

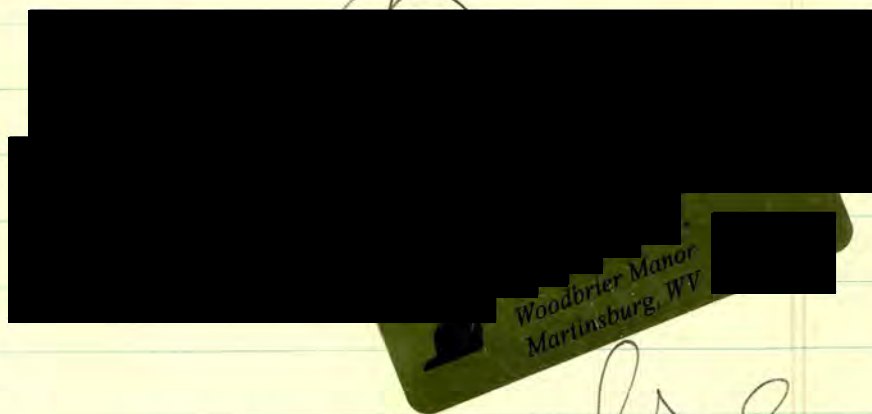
My wife & I purchased two
2 Toyota's 2008 YARIS/2012 Yaris
from Fitzgerald's Toyota,
AWE, Chambersburg, Va. NOV 17 2015
When we started getting the
recall notices we took our
2008 YARIS back to the
Dealership. They (Fitzgerald Toyota)
told us they would order the
parts. They never called us about
the parts being in. Called again
they said (about the parts) Fitzgerald
said they didn't know who we
were. We took care of our
own car repair business. ^(did not do the recall repairs) We bought
the second car from them because
the price was the lowest.

ET
11/21/15
SMD

got the same runaround
about the recall notices on
the second car. We told
them that we were going
to complain about this.
They said they have the
records & can change them. We
are just a bunch of dumb West
Va. & no one would believe us.
These people are not fulfilling
their responsibilities & I think
they are breaking the law
& not treating us with respect.
I hope you can help us. &
we are not lame.

We need help from
someone. These people
are not right to
treat us like this.
(over) Thank you Martin

I know if you make them
repair our cars. They are going
to screw ~~up~~ us up again
again because we complained,
all we ever ~~ever~~ wanted
was our cars to be repaired
that's it - nothing else



P.S. Someone else
would have to do the repairs,
I think!



Toyota Motor Sales, U.S.A., Inc.
Owner Notification Processing Center
No General Correspondence
P.O. Box 710367, San Diego, CA 92171-0367

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WARRANTY ENHANCEMENT PROGRAM
ZTU – Late 2006 to Early 2011 Model Year Yaris Vehicles
Extension of Warranty Coverage for Front Suspension Lower Arm No.2 Bolt
PLEASE READ THIS IMPORTANT INFORMATION



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

[REDACTED]
MARTINSBURG, WV [REDACTED]



**Late 2006 to Early 2011 Model Year Toyota Yaris
Front Suspension Lower Arm No. 2 Bolt
WARRANTY ENHANCEMENT NOTICE**

VIN: JTDJT903X85 [REDACTED]

Dear Yaris Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to meet your product expectations, Toyota would like to advise you of an enhancement to portions of your Yaris New Vehicle Limited Warranty.

Toyota cares about our customers

Toyota has received a limited number of reports regarding an abnormal noise from the front of the vehicle in some late 2006 to early 2011 model year Yaris Vehicles. This condition may be heard under acceleration/deceleration, when braking, and/or when traveling over uneven road surfaces. The reports were received from cold climate areas where road salt is frequently applied.

This condition is caused by corrosion forming at the base of the Front Suspension Lower Arm No. 2 Bolt ("Bolt") head. Over time, the bolt head may separate from the Bolt causing additional movement in the suspension arm creating noise. It is important to note that the design of the Front Suspension Lower Arm will prevent it from detaching even though the bolt head has separated.

Although the Front Suspension Lower Arm No. 2 Bolt is covered by Toyota's New Vehicle Limited Warranty for 3 years or 36,000 miles (whichever comes first), we at Toyota care about your overall ownership experience. To assure you that we stand behind our product, we are offering an enhancement to the warranty coverage for this condition.

