

TOYOTA CUSTOMER SERVICES

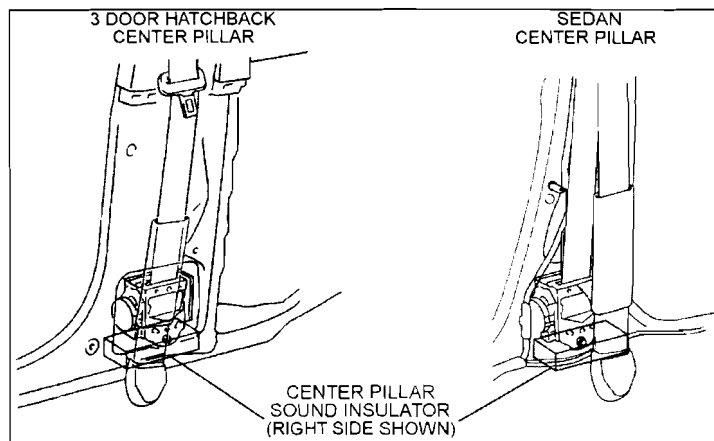
Volume: XVI
Number: TC09-004
Date: 01/28/2009
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INTEROFFICE MEMORANDUM

To: All Region/Private Distributor General Managers/Vice Presidents
From: Gary Smith, *Gary E. Smith*
Corporate Manager, Service Technology & Compliance
Subject: Safety Recall (Special Service Campaign) – 90C
Certain 2006 Through 2007 Model Year Yaris – Center Pillar Sound Insulator

Toyota will initiate a Special Service Campaign on the Center Pillar Sound Insulator (Sponge) on certain 2006 through 2007 model year Yaris vehicles.

The involved vehicles contain a Center Pillar Sound Insulator (sponge) located underneath each front seatbelt pretensioner. In the event of seat belt pretensioner deployment, the gas generated may affect the Center Pillar Sound Insulators.



The following vital information is provided to inform you and your staff of the owner notification phase of the campaign and your degree of involvement.

1. **Dealer Letter Mailing Date**

The attached Dealer Letter will be sent to all Toyota dealers in late January, 2009.

2. **Owner Notification Mailing Date**

The owner notification will commence in early February, 2009, approximately one week after the dealer notification.

Please note that only owners of the affected vehicles will be notified. If a dealer is contacted by an owner, who has not yet received a notification, please instruct them to **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the attached Technical Instructions.

3. Number of Vehicles Involved

There are approximately 134,900 2006 through 2007 model year Yaris vehicles involved in the U.S.

4. Region/District Summary Reports

We have enclosed the following SSC 90C Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this SSC.
- A District Summary Report that indicates the number of involved vehicles per dealership in each district for this campaign.

cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
All NAPC General Managers
All TMS Sales Administration Managers
All TMS Product Quality & Service Support Managers
All Field Product Engineers

K. Aoki	B. Cooper	J. Hanson	T. Minyon	R. Specht
K. Arase	R. Daly	K. Higgins	T. Morrison	J. Stempkowski
J. Beseda	D. Danzer	M. Hosoe	T. Nakagami	S. Sugawara
G. Borst	F. Davidson	R. Ito	D. Pettitt	M. Templin
R. Broughman	T. Doi	M. King	R. Pflughaupt	J. Tetherow
G. Bryan	D. Esmond	J. Lang	C. Reynolds	A. Vaish
W. Burns	W. Fay	J. Lentz	C. Roberts	R. Waltz
D. Camden	N. Fein	E. Matsuda	R. Sakai	S. Yamaguchi
B. Carter	F. Fontanella	K. Kusakawa	D. Sakakibara	M. Yamanami
G. Christoff	Y. Funo	M. Michels	M. Setta	H. Yoshihashi
J. Colon	S. Haag	I. Miller	A. Smith	D. Zellers



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

To: All Toyota Dealer Principals, Service Managers, Parts Managers
Subject: Safety Recall (Special Service Campaign) – 90C
Certain 2006 Through 2007 Model Year Yaris – Center Pillar Sound Insulator

Toyota will initiate a Special Service Campaign on the Center Pillar Sound Insulator (Sponge) on certain 2006 through 2007 model year Yaris vehicles.

The involved vehicles contain a Center Pillar Sound Insulator (sponge) located underneath each front seatbelt pretensioner. In the event of seat belt pretensioner deployment, the gas generated may affect the Center Pillar Sound Insulators.

1. Owner Notification Letter Mailing Date

The owner notification will commence in early February, 2009, approximately one week after the dealer notification.

Please note that only owners of the affected vehicles will be notified. If your dealership is contacted by an owner of an involved vehicle, who has not yet received a notification, please **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the attached Technical Instructions.

2. Vehicles in Dealer Stock

Dealers are requested to perform SSC procedures on any vehicles in their stock prior to sale or lease. Vehicle SSC completion can be verified through TIS.

3. Dealer/Owner Lists

Affected vehicle VIN lists (VIN only due to Privacy Laws) for SSC 90C have been distributed to each dealership's Service and Parts Managers. These lists are based upon the dealership's Primary Marketing Area (PMA) or selling dealership where applicable. Based upon our records, a dealership which does not have an affected vehicle in their PMA will receive a report indicating so.

