

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

Subject: Limited Service Campaign F0B **(Phase 1)**
Certain 2013 Model Year Avalon, Avalon Hybrid,
Certain 2012 – 2013 Model Year Camry, Camry Hybrid, Prius C, and Yaris Vehicles
Front Passenger Supplemental Restraint System

In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Limited Service Campaign for certain 2013 Model Year Avalon, certain 2013 Model Year Avalon Hybrid, certain 2012 – 2013 Model Year Camry, certain 2012 – 2013 Model Year Camry Hybrid, certain 2012 – 2013 Model Year Prius C and, certain 2012 – 2013 Model Year Yaris vehicles.

Due to part availability this Limited Service Campaign will be launched in phases by model, please refer to the following table for Phase details.

Phase	Model	Status/Tentative Schedule
1	Prius C and Yaris	Remedy Available
2	Camry, Camry Hybrid, Avalon, Avalon Hybrid	Late February, 2015

Condition

The front passenger seat assembly is equipped with sensors for the occupant classification system which are used to control the operation of supplemental restraint systems (SRS), including the front passenger airbag. The sensors classify the weight of the occupant and activate or deactivate the front passenger airbag accordingly. Additionally, the sensors are used to detect certain vehicle collisions. Due to the current collision detection thresholds, the system may interpret certain occupant seating usages or road conditions as a rear collision and illuminate the Airbag Warning Light and "AIR BAG OFF" indicator, disabling the front passenger air bag.

This LSC will be available **until December 31, 2017**, and will only be available at an authorized Toyota Dealer.

Remedy

The remedy for this Limited Service Campaign will vary by model and model production dates. Toyota dealers will perform the remedy at **no charge** to vehicle owners. The remedy will involve replacing the front passenger seat occupant classification system sensors. Additionally, dependent on vehicle production date, in some cases dealers will also replace the Occupant Classification System ECU and install an Owner's Manual Update sticker. Please refer to the website found in the part ordering section for VIN specific remedy and part ordering information.

1. Owner Letter Mailing Date

The owner mailing for the Limited Service Campaign will be sent in phases in accordance with remedy part availability. Please refer to the table above for model by model tentative remedy availability timing. The owner notification will commence one week after the remedy becomes available.

Toyota makes significant effort to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Limited Service Campaign 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 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.

2. Number and Identification of Covered Vehicles

There are approximately 753,200 vehicles covered by this LSC in the U.S.

Model Name	Model Year	Production Period	Number of Vehicles (Approx.)
Avalon	Certain 2013	Mid-May, 2012 through Early March, 2013	19,400
Avalon Hybrid	Certain 2013	Late May, 2012 through Early March, 2013	5,850
Camry	Certain 2012-2013	Early February, 2011 through Mid-April, 2013	558,900
Camry Hybrid	Certain 2012-2013	Early April, 2011 through Mid-March, 2013	65,200
Prius C	Certain 2012-2013	Mid-July, 2011 through Mid-December, 2012	44,600
Yaris	2012-2013	Late May, 2011 through early November, 2012	34,700

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.

3. New and Used Vehicles in Dealership Inventory (In-Stock Vehicles)

To ensure customer satisfaction, Toyota requests that dealers conduct this LSC remedy on any new or used vehicles currently in dealer inventory that are covered by this LSC prior to customer delivery.

4. Dealer Summary Reports

Summary Reports, containing the number of covered vehicles in your dealership’s primary marketing area, have been enclosed in the dealer package. (Please verify eligibility by confirming through TIS prior to performing repairs.)

5. Parts Ordering

Orders can be placed through the dealerships facing PDC. The parts have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

The parts necessary to complete this LSC vary by model and model production dates, please log in to the following website and populate the VIN you are currently servicing for the appropriate remedy and necessary parts.

<http://toyota-ocs.imagespm.info/>

Default Password: xxxxx

If the vehicle you are servicing requires an owner manual update label, the label can be ordered through the material distribution center (MDC). Please note only some vehicles require the installation of an owner’s manual update label, confirm VIN specific remedy parts by visiting the website above.