Warranty Enhancement Details

This warranty enhancement will be available for a period of **7 years from the vehicles date of first use or 100,000 miles**, whichever occurs first, for the condition described above. If the condition is verified, the dealer will replace the Front Suspension Lower Arm No. 2 Bolt under the terms of this warranty enhancement program.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed above and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your Owner's Warranty Information booklet, with the exception of the warranty enhancement coverage for this specific condition. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.

What should you do?

If you have not experienced this condition, please insert this letter into your vehicle's Owner's Warranty Information Booklet for future reference, you do not need to take any action at this time.

If you experience this condition, please contact any authorized Toyota dealer and make arrangements for diagnosis and, if applicable, repair. To assist the dealership in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

The repair will take approximately 1.5 hours; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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.

What if you have previously paid for repairs to address this condition?

If you have previously paid for repairs related to this condition, 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, WC10
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow 6 to 8 weeks to process your request.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,

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



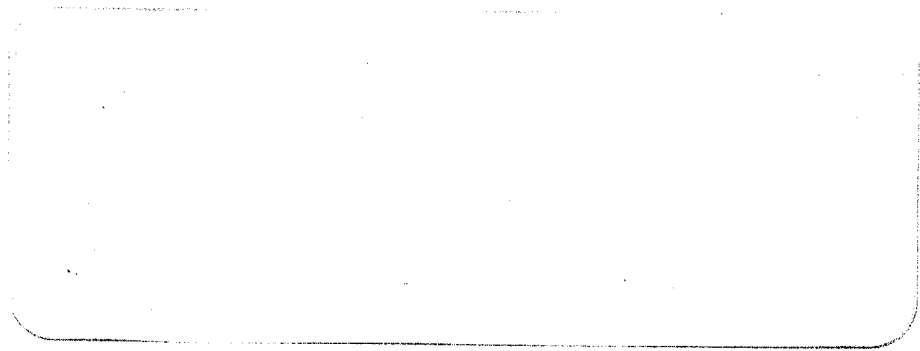
Toyota Motor Sales, U.S.A., Inc.
Owner Notification Processing Center
No General Correspondence
P.O. Box 710367, San Diego, CA 92171-0367

2008

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SAFETY RECALL NOTICE (Interim) Spiral Cable Replacement

PLEASE READ THIS IMPORTANT INFORMATION



IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law





Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

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MARTINSBURG, WV



INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is ready.

**Certain 2009 through Certain 2010 Model Year Corolla Vehicles
Certain 2009 through Certain 2010 Model Year Corolla Matrix Vehicles
Certain 2008 through Certain 2010 Model Year Highlander Vehicles
Certain 2009 through Certain 2010 Model Year Tacoma Vehicles
Certain 2006 through Certain 2008 Model Year RAV4 Vehicles
Certain 2006 through Certain 2010 Model Year Yaris Vehicles
Spiral Cable Replacement**

IMPORTANT SAFETY RECALL (Interim Notice)

This notice applies to your vehicle: VIN JTDJT903X85

Dear Toyota Customer:

This notice is being 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 the following vehicles:

- Certain 2009 through 2010 Model Year Corolla
- Certain 2009 through 2010 Model Year Corolla Matrix
- Certain 2008 through 2010 Model Year Highlander
- Certain 2009 through 2010 Model Year Tacoma
- Certain 2006 through 2008 Model Year RAV4
- Certain 2006 through 2010 Model Year Yaris

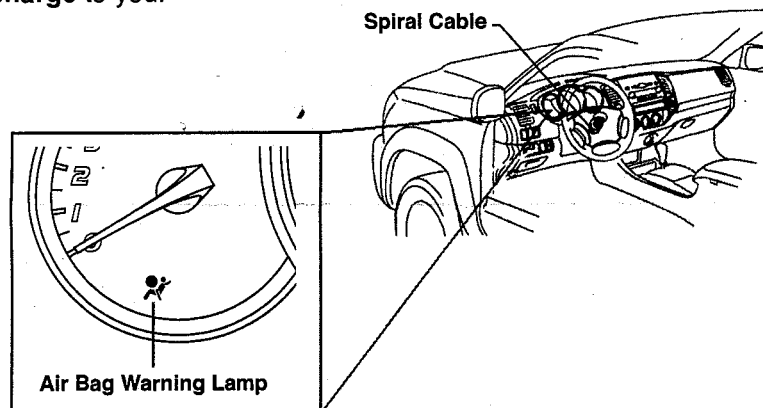
The purpose of this letter is to explain what the recall is about and to keep you informed of Toyota's implementation plan. We are currently making preparations to implement the Safety Recall remedy. We will send you another notification when the remedy is available.

