model Name	Model Year	UIO	Production Period
Yaris	2015	3,100	Mid-January, 2015 – Late-February, 2015

Owner Letter Mailing Date

Toyota will begin to notify owners in late September, 2016. A sample of the owner notification letter has been included for your reference.

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

There are approximately 36 vehicles in new dealer inventory as of May 23, 2016.



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.

Inspection Reminder Mirror Hang Tags for Covered Vehicles in New Dealer Stock

To easily recognize vehicles involved in this Safety (Noncompliance) Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



NOTE: Dealerships can order hang tags from the Material Distribution Center (MDC).

Part Number	Description	Quantity
00411-140003	Inspection Mirror Hang Tag	25 Per Pack

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.

Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

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 are required to currently hold at least one of the following certification levels:

- Certified Technician (Chassis)
- Expert Technician (Chassis)
- 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.

Remedy Procedures

Please refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Parts Ordering Process - Non SET and GST Parts Ordering Process

Due to potentially limited availability, the parts may have been placed on Manual Allocation Control (MAC). 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.

Part Number	Part Description	Quantity
48619-0D011	Strut Mounting Bearing	2
90179-12145	Nut (For Front Support to Front Shock Absorber)	4

The following parts will only be needed if a damaged bearing is found										
48609-0D041	Front Suspension Support Sub-assembly	1 or 2								
	Right Front Shock Absorber	1								
	<table border="1"> <thead> <tr> <th>Part Number</th> <th>Part Description</th> </tr> </thead> <tbody> <tr> <td>48510-0DA20</td> <td>Standard specs</td> </tr> <tr> <td>48510-0D880</td> <td>S grade</td> </tr> <tr> <td>48510-0DA30</td> <td>Rough Road specs (Mexico only)</td> </tr> </tbody> </table>	Part Number	Part Description	48510-0DA20	Standard specs	48510-0D880	S grade	48510-0DA30	Rough Road specs (Mexico only)	
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	Left Front Shock Absorber	1								
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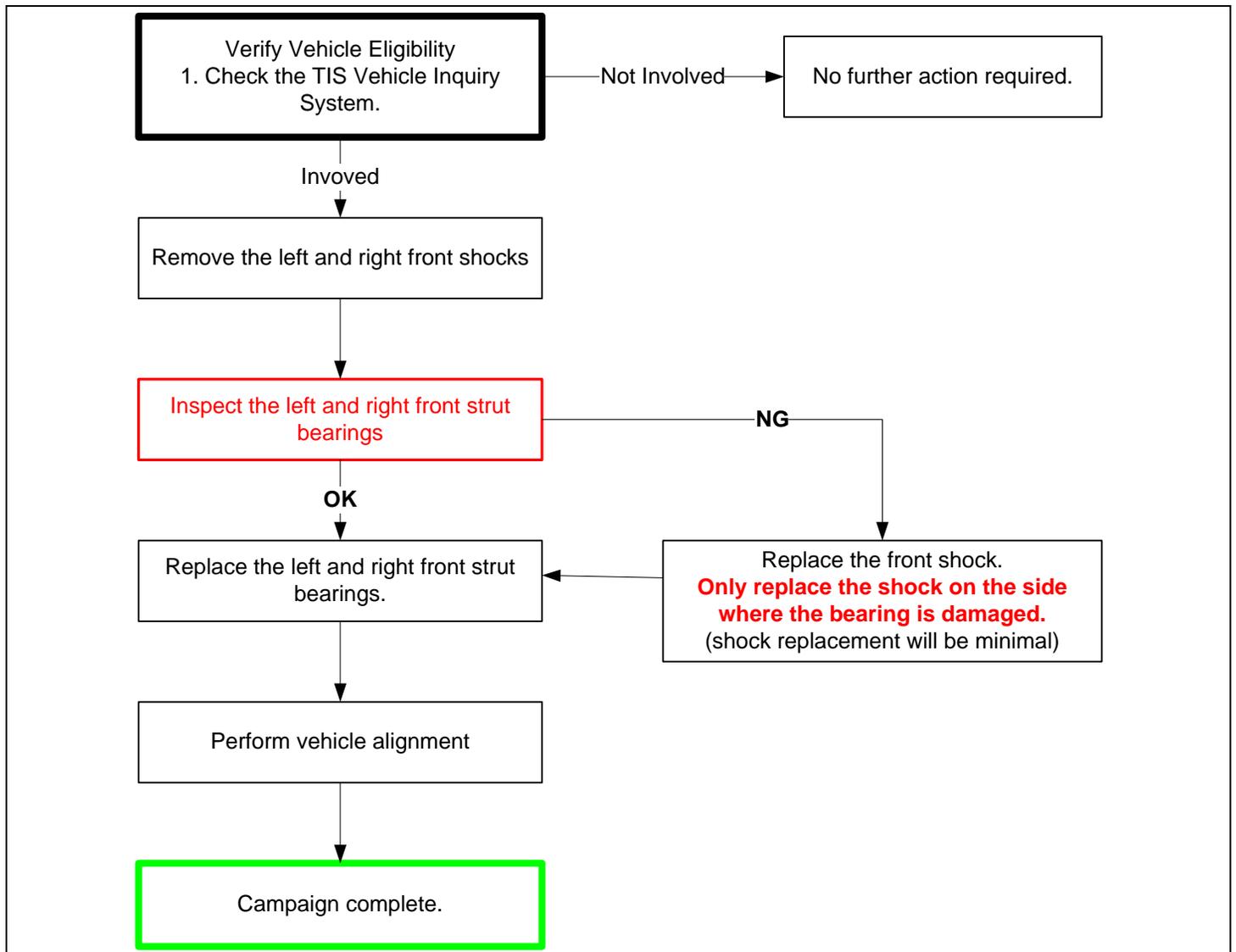
Campaign Special Service Tools