In the unlikely event you have a vehicle that has a partial or no latch condition found during the functional check of the Technical Instructions, please contact the Quality Compliance Department at 310-468-5516 for handling information.

Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume * PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file claims and coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.

TOYOTA
Parts Allocation Report

99999
SAMPLE TOYOTA #1000000000

The below matrix provides information for parts managed by NADP Dealer Ordering Solution (DOS) and Business updates to your current daily allocation quantities. Parts shipments, services and necessary quantities at your local PDC will change daily as parts are received and shipped from NADP suppliers. Therefore, your daily allocation quantity is subject to change based on the parts inventory availability as well as inventory inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader. (310-468-5516) Sample #1000000000

Part Number	Allocation Quantity	Allocation Quantity	Allocation Quantity	Total Allocation	Allocation Date

6. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the LSC process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this LSC repair are required to currently hold at least one of the following certification levels:

- **Toyota Expert Electrical**
- **Master**
- **Master Diagnostic Technician**

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Limited Service Campaign 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.

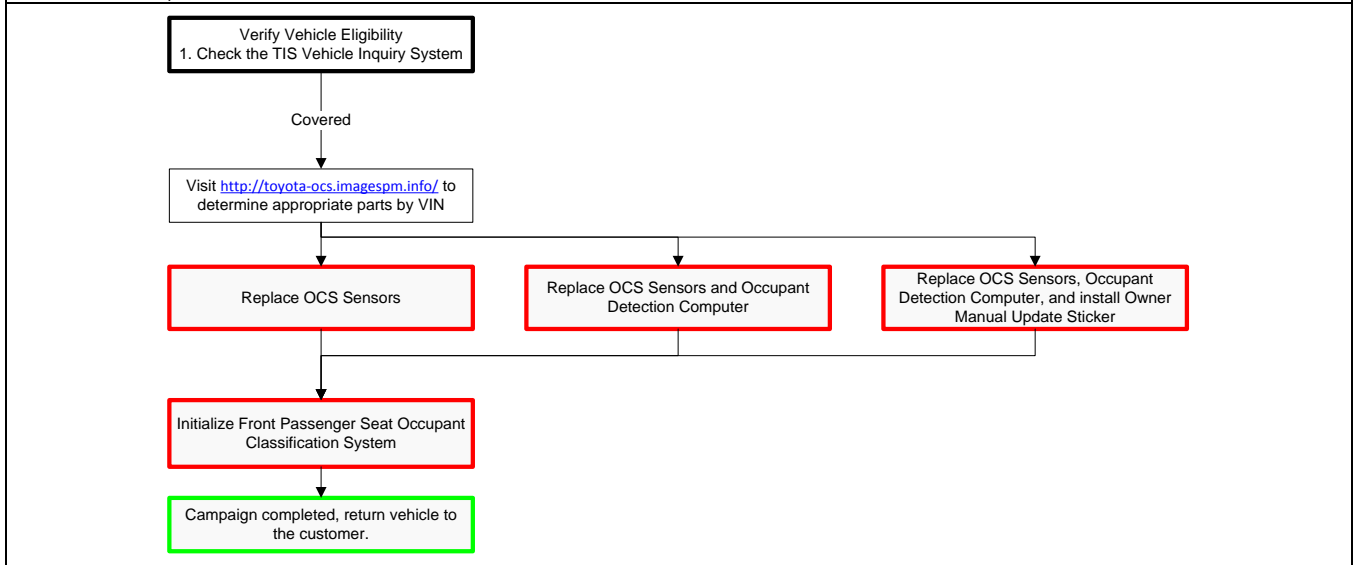
7. Remedy Procedures

Please refer to TIS for Technical Instructions on repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