What is the condition?

The steering column assembly in the involved vehicles contains a spiral cable assembly with electrical connections to the driver's airbag module that could become damaged when the steering wheel is turned. If this occurs, the air bag warning lamp will illuminate. In addition, the driver's air bag could become deactivated, causing it to not deploy in the event of a crash. This could increase the risk of injury to the driver in certain types of crashes.

What should you do?

We appreciate your patience while we prepare the remedy parts. In the meantime, please pay close attention to the airbag warning light. The airbag warning light is designed to come on during the ignition cycle check function when the engine switch is turned to the "ON" position. The light then goes off after about 6 seconds. **This means the system is operating as designed.** If the airbag warning light (1) illuminates or remains illuminated **after** this 6 second check period, or (2) comes on while driving, or (3) at times previously stayed illuminated while driving, please contact your local Toyota dealer immediately for diagnosis and appropriate repair. If the condition is related to this Safety Recall, the repair will be performed at **no charge** to you.



You will receive a second owner notification letter when the remedy is available.

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.

Spanish translation on back side
Traducción en español en el lado inverso

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., or Saturday 7:00 a.m. through 4:00 p.m. Pacific 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 www.safercar.gov.

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

If you have previously paid for repairs to your vehicle for this specific condition prior to receiving this letter, we will provide you instructions for reimbursement consideration in the second owner letter once the remedy preparations are completed.

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.

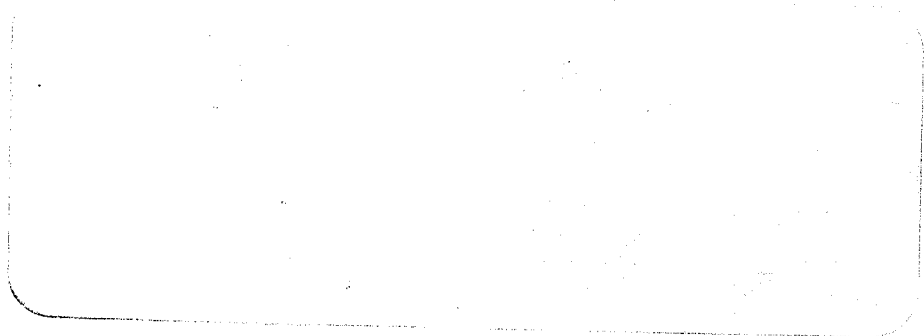


Toyota Motor Sales, U.S.A., Inc.
Owner Notification Processing Center
No General Correspondence
P.O. Box 710367, San Diego, CA 92171-0367

2008

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SAFETY RECALL FOLLOW-UP NOTICE (Remedy)
Power Window Master Switch (PWMS) – COM
PLEASE READ THIS IMPORTANT INFORMATION



IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance
With Federal Law

NHTSA
www.nhtsa.gov



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

[REDACTED]
MARTINSBURG, WV [REDACTED]



URGENT SAFETY RECALL

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

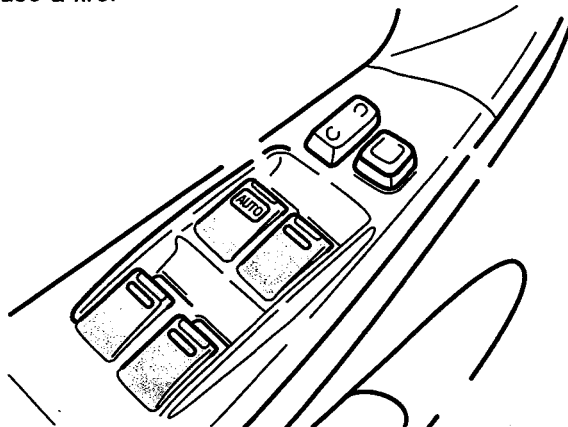
**Certain 2008 Model Year Yaris Vehicles
Power Window Master Switch Assembly
IMPORTANT SAFETY RECALL FOLLOW-UP NOTICE**
This notice applies to your vehicle: VIN JTDJT903X85 [REDACTED]

Dear Toyota Customer:

This notice is being 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 some 2008 model year Yaris vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

What is the condition?

The Power Window Master Switch assembly ("PWMS assembly") which controls the windows for the driver and passengers is located in the driver's door. The switches that control the **passengers' windows** in this assembly may overheat and possibly cause a fire.