4. Number and Identification of Involved Vehicles

There are approximately 134,900 2006 through 2007 Yaris vehicles involved in the U.S.

Model	WMI	Year	VIN Range	
			VDS	Ranges
Yaris	JTD	2006	JT903	5008928 - 5009082
			JT923	5008921 - 5029401
		2007	BT903	1000575 - 1151659
			BT923	1000574 - 1151663
			JT903	5028754 - 5120183
			JT923	5028776 - 5120192

Please note that not all vehicles in the VIN range are affected by this SSC. If your dealership is contacted by an owner of an involved vehicle, who has not yet received a notification, please **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the attached Technical Instructions.

5. **Parts Ordering**

There are no parts required for this SSC repair.

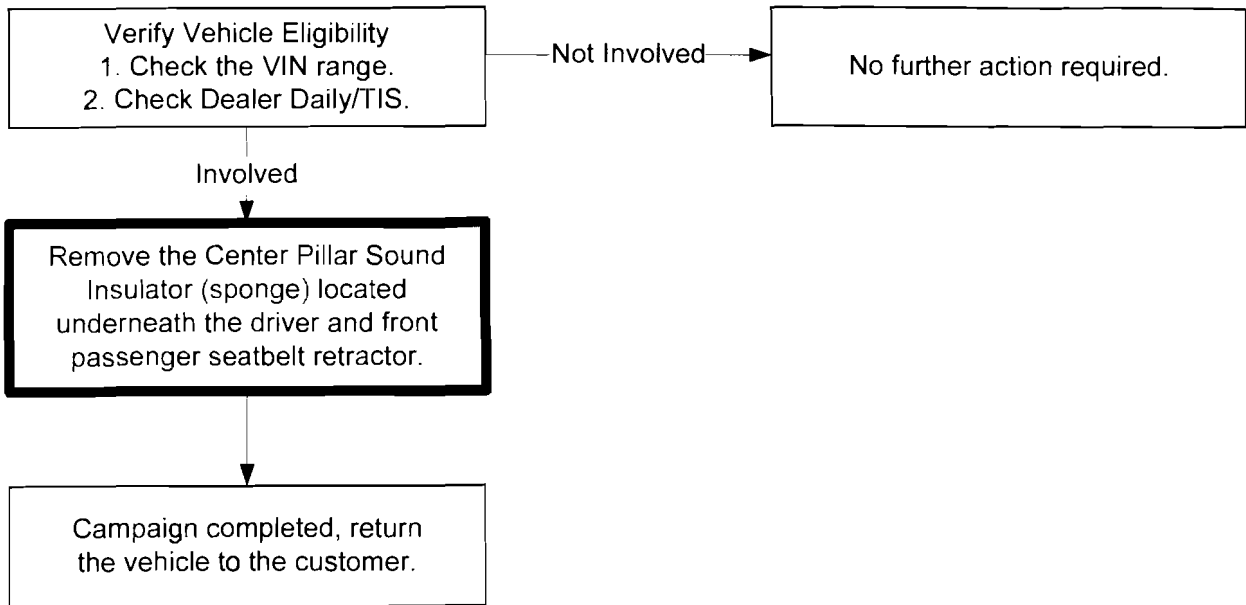
6. **Repair Procedures**

Refer to the attached Technical Instructions.

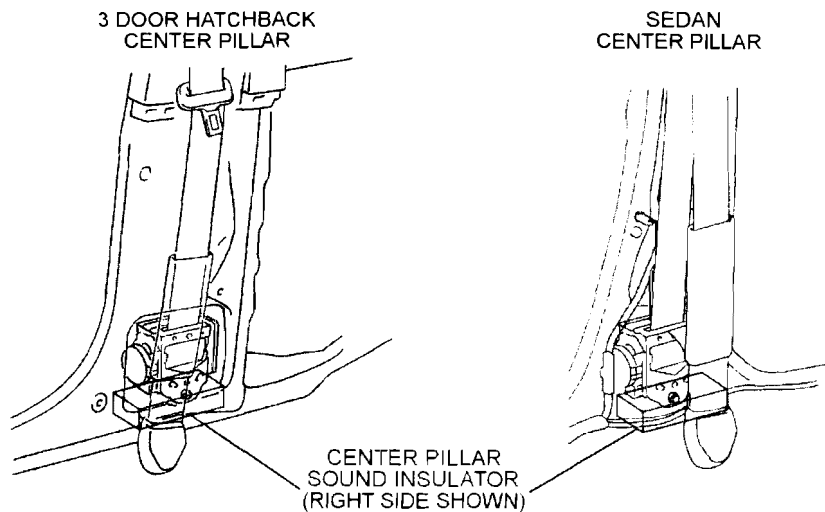
7. **Warranty Processor Instructions**

Please note the following for this campaign:

- ***This SSC involves the removal of the Center Pillar Sound Insulator (sponge) located underneath the driver and front passenger seatbelt retractor.***



Center Pillar Sound Insulators



The operation codes to be used for this campaign are:

SSC #	Op. Code	Description	Flat Rate Hour
90C	8503M1	Remove the Center Pillar Sound Insulators on Yaris Sedan	0.4 hr/vehicle
	8503M3	Remove the Center Pillar Sound Insulators on Yaris 3 Door Hatchback with Rear 60/40 Split Seat	0.7 hr/vehicle
	8503M5	Remove the Center Pillar Sound Insulators on Yaris 3 Door Hatchback with Rear Hold Down (Bench) Seat	0.5 hr/vehicle

Submit Special Service Campaign claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.