8. Warranty Reimbursement Procedure

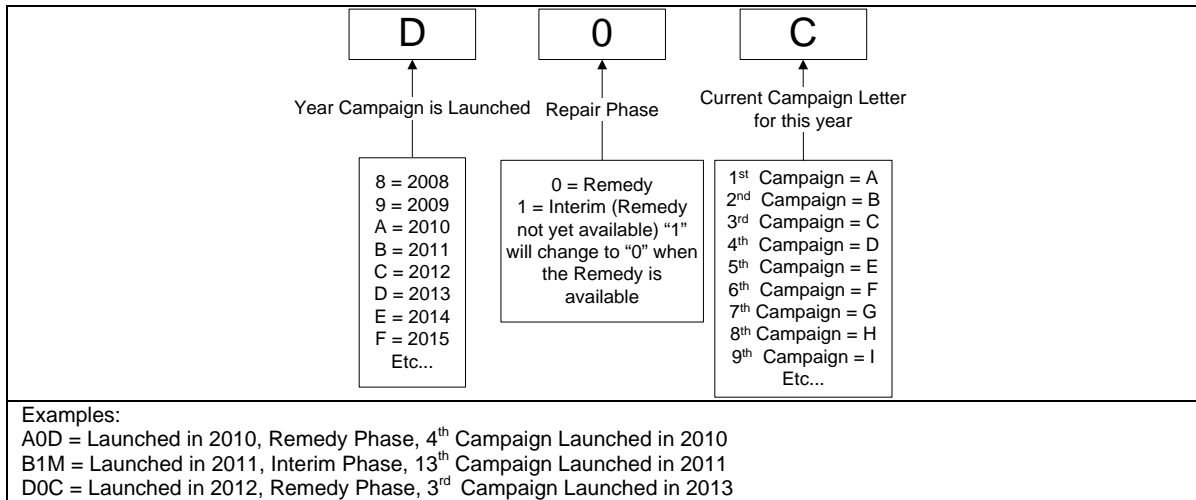
Certain 2013 Model Year Avalon, Avalon Hybrid, Certain 2012 – 2013 Model Year Camry, Camry Hybrid, Prius C and, Yaris vehicles.



Phase	Model	Op. Code	Description	Flat Rate Hour
1	Prius C	AGGE5B	Replace the OCS Sensors and OCS ECU and perform initialization	2.1 hr/vehicle
	Yaris	AGGE5A		1.9 hr/vehicle
2	Camry (Manual Seat)	TBD	Replace the OCS Sensors and Perform OCS initialization (If necessary also replace OCS ECU and Install Owner’s Manual Update Sticker)	TBD hr/vehicle
	Camry (Power Seat)	TBD		TBD hr/vehicle
	Avalon	TBD	Replace the OCS Sensors and Perform Initialization	TBD hr/vehicle

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

Campaign Designation Decoder



9. 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.

10. 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.)

11. Customer Contacts

A FAQ is attached to help respond to any customer concerns. If the 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 through 4:00 pm Pacific Time.

Please note the attached FAQ is published on the www.Toyota.com website for customer viewing.

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 Limited Service Campaign.

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



**Limited Service Campaign F0B (Phase 1)
 Certain 2013 Model Year Avalon, Avalon Hybrid,
 Certain 2012 – 2013 Model Year Camry, Camry Hybrid, Prius C, Yaris Vehicles
 Front Passenger Supplemental Restraint System**

Due to part availability this Limited Service Campaign will be launched in phases by model; please refer to the following table for Phase details.

Phase	Model	Status/Tentative Schedule
1	Prius C and Yaris	Remedy Available
2	Camry, Camry Hybrid, Avalon, Avalon Hybrid	Late February, 2015

Q1: What is the condition?

A1: The front passenger seat assembly is equipped with sensors for the occupant classification system which are used to control the operation of supplemental restraint systems (SRS), including the front passenger airbag. The sensors classify the weight of the occupant and activate or deactivate the front passenger airbag accordingly. Additionally, the sensors are used to detect certain vehicle collisions. Due to the current collision detection thresholds, the system may interpret certain occupant seating usages or road conditions as a rear collision and illuminate the Airbag Warning Light and “AIR BAG OFF” indicator, disabling the front passenger air bag.

Q1a: What is the Occupant Classification System (OCS)?