What will Toyota do?

Any authorized Toyota dealer will inspect the PWMS assembly and apply a specialized grease. In a limited number of instances, based upon the results of the inspection, the PWMS assembly circuit board may also be replaced. This inspection and repair will be performed at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer and make an appointment to have this remedy performed as soon as possible.

The inspection and application of the specialized grease will take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

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.

Spanish translation on back side
Traducción en español en el lado inverso

Are there any steps that can be taken prior to performance of the remedy?

Over time, the passenger window switches in the PWMS assembly may begin to feel uneven or "notchy" when they are operated. This may be an indication that your switch is not operating properly. ***Please make an appointment as soon as possible with your Toyota dealership to have the PWMS assembly inspected.*** If it is determined that the switch is not operating due to the above condition, the assembly will be repaired at **NO CHARGE** to you.

In the meantime, do not attempt to make repairs by applying commercially available chemicals (for example, lubricants or cleaners) into the PWMS assembly. Doing so may cause the assembly to smoke, melt or under some circumstances cause a fire. In the event commercially available chemicals have already been applied to the PWMS assembly, please make an appointment with your dealer as soon as possible to have the PWMS assembly inspected.

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 repair.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- Additional information is also available by contacting the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., or Saturday 7:00 a.m. through 4:00 p.m. Pacific 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 www.safercar.gov.

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, WC10
19001 South Western Avenue
Torrance, CA 90509

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.



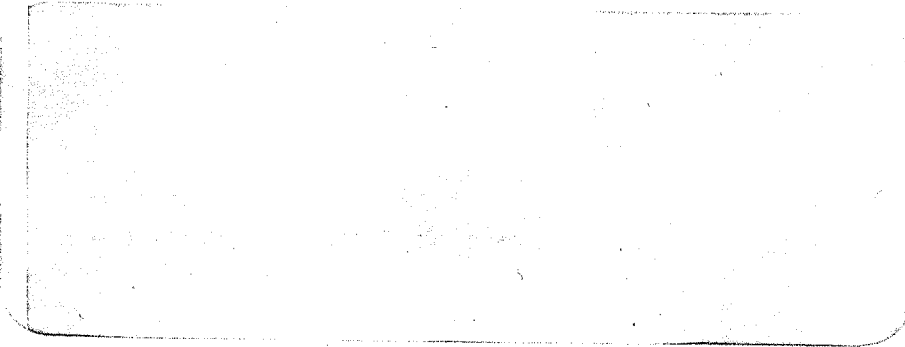
Toyota Motor Sales, U.S.A., Inc.
Owner Notification Processing Center
No General Correspondence
P.O. Box 710367, San Diego, CA 92171-0367

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SAFETY RECALL FOLLOW-UP NOTICE (Remedy)

Spiral Cable Replacement

PLEASE READ THIS IMPORTANT INFORMATION



IMPORTANT SAFETY RECALL INFORMATION



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With Federal Law



EOM



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

142



MARTINSBURG, WV



URGENT SAFETY RECALL

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

Certain 2009 through Certain 2010 Model Year Corolla Vehicles
Certain 2009 through Certain 2010 Model Year Corolla Matrix Vehicles
Certain 2008 through Certain 2010 Model Year Highlander Vehicles
Certain 2009 through Certain 2010 Model Year Tacoma Vehicles
Certain 2006 through Certain 2008 Model Year RAV4 Vehicles
Certain 2006 through Certain 2010 Model Year Yaris Vehicles
Spiral Cable Replacement

IMPORTANT SAFETY RECALL FOLLOW-UP NOTICE (Remedy Notice)

This notice applies to your vehicle: VIN JTDJT903X85

Dear Toyota Customer:

This notice is being 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 the following:

Certain 2009 through 2010 Model Year Corolla
Certain 2009 through 2010 Model Year Corolla Matrix
Certain 2008 through 2010 Model Year Highlander
Certain 2009 through 2010 Model Year Tacoma
Certain 2006 through 2008 Model Year RAV4
Certain 2006 through 2010 Model Year Yaris

Our records indicate that you own a vehicle that has not yet had this condition corrected.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner of the vehicle identified by the Vehicle Identification Number noted above.

What is the condition?

