



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue, S207  
Torrance, CA 90509-2991

TMS-NTC-12264  
November 13, 2012

Recall Management Division  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Re: Toyota Safety Recall 12V-528 – Preliminary Dealer Notification

To whom it may concern,

Please find attached the Preliminary Dealer Notification Letter for Toyota Safety Recall 12V-528 on the following Toyota vehicles:

- 2012 to early 2013 Scion iQ

If you have any questions regarding this matter, please contact me at (310) 468-5316.

Sincerely,

A handwritten signature in black ink, appearing to read "M.L. J. K.", is written over a thin horizontal line.

Quality Compliance Assistant Manager

Attachments:

- Toyota 12V-528 (C0S) Dealer Notification (Prelim)

Lonnie Peterson / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
November 7, 2012  
Approved By: Bob Waltz

To: All Toyota Dealers  
From: Product Support Division

**Safety Recall – C0S (C1S) *Preliminary Notification***  
**2012 to early 2013 Model Scion iQ Vehicles**  
**Occupant Classification System (OCS)**  
**\*\*\*\*\*URGENT\*\*\*\*\***

On Wednesday November 07, 2012, Toyota will file a Defect Information Report (DIR), with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on 2012 to early 2013 Model Year Scion iQ vehicles.

**The following preliminary information is provided to inform you and your staff of the DIR filing.**

**Condition**

The front passenger seat assembly of the Scion iQ is equipped with sensors for the Occupant Classification System (OCS) which is used to control the operation of the front passenger Supplemental Restraint Systems (SRS) such as the airbags and seat belt pre-tensioner. Flexible Printed Circuit (FPC) Cables for the sensors located in the seat rail could come into contact with the rear floor mat strap or other object placed near the seat track and become damaged as the front passenger seat slides forward or backward. Depending upon how the FPC cable becomes damaged, the airbags may not deploy as designed or the airbags and seat belt pre-tensioner may be improperly activated. Deactivated or improperly activated air bags could increase the risk of injury to an occupant in the event of a crash.

**Covered Vehicles**

- There are approximately 11,200 Scion iQ (2012 to early 2013 MY) vehicles covered by this Safety Recall.
- The covered vehicles were produced from late July 2011, through mid-October 2012.

**Status**

- C0S ("C1S" until the remedy is launched) Preliminary Notification documents will be posted on TIS starting the morning of Wednesday, November 07, 2012. ***For reference purposes only***, VINs covered by this Safety Recall will be searchable on TIS starting Wednesday morning, November 07, 2012 (Pacific Time).
- ***Toyota is currently making preparation to implement the Safety Recall remedy.*** When available, the remedy will be performed at **No Charge** to the vehicle owner. When available, the remedy will entail an inspection and installation of protective covers on the weight sensors. Additional information will be provided at the launch of the remedy phase.

**Media Contacts**

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

**Customer Handling**

A Q&A is attached to help dealerships respond to any customer concerns. If the customer has any further questions, they are requested to contact the Scion Customer Experience Center. The Scion Customer Experience Center can be reached at 1-866-707-2466 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

**New Vehicles in Dealership Inventory (In-Stock Vehicles)**

As required by Federal law, dealers are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the defect has been remedied. Vehicle Safety Recall completion can be verified through TIS.

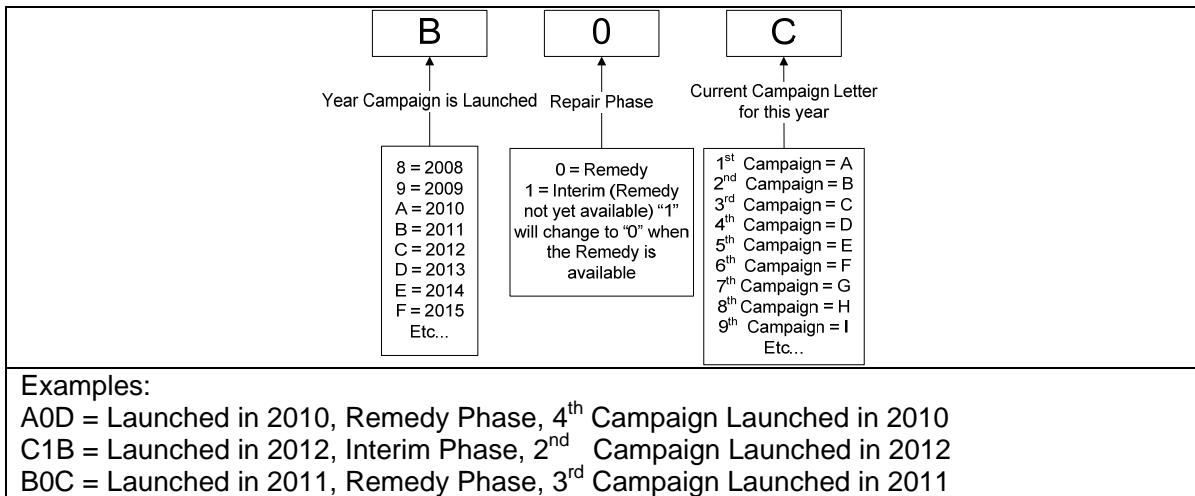
TMS is currently arranging for parts to be shipped to each dealership for these units. We anticipate the parts will be available during the week of November 12<sup>th</sup>. Additional information will be provided to Region and Dealer associates as it becomes available.

**Handling of Vehicles Exhibiting this Condition**

In the unlikely event a customer contacts a dealership and has experienced the condition described, **before the remedy is announced**, dealerships are requested to assist them by setting up an appointment to diagnose the condition.