NOTE: The above flat rate time includes 0.1 hour for administrative cost per unit for the dealership.

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 Special Service Campaign.

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

**SSC 90C - Certain 2006 Through 2007 Yaris Vehicles
Center Pillar Sound Insulator
SAFETY RECALL NOTICE**

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 through 2007 model year Yaris vehicles.

What is the condition?

Your 2006 through 2007 Yaris is equipped with driver and front passenger seat belt pretensioners, which are designed to be activated in response to a severe frontal impact. When the sensor detects a severe frontal impact, the front seat belts are quickly drawn back by the retractors so that the belts snugly restrain the occupants.

The involved vehicles contain a Center Pillar Sound Insulator (sponge) located underneath each front seatbelt pretensioner. In the event of seat belt pretensioner deployment, the gas generated may affect the sound insulators. In the worst case, if the sound insulators ignite, this condition will result in a post-collision fire.

What will Toyota do?

Any Toyota dealer will modify your vehicle at **NO CHARGE** to you. The modification will entail removal of the small urethane Center Pillar Sound Insulators (sponge) underneath the driver and front passenger seat belt pretensioners. The repair area is located behind the center pillar covers.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer to make an appointment to conduct this repair as soon as possible. The repair will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

We request that you present this notice to the dealer 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 this important Safety Recall. 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 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, DC 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 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.



**Special Service Campaign (SSC) – 90C (SAFETY RECALL)
Certain 2006 through 2007 Model Year Yaris vehicles
Center Pillar Sound Insulator (Sponge)**

Q1: What is the condition?

A1: The 2006 through 2007 model year Yaris vehicles are equipped with driver and front passenger seat belt pretensioners, which are designed to be activated in response to a severe frontal impact. When the sensor detects a severe frontal impact, the front seat belts are quickly drawn back by the retractors so that the belts snugly restrain the occupants.

The involved vehicles contain a Center Pillar Sound Insulator (Sponge) located underneath each front seatbelt pretensioner. In the event of seat belt pretensioner deployment, the gas generated may affect the Center Pillar Sound Insulators.

Q2: What is the cause of this condition?

A2: The location of the Center Pillar Sound Insulator may cause it to be affected by the gas generated from the seat belt pretensioner in the event of a crash.

Q2a: Why was the Center Pillar Sound Insulator installed on the vehicle?

A2a: The Center Pillar Sound Insulator was installed to help reduce noise. However, the effect of the sound insulator is minimal on the actual vehicles.

Q3: Are there any warnings that this condition exists?

A3: No, there are no specific warnings that this condition exists.

Q4: Which and how many vehicles are involved?

A4: There are approximately 134,900 vehicles involved.

Affected Vehicle	Approx UIO
2006 through 2007 model year Yaris Hatchback	47,600
2007 model year Yaris Sedan	87,300

Q5: Are there any other Toyota or Lexus vehicles involved?

A5: No, this specific condition only affects certain 2006 through 2007 model year Yaris vehicles.

Q6: What is the production period of the affected vehicles?

A6: The affected vehicles were produced:

Model	Production Range
2006 through 2007 model year Yaris Hatchback	Late August 2005 – Early April 2007
2007 model year Yaris Sedan	Early February 2006 – Early April 2007

Q7: How many incidents of this condition have been reported?

A7: There have been no cases of this condition reported in the affected vehicles in the United States.

Q8: Have there been any accidents reported?

A8: No. There have been no accidents reported which relate to this condition.

Q9: What is Toyota going to do?

A9: Owners of the involved vehicles will receive a Safety Recall notification by first class mail beginning in early February, 2009. Toyota dealers will modify the involved vehicles at **NO CHARGE** to the customer.

Q10: How long will the repair take?

A10: The repair will take approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q10a: What is entailed in the modification?

A10a: Any Toyota dealer will modify the vehicle at **NO CHARGE**. The modification will entail removal of the small urethane Center Pillar Sound Insulators (sponge) underneath the driver and front passenger seat belt pretensioners. The repair location is behind the center pillars covers and will not be visible to the customer.

Q10b: Does the noise level inside of vehicles change after removal of the small urethane Center Pillar Sound Insulators (sponge)?

A10b: Toyota has confirmed that the vehicle's interior noise level is not impacted by this modification.

Q11: What should an owner do if they experience the condition, or have immediate concerns about their vehicle?

A11: If an owner has any immediate concerns they are requested to contact their local Toyota dealer for diagnosis, and if applicable, repair.