The steering column assembly in the involved vehicles contains a spiral cable assembly with electrical connections to the driver's airbag module that could become damaged when the steering wheel is turned. If this occurs, the air bag warning lamp will illuminate. In addition, the driver's air bag could become deactivated, causing it to not deploy in the event of a crash. This could increase the risk of injury to the driver in certain types of crashes.

What will Toyota do?


Any authorized Toyota dealer will replace the spiral cable assembly at **NO CHARGE** to you.

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 repair will take approximately **one hour**. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until the remedy is performed, please pay close attention to the SRS (airbag) Warning Light  located in the instrument panel. The SRS Warning Light is designed to come on when the engine switch is turned to the "ON" position during the ignition cycle check function. Under normal operation it goes off after a few seconds. **The warning light turning off after the check period means the system is operating as designed***. If the airbag warning (1) does not illuminate during the check period, or (2) illuminates or remains illuminated after the few second check period, please contact your local authorized Toyota dealer for diagnosis and appropriate repair. If the warning lamp illumination is related to the condition covered by this Safety Recall, the repair will be performed at **no charge** to you. **Please be aware that this condition may exist without illumination of the SRS Warning light or any other warnings.**

**Please refer to the Owner's Manual for additional operation details related to this system.*

Spanish translation on back side
Traducción en español en el lado inverso

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

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.

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 repair.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. Pacific 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 www.safercar.gov.

What if you have previously paid for repairs to your vehicle for these specific conditions?

If you have previously paid for repairs related to this condition, please mail all required paperwork to the following address for reimbursement consideration and allow 6–8 weeks for processing:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience WC10
19001 South Western Avenue
Torrance, CA 90509

Please refer to the attached Reimbursement Checklist for required document and submission details.

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.



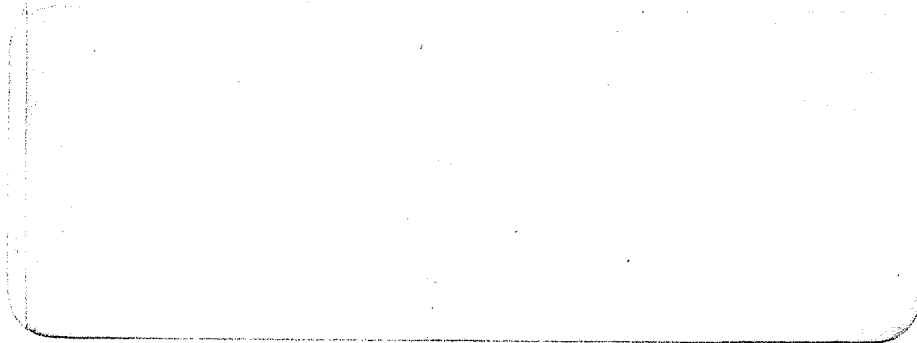
Toyota Motor Sales, U.S.A., Inc.
Owner Notification Processing Center
No General Correspondence
P.O. Box 710367, San Diego, CA 92171-0367

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SAFETY RECALL NOTICE (Remedy)

Spiral Cable Replacement

PLEASE READ THIS IMPORTANT INFORMATION



IMPORTANT SAFETY RECALL INFORMATION



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With Federal Law





Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991



T57 P2

MARTINSBURG, WV



URGENT SAFETY RECALL

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

Certain 2009 through Certain 2010 Model Year Corolla Vehicles
Certain 2009 through Certain 2010 Model Year Corolla Matrix Vehicles
Certain 2008 through Certain 2010 Model Year Highlander Vehicles
Certain 2009 through Certain 2010 Model Year Tacoma Vehicles
Certain 2006 through Certain 2008 Model Year RAV4 Vehicles
Certain 2006 through Certain 2010 Model Year Yaris Vehicles
Spiral Cable Replacement

IMPORTANT SAFETY RECALL (Remedy Notice)

This notice applies to your vehicle: VIN JTDJT903X85

Dear Toyota Customer:

This notice is being 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 the following:

Certain 2009 through 2010 Model Year Corolla
Certain 2009 through 2010 Model Year Corolla Matrix
Certain 2008 through 2010 Model Year Highlander
Certain 2009 through 2010 Model Year Tacoma
Certain 2006 through 2008 Model Year RAV4
Certain 2006 through 2010 Model Year Yaris

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner of the vehicle identified by the Vehicle Identification Number noted above.

What is the condition?

