



Ref. No.: CSO-TD22-LL-007

March 10, 2022

ATTY. MELQUIADES MARCUS N. VALDEZ II

Director
Consumer Protection & Advocacy Bureau (CPAB)
Department of Trade and Industry

Subject: Special Service Campaign for the Millimeter Wave Sensor inspection and initialization on certain Toyota GR Yaris models

Dear Atty. Valdez,

In line with its corporate commitment to product safety and quality, Toyota has initiated a Special Service Campaign for the Millimeter Wave Sensor inspection and/or initialization on certain Toyota GR Yaris models.

In Global Market, the production period of the affected vehicles is April 2, 2020 to August 2, 2021.

In Philippine market, the Special Service Campaign shall cover total of 94 officially sold vehicles:

| Brand | Model | No. of Units | Production period |
|------------------------------|----------|--------------|--------------------------------|
| Toyota | GR Yaris | 94 | June 3, 2021 to August 2, 2021 |
| ***Nothing Follows*** | | | |

The subject vehicles are equipped with a millimeter wave sensor (radar sensor) and a camera to detect objects, such as another vehicle, in front of the subject vehicle. These sensors support certain driver assistance features, including the Pre-Collision System (PCS). Under certain circumstances, the initialization of the radar sensor may not have been completed correctly at the vehicle assembly plant. If this occurs, the radar sensor would not be activated. In this condition, the PCS would not be able to detect a vehicle in front of the subject vehicle and would not provide warnings or braking assist, as designed, in certain driving situations that would otherwise result in a PCS activation. In addition, the vehicle would not display a message or indicator to the driver that PCS is not functional. An inoperative PCS, without a PCS malfunction indicator to the driver, may increase the risk of a crash in certain driving situations.

With this, we will inspect, and initialize the millimeter wave sensor, if necessary, at **NO COST** to our Customers.

We look forward to your usual kind understanding and support.

Very truly yours,

MR. BERNARDINO C. AREVALO
First Vice President
Customer Service Operations
Marketing Division

Cc: **ATTY. RUTH B. CASTELO**
Underscretary
Consumer Protection Group
Department of Trade and Industry

TOYOTA MOTOR PHILIPPINES CORPORATION

Head Office & Santa Rosa Plant
Toyota Special Economic Zone, Santa Rosa-Tagaytay Highway
Santa Rosa City, Laguna 4026, Philippines
T +63 2 8825 8888 / +63 49 541 3020, F +63 2 8843 5799
www.toyota.com.ph

Makati Office
31/F GT Tower International, 6813 Ayala Ave. cor. H.V. Dela Costa St.
Salcedo Village, Makati City 1227, Philippines
T +63 2 8858 8200, F +63 2 8858 8040
customerassistance@toyota.com.ph