If the condition is verified, please assist the customer by repairing the vehicle at **no charge**. The necessary parts can be ordered through your facing PDC. **At this time Toyota has a very limited number of parts available. Only order parts for vehicles currently experiencing the condition described. All parts replaced for this Safety Recall are subject to Warranty Parts Recovery.**

**Campaign Designation Decoder**



Dealership associates that have any questions are requested to contact their District Service/Parts Manager.

Please review this preliminary notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



**Safety Recall C0S**  
**2012 to early 2013 Model Year Scion iQ Vehicles**  
**Occupant Classification System (OCS) – Q&A**

**Q1: What is the condition?**

A1: The front passenger seat assembly of the Scion iQ is equipped with sensors for the Occupant Classification System (OCS) which is used to control the operation of the front passenger Supplemental Restraint Systems (SRS) such as the airbags and seat belt pre-tensioner. Flexible Printed Circuit (FPC) Cables for the sensors located in the seat rail could come into contact with the rear floor mat strap or other object placed near the seat track and become damaged as the front passenger seat slides forward or backward. Depending upon how the FPC cable becomes damaged, the airbags may not deploy as designed or the airbags and seat belt pre-tensioner may be improperly activated. Deactivated or improperly activated air bags could increase the risk of injury to an occupant in the event of a crash.



**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 for the front passenger as appropriate.

**Q2: Are there any warnings of this condition?**

A2: Not always. However, if the weight sensor for the OCS is damaged, the airbag warning light or status indicator light shown below may illuminate:

- 1.) If the front AIRBAG ON status indicator light is illuminated with no occupant, child restraint system or child (depending on his/her physique or posture) in the front passenger seat, this may indicate that the weight sensor for the OCS is damaged.
- 2.) If the main SRS\* warning light illuminates and *remains* illuminated after the initial 6 second bulb check, this may indicate that the weight sensor for the OCS is damaged. (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. It goes off after about 6 seconds. ***This means the system is operating as designed.***)

<b>Lights</b>	
	<p><b>Front Passenger AIR BAG ON Status Indicator Light</b></p> <ul style="list-style-type: none"> <li>• If this status light is illuminated, but there is no occupant in the passenger seat, there may be damage to the weight sensor of the OCS.</li> </ul>
	<p><b>Supplement Restrain System (SRS)* Warning Light</b></p> <p>Indicates a malfunction in:</p> <ul style="list-style-type: none"> <li>• The SRS airbag system;</li> <li>• The front passenger occupant classification system;</li> <li>or</li> <li>• The seat belt pre-tensioner system.</li> </ul>

\*The SRS warning light illuminates whenever any concern within the SRS system is detected. If the SRS warning light illumination is related to this condition, the repair will be performed at no charge to the customer.

**Q3: What is Toyota going to do?**

A3: In early December, 2012, Toyota will notify vehicle owners by first class mail to return their vehicle to a Toyota dealer for inspection and installation of protective covers on the weight sensors. If any FPC cable is found to be damaged, a new seat adjuster assembly containing sensors with protective covers will be installed. The remedy will be performed at **no charge** to the customer.

Information regarding the availability of the remedy will be communicated shortly.

**Q4: Which and how many vehicles are covered by this Safety Recall Campaign?**

A4: There are approximately 11,200 Scion iQ (2012 to early 2013 Model Year) covered by this Safety Recall in the U.S.

Model Name	Model Year	Production Period	Number of Vehicles (Approx.)
Scion iQ	2012 to early 2013	Late July 2011 to Mid-October, 2012	11,200

**Q4a: Are there any other Lexus/Toyota vehicles covered by this Safety Recall?**

A4a: No, this condition only covers 2012 to early 2013 Model Year Scion iQ Vehicles.

**Q4b: Why is the Scion iQ EV not covered by this Safety Recall?**

A4b: The manner in which the weight sensor is mounted on the seat rail in the Scion iQ EV is different.

**Q5: How long will the repair take?**

A5: The repair will take approximately 1 hour. 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 a customer has previously paid for repairs to his/her vehicle for this condition?**

A6: Reimbursement consideration instructions will be provided in the remedy owner letter.

**Q7: What if an owner has additional questions or concerns?**

A7: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1.866.70.SCION (1.866.707.2466) Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

**November 7, 2012**

*Toyota Fast Facts* is an update on Toyota and industry news. Please feel free to share this information with family and friends. For more news, visit [www.toyotanevnewsroom.com](http://www.toyotanevnewsroom.com).

---

### **Toyota Announces Voluntary Safety Recall of Certain 2012 and Early 2013 Scion iQ Vehicles**

Toyota Motor Sales, U.S.A., Inc. (TMS), today announced that it will conduct a safety recall involving approximately 11,200 Scion iQ vehicles to inspect the front passenger Occupant Classification System (OCS) weight sensor cables and install new protective covers over the sensors.

The front passenger seat assembly of the Scion iQ is equipped with sensors for the OCS which is used to control the operation of the front passenger Supplemental Restraint Systems, such as the airbags and seat belt pre-tensioner. Cables for the sensors located in the seat track may come into contact with an object placed near the seat track and become damaged as the front passenger seat slides forward or backward.

Depending upon how the cable is damaged, the airbags may not deploy as designed or the airbags and seat belt pre-tensioner may be improperly activated.

No crashes or injuries have been reported for this condition.

Owners of vehicles covered by this safety recall will receive an owner notification letter via first class mail starting in early December 2012. The repair will take approximately one hour depending on the dealer's work schedule.

Today's announcement is for U.S. market vehicles only. No other Toyota, Lexus, or Scion vehicles are involved.

Detailed information is available to customers at [www.toyota.com/recall](http://www.toyota.com/recall) and the Scion Customer Experience at 1-866-707-2466.