The steering column assembly in the involved vehicles contains a spiral cable assembly with electrical connections to the driver's airbag module that could become damaged when the steering wheel is turned. If this occurs, the air bag warning lamp will illuminate. In addition, the driver's air bag could become deactivated, causing it to not deploy in the event of a crash. This could increase the risk of injury to the driver in certain types of crashes.

What will Toyota do?


Any authorized Toyota dealer will replace the spiral cable assembly at **NO CHARGE** to you.

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 repair will take approximately **one hour**. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until the remedy is performed, please pay close attention to the SRS (airbag) Warning Light  located in the instrument panel. The SRS Warning Light is designed to come on when the engine switch is turned to the "ON" position during the ignition cycle check function. Under normal operation it goes off after a few seconds. **The warning light turning off after the check period means the system is operating as designed***. If the airbag warning (1) does not illuminate during the check period, or (2) illuminates or remains illuminated after the few second check period, please contact your local authorized Toyota dealer for diagnosis and appropriate repair. If the warning lamp illumination is related to the condition covered by this Safety Recall, the repair will be performed at **no charge** to you. **Please be aware that this condition may exist without illumination of the SRS Warning light or any other warnings.**

**Please refer to the Owner's Manual for additional operation details related to this system.*

Spanish translation on back side
Traducción en español en el lado inverso

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

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.

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 repair.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. Pacific 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 www.safercar.gov.

What if you have previously paid for repairs to your vehicle for these specific conditions?

If you have previously paid for repairs related to this condition, please mail all required paperwork to the following address for reimbursement consideration and allow 6–8 weeks for processing:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience WC10
19001 South Western Avenue
Torrance, CA 90509

Please refer to the attached Reimbursement Checklist for required document and submission details.

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.



Safety Recall Reimbursement Checklist

- Repair Order or Invoice
 - Must include the following information:
 - Mileage on the date that the repair order was created
 - Itemized breakdown of labor charges for each repair performed
 - Detailed diagnosis statement
 1. Why was the vehicle brought into the repair facility?
 2. What was the repair facility's diagnosis?
 3. What did the repair facility do to correct the concern?
- Proof-of-Payment
 - Only the Following Items are Valid Proof-of-Payment:
 - Copy of a Cancelled Check
 - Copy of a Signed Credit Card Receipt
 - Copy of a Credit Card Statement
 - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- Proof-of-Ownership
 - Only the following items are Valid Proof-of-Ownership:
 - Copy of the Bill of Sale
 - Copy of the Title
- Name, Address and Phone Number printed on all documents

If the repair was completed prior to the Safety Recall launch or completed at an independent repair facility, Toyota requires that the vehicle visits a Toyota Dealership for inspection of the repair in order to complete the Safety Recall prior to reimbursement consideration.



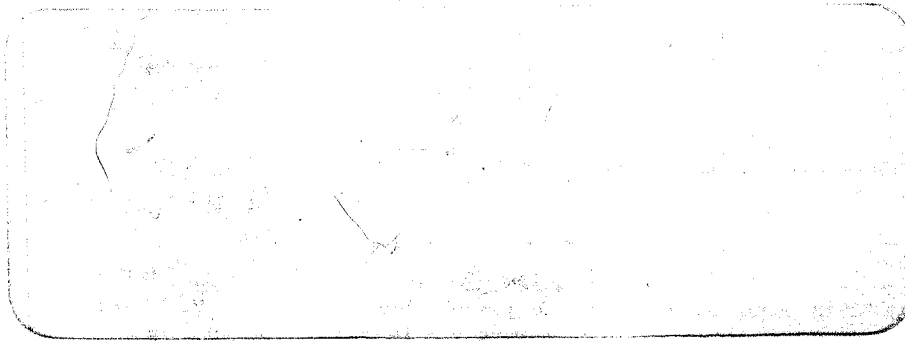
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Owner Notification Processing Center
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ISPM

SAFETY RECALL NOTICE (Remedy)

**Certain 2006–2010 Model Year Yaris Hatchback (3 Door)
Driver and Passenger Side Seat Track Assembly**

PLEASE READ THIS IMPORTANT INFORMATION



IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law





Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991



T3 P1

MARTINSBURG, WV



URGENT SAFETY RECALL

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

**Certain 2006–2010 Model Year Yaris Hatchback (3 Door)
Driver and Passenger Side Seat Track Assembly
IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: VIN JTDJT903X85

Dear Toyota Owner:

This notice is being 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 2006 to 2010 model year Yaris Hatchback 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 seat rail of the driver and front passenger seats of the subject vehicles, the springs used for the mechanism which locks the seat rail in its adjusting positions could break. This can happen if the seat is adjusted forward and/or rearward with high frequency. If a seat rail spring breaks, the seat may not lock into the adjusted position. If the vehicle is operated with a broken seat rail spring, the seat could move in the event of a crash, increasing the risk of injury to the occupant.