A 17mm Socket Lock Nut will be REQUIRED to perform the remedy procedure on all vehicles.

A 17mm Socket Lock Nut was shipped to your dealership **early September, 2016** to support this Safety Recall repair. These 17mm Socket Lock Nuts **ARE NOT** available through normal Toyota parts or tool channels.

Name	Sample Image
17mm Socket Lock Nut	

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
CGG43A	Inspect Left and Right strut mounting bearing – No Bearing Damage Replace both Left and Right strut mounting bearings.	2.6
CGG43B	Inspect Left and Right strut mounting bearing – Left and/or Right Bearing Broken Replace Left and/or Right shock absorber assembly, Left and/or Right Front Suspension Support Sub-assembly and both Left and Right strut mounting bearings.	2.6

- The flat rate times for Op Codes CGG43A and CGG43B include 0.1 hours for administrative cost per unit for the dealership.
- If the customer was provided a loaner vehicle or alternative transportation during the Interim or if shock absorber and front suspension support sub-assembly replacement is required and either part is on backorder, a loaner vehicle or alternative transportation through the Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day for a maximum of 90 days under opcode CGG43A or CGG43B. **Rentals greater than 4 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).**
- Warranty claim filing will be available starting September 7, 2016.

Media Contacts

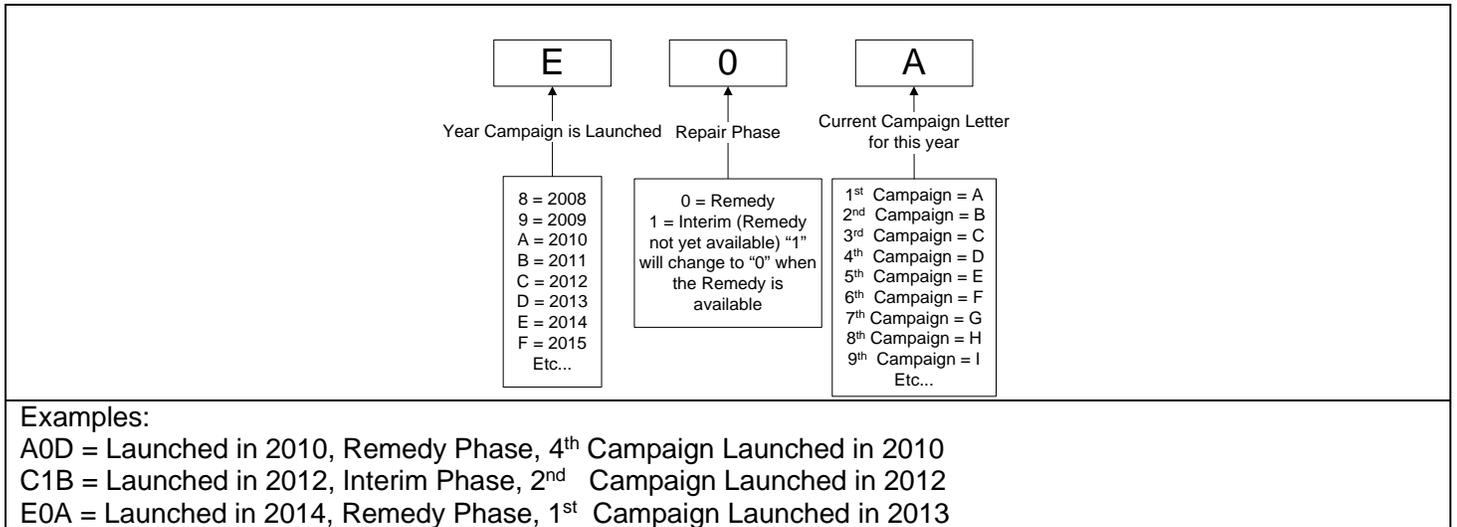
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (859) 801-2592 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Contacts