A1a: This system detects the conditions of a front passenger seat and activates or deactivates the SRS devices, including the air bag, for the front passenger as appropriate.

Q2: What is Toyota going to do?

A2: The remedy for this Limited Service Campaign will vary by model and model production dates. Toyota dealers will perform the remedy at **no charge** to vehicle owners. The remedy will involve replacing the front passenger seat occupant classification system sensors. Additionally, dependent on vehicle production date, in some cases dealers will also replace the Occupant Classification System ECU and install an Owner’s Manual Update sticker.

Q2a: How does Toyota obtain my mailing information?

A2a: 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.

Q2b: Do I need my owner letter to have the remedy performed?

A2b: No, you do not need an owner letter to have this SSC completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present the owner notification at the time of your service appointment.

Q3: Which and how many vehicles are covered by this Limited Service Campaign?

A3: There are approximately 753,200 vehicles covered by this Limited Service Campaign in the U.S.

Model Name	Model Year	Production Period	Number of Vehicles (Approx.)
Avalon	Certain 2013	Mid-May, 2012 through Early March, 2013	19,400
Avalon Hybrid	Certain 2013	Late May, 2012 through Early March, 2013	5,850
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Prius C	Certain 2012-2013	Mid-July, 2011 through Mid-December, 2012	44,600
Yaris	2012-2013	Late May, 2011 through early November, 2012	34,700

Q3a: Are there any other Lexus/Toyota vehicles covered by this Limited Service Campaign?

A3a: Yes, this condition also affects certain 2013 MY GS350 and GS450h vehicles.

Q4: When will this Limited Service Campaign Expire?

A4: This Limited Service Campaign will be available until **December 31, 2017**.

Q5: How long will the repair take?

A5: The repair will take approximately 2.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: What if I previously paid for repairs to address this condition?

A6: Please refer to the owner letter for reimbursement consideration instructions.

Q7: What if I have additional questions or concerns?

A7: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

**Certain 2013 Model Year Avalon, Avalon Hybrid,
Certain 2012 – 2013 Model Year Camry, Camry Hybrid, Prius C, and Yaris Vehicles
Front Passenger Supplemental Restraint System
LIMITED TIME OFFER**

[VIN]

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to provide superior customer satisfaction, Toyota is announcing a Limited Service Campaign, which includes your vehicle.

What is the condition?

The front passenger seat assembly is equipped with sensors for the occupant classification system which are used to control the operation of supplemental restraint systems (SRS), including the front passenger airbag. The sensors classify the weight of the occupant and activate or deactivate the front passenger airbag accordingly. Additionally, the sensors are used to detect certain vehicle collisions. Due to the current collision detection thresholds, the system may interpret certain occupant seating usages or road conditions as a rear collision and illuminate the Airbag Warning Light and "AIR BAG OFF" indicator, disabling the front passenger air bag.

What is included in the Limited Service Campaign?

Before you are inconvenienced by this condition, any authorized Toyota dealers will perform the remedy at **NO CHARGE** to you for a limited time. The remedy will involve replacing the front passenger seat occupant classification system sensors. Additionally, dependent on vehicle production date, in some cases dealers will also replace the Occupant Classification System ECU and install an Owner's Manual Update sticker. ***This Limited Service Campaign will remain available until December 31, 2017, and will only be available at an authorized Toyota dealer.***

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed at the beginning of this letter and is subject to the same conditions set forth in the New Vehicle Limited Warranty section of your Owner's Manual Supplement or Owner's Warranty Information booklet. For additional information, please refer to the booklet.

How do you take advantage of this Limited Service Campaign?

Please contact your authorized Toyota dealer to make an appointment to have the remedy performed before **December 31, 2017**. The repair will take approximately 2.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

If your vehicle is covered by this Limited Service Campaign, you do not need this owner letter to have the campaign completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the remedy.
- If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Standard Time.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

If you are a vehicle lessor, please assist us by forwarding this notice to the lessee.

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, USA, INC.

SAMPLE