What will Toyota do?

Any authorized Toyota dealer will replace the Front Driver and Passenger Inner and Outer Seat Track at **NO CHARGE** to you.

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

Until the remedy is performed we recommend that you minimize frequent forward and rearward adjustment of the seat assembly. When adjusting the seat, always ensure the seat track has locked into position before operating the vehicle.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

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.

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 repair.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. Pacific 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 www.safercar.gov.

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, WC10
19001 South Western Avenue
Torrance, CA 90509

Please note that the dealer must complete the Safety Recall remedy before reimbursement consideration requests can be processed.

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.

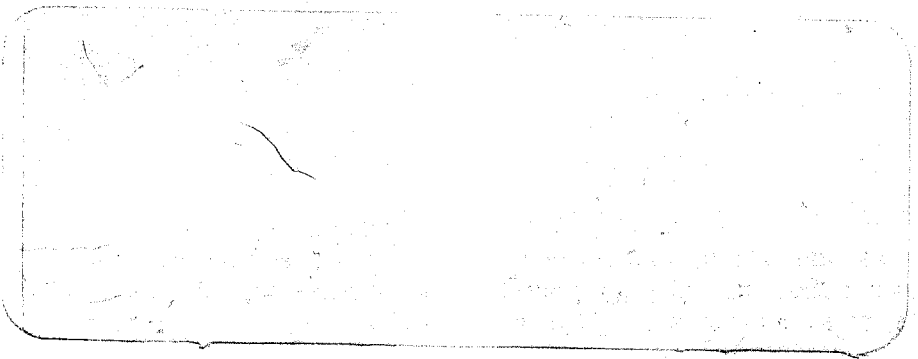


Toyota Motor Sales, U.S.A., Inc.
Owner Notification Processing Center
No General Correspondence
P.O. Box 710367, San Diego, CA 92171-0367

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SAFETY RECALL NOTICE (Interim)
Certain 2006–2010 MY Yaris – Driver Seat Track Assembly & Passenger Seat Track Assembly (3 Door Yaris Hatchback Only)


PLEASE READ THIS IMPORTANT INFORMATION



IMPORTANT SAFETY RECALL INFORMATION

Issued in Accordance
With Federal Law

 U.S. Department of
Transportation

 **NHTSA**
www.nhtsa.gov



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991



T6 P1

MARTINSBURG, WV



INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is ready.

**Certain 2006–2010 Model Year Yaris Hatchback
Certain 2007–2010 Model Year Yaris Sedan
Driver Side Seat Track Assembly &
Passenger Seat Track Assembly (3 Door–Yaris Hatchback Only)
IMPORTANT SAFETY RECALL (Interim Notice)**

This notice applies to your vehicle: VIN JTDJT903X85

Dear Toyota Customer:

This notice is being 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 2006–2010 model year Yaris Hatchback and certain 2007–2010 model year Yaris Sedan vehicles.

The purpose of this letter is to explain what the recall is about and to keep you informed of Toyota's implementation plan. We are currently making preparations to implement the Safety Recall remedy. We will send you another notification when the remedy is available.

What is the condition?

In the seat rail of the driver seat of the subject vehicles and also the front passenger seat of three-door models, the springs used for the mechanism which lock the seat rail in its adjusting positions could break. This can happen if the seat is adjusted forward and/or rearward with high frequency. If a seat rail spring breaks, the seat may not lock into the adjusted position. If the vehicle is operated with a broken seat rail spring, the seat could move in the event of a crash, increasing the risk of injury to the occupant.

What should you do in the interim?

We appreciate your patience while we prepare the remedy parts. If the condition is present, an occupant may notice the following:

- If both of the springs have broken, the seat will not lock into the adjusted position.
- In limited instances, if a spring has broken and becomes stuck in the seat rail, the seat may only be capable of forward movement.

If you notice these indicators or any other unusual operation of the seat, please contact your local authorized Toyota dealer for diagnosis and appropriate repair. If the condition is related to this Safety Recall, the repair will be performed at **no charge** to you.