Customers may contact your dealership with questions regarding the 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) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Campaign Designation Decoder



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 G0S – *Remedy Notice*
Certain 2015 Model Year Yaris Vehicles
Front Shock Absorber Strut Bearing

Frequently Asked Questions
Published September 7, 2016

Q1: *What is the condition?*

A1: In the subject vehicles, there is a possibility that a front upper shock assembly bearing could become damaged. If this occurs, the driver may experience abnormal noises while driving on rough road surfaces or when turning the steering wheel. If the vehicle continues to be operated in this condition, a front shock absorber piston rod could separate, causing a loss of vehicle stability and increasing the risk of a crash.

Q2: *What is Toyota going to do?*

A2: Toyota will send an owner notification by first class mail advising owners of vehicles covered by this Safety Recall.

Any authorized Toyota dealer will inspect and replace the shock absorber bearings and retaining nuts on all involved vehicles at **No Charge** to the vehicle owner. In rare instances, based on inspection, a front shock absorber assembly and front suspension support may also be replaced at **No Charge**.

Q3: *Are there any warnings that this condition exists?*

A3: If the condition has occurred, occupants may notice an abnormal knocking noise from the front suspension while driving on rough road surfaces or when turning the steering wheel.

Q3a: *What if I experience this condition?*

A3a: If you experience this condition, please contact your local authorized Toyota dealer for diagnosis. If the condition is related to this Safety Recall, the repair will be performed at **No Charge** to you.

Q4: *Which and how many vehicles are covered by this Safety Recall?*

A4: There are approximately 3,100 vehicles covered by this Safety Recall.

Model Name	Model Year	UIO	Production Period
Yaris	2015	3,100	Mid-January, 2015 – Late-February, 2015

Q4a: *Are there any other Toyota/Lexus/Scion vehicles covered by this Safety Recall in the U.S.?*

A4a: No, there are no other Toyota/Lexus/Scion vehicles covered by this Safety Recall.

Q5: *How does Toyota obtain my mailing information?*

A5: 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.

Q6: *What if I have additional questions or concerns?*

A6: If you have additional questions or concern, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday – Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

**Certain 2015 Model Year Yaris Vehicles
Front Shock Absorber Strut Bearing
SAFETY RECALL NOTICE (*Remedy Notice*)**

This notice applies to your vehicle: [VIN]
NHTSA Recall No. 16V-367

URGENT SAFETY RECALL

This is an important Safety Recall. The remedy will be performed at **NO CHARGE** to you.

Dear Toyota Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 Yaris vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

In the subject vehicles, there is a possibility that a front upper shock assembly bearing could become damaged. If this occurs, the driver may experience abnormal noises while driving on rough road surfaces or when turning the steering wheel. If the vehicle continues to be operated in this condition, a front shock absorber piston rod could separate, causing a loss of vehicle stability and increasing the risk of a crash.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

The remedy will take approximately two and a half hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

What if you have other questions?

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 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>.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.