



PEOPLE-FIRST INNOVATION™

To All TOTO Distributors that have purchased TOTO Grab Bars Model #'s YG200 and YG300

TOTO has determined that Grab Bar numbers YG200XX#xx and YG300XX#xx have been mislabeled as ADA Compliant. To meet ADA compliance requirements the grab bar distance from the wall must be 1.5 inches (38mm). The actual distance of the grab bars from the wall are very slightly in excess of this requirement therefore rendering them non-compliant pursuant to ADA.

This mislabeling affects the following model numbers:

YG200XX#xx

YG300XX#xx

XX = 12, 18, 24, 32, 36 (this is the length of the grab bar in inches)
xx= CP, PN and BN (finish: CP [Polished Chrome], PN [Polished Nickel], BN [Brushed Nickel])

TOTO USA has suspended the shipment of these specific grab bars until the product has been reworked to meet the ADA requirements. All Spec sheets on the TOTO USA Website www.totousa.com have been removed until the retrofit project is complete.

Step 1 - Identify all on-hand inventory (i.e. in-stock, on the shelf, on display, or installed)

Prepare ALL inventory on-hand for return to TOTO on an RGA for Full Credit

RGAs will not be a charged a restock or freight charges back to TOTO

Please coordinate RGA's with your TOTO Rep Agency/TOTO Sales Manager

TOTO USA Claims Department will issue a UPS Call Tag for pick-up

Step 2 - Identify Secondary Customers

Provide TOTO with a list of secondary customers who have purchased this product with contact information and purchase order details

TOTO will contact these Secondary Accounts to arrange replacement grab bars

TOTO requests Distributor support to obtain contact information through Secondary Accounts for end-users. TOTO will contact the end user for replacement or return, as appropriate

Step 3 - Replacement of Grab Bar

Removal and Reinstallation Process – to be coordinated by TOTO

Options for replacement:

1. On-site Facility Maintenance Group
2. Customer to Locate Contractor
3. TOTO USA Tech Support Onsite Visit
4. TOTO will compensate all costs associated with the replacement of the grab bars

If you have any questions, please contact your TOTO Sales Representative.