Until the remedy is performed we recommend you minimize frequent forward and rearward adjustment of the seat assembly. When adjusting the seat, always ensure the seat track has locked into position before operating the vehicle.

You will receive a second owner notification letter when the remedy is available.

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.

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., or Saturday 7:00 a.m. through 4:00 p.m. Pacific 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 www.safercar.gov.

Spanish translation on back side
Traducción en español en el lado inverso

What if you have previously paid for repairs to your vehicle for these specific conditions?

If you have previously paid for repairs to your vehicle for these specific conditions prior to receiving this letter, we will provide you instructions for reimbursement consideration in the second owner letter once the remedy preparations are completed.

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.





Toyota Motor Sales, U.S.A., Inc.
Owner Notification Processing Center
No General Correspondence
P.O. Box 710367, San Diego, CA 92171-0367

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SAFETY RECALL FOLLOW-UP NOTICE (Remedy)
Power Window Master Switch (PWMS) – COM
PLEASE READ THIS IMPORTANT INFORMATION

IMPORTANT SAFETY RECALL INFORMATION

Issued in Accordance
With Federal Law



U.S. Department of
Transportation

NHTSA
www.nhtsa.gov

COM



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991



T69 P2

MARTINSBURG, WV



URGENT SAFETY RECALL

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

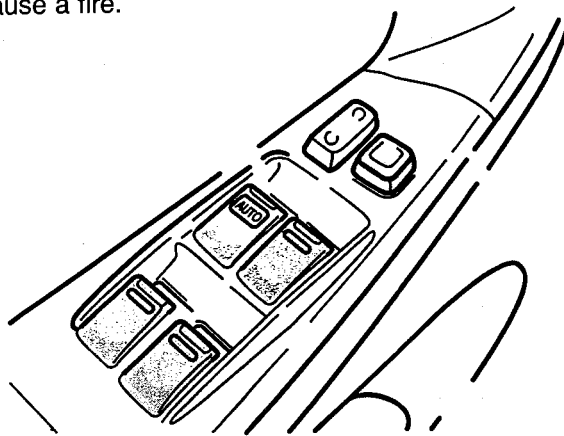
**Certain 2008 Model Year Yaris Vehicles
Power Window Master Switch Assembly
IMPORTANT SAFETY RECALL FOLLOW-UP NOTICE**
This notice applies to your vehicle: VIN JTDJT903X85

Dear Toyota Customer:

This notice is being 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 some 2008 model year Yaris vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

What is the condition?

The Power Window Master Switch assembly ("PWMS assembly") which controls the windows for the driver and passengers is located in the driver's door. The switches that control the **passengers' windows** in this assembly may overheat and possibly cause a fire.



What will Toyota do?

Any authorized Toyota dealer will inspect the PWMS assembly and apply a specialized grease. In a limited number of instances, based upon the results of the inspection, the PWMS assembly circuit board may also be replaced. This inspection and repair will be performed at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer and make an appointment to have this remedy performed as soon as possible.

The inspection and application of the specialized grease will take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

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.

Spanish translation on back side
Traducción en español en el lado inverso

Are there any steps that can be taken prior to performance of the remedy?

- Over time, the passenger window switches in the PWMS assembly may begin to feel uneven or “notchy” when they are operated. This may be an indication that your switch is not operating properly. ***Please make an appointment as soon as possible with your Toyota dealership to have the PWMS assembly inspected.*** If it is determined that the switch is not operating due to the above condition, the assembly will be repaired at **NO CHARGE** to you.

In the meantime, do not attempt to make repairs by applying commercially available chemicals (for example, lubricants or cleaners) into the PWMS assembly. Doing so may cause the assembly to smoke, melt or under some circumstances cause a fire. In the event commercially available chemicals have already been applied to the PWMS assembly, please make an appointment with your dealer as soon as possible to have the PWMS assembly inspected.

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 repair.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- Additional information is also available by contacting the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., or Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.

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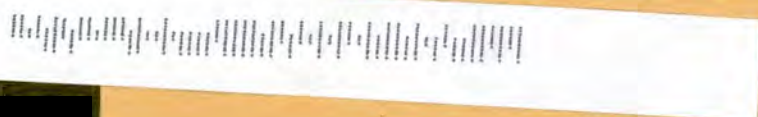
If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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.



Administrator:
 National Highway Traffic Safety Administration
 1200 New Jersey Ave S.E.
 Washington, D.C.

20590

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