



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

TMS-NTC-13116
May 16, 2013

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

Re: Toyota Safety Recall 13V-098 – Dealer Notification Interim

To whom it may concern,

Please find attached the Dealer Notification - Interim Letter for Toyota Safety Recall 13V-098 on the following Toyota vehicles:

2007 through Late 2013 Model Year FJ Cruiser

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. J. K.", is written over a thin horizontal line.

Quality Compliance Assistant Manager

Attachments:

- Toyota 13V-098 (D0C) Dealer Notification (Interim)

Lonnie Peterson / TMS Toyota Customer Services
 Product Quality and Service Support, Quality Compliance
 March 15, 2013
 Approved By: Bob Waltz

To: All Toyota Dealers
 From: Product Support Division

Safety Recall D0C (D1C) *Preliminary Notification*
2007 through Late 2013 Model Year FJ Cruiser Vehicles
Access Door Inner Panel
 *******Interim Mailing Update*******

Updated 5/8/2013: Interim Mailing Information

As previously announced, in March, 2013, Toyota filed 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 2007 through late 2013 model year FJ Cruiser vehicles.

This preliminary information is being provided to keep you informed of the filing. **Toyota is currently preparing the remedy for this condition.** We will notify you again at the time of the next phase, prior to the owner notification starting.

Condition

The retractors for the front driver and passenger seat belts are mounted in the access door panels of the vehicle. Due to insufficient strength of the access door panel, cracks could develop in the panel if the access door is repeatedly and forcefully closed over an extended period of time. If cracks occur in the panel around the lower retractor anchor, the seat belt retractor could become detached, which could increase the risk of injury to an occupant in the event of a crash.

Covered Vehicles

- There are approximately 209,000 FJ Cruiser vehicles (2007 through late 2013 model Year) covered by this Safety Recall in the US.

Model	Model Year	Production Range	Appx. UIO
FJ Cruiser	2007 through late 2013	Early November, 2005 through Late February, 2013	209,000

Status

- D0C ("D1C" until the remedy is launched) Preliminary Notification documents were posted on TIS Friday March 15, 2013 (Pacific Time). **For reference purposes only**, VINs covered by this Safety Recall are searchable on TIS.

- Toyota is currently making preparations to implement this Safety Recall remedy.*** Due to the lead time in preparing the necessary materials, Toyota will be mailing an interim owner notification letter to customer covered by this Safety Recall in Early May, 2013. The interim notice will advise owners: (1) of this Safety Recall, (2) of the fact they will receive a future notice when the remedy is available, (3) what to do if they hear an abnormal rattle noise from the access door, or if the user cannot pull the seat belt or return it to the retractor. A copy of the interim owner letter is attached for your reference.

- 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. Additional information will be provided at the launch of the remedy phase.

New Vehicles in Dealership Inventory

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. A member of your Region/PD will provide a list of VIN's that our records show to be in your dealership's inventory, to ensure they are not delivered. Additional information will be provided as it becomes available.

Pre-Owned Vehicles in Dealer Inventory

Toyota generally requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied. However, in this case, unless prohibited by your state's law, dealers can deliver unremedied pre-owned vehicles if they disclose to the customer that the vehicle is subject to a Safety Recall and Toyota will send them a notification when the remedy is available (if an abnormal rattle noise is heard from an access door when closing or it is difficult to pull the seat belts from the retractors, the vehicle should be diagnosed and repaired prior to customer delivery).

Handling of Vehicles Exhibiting this Condition

If a customer contacts your dealership and has experienced the condition described, dealerships are requested to assist them by setting up an appointment to diagnose the condition. If the condition is verified and related to the Safety Recall the repair will be performed at **No Charge**. The dealer should contact the Technical Assistance Hotline (TAS) 800-233-3718 prior to starting repair on vehicles which have exhibited this condition.

Media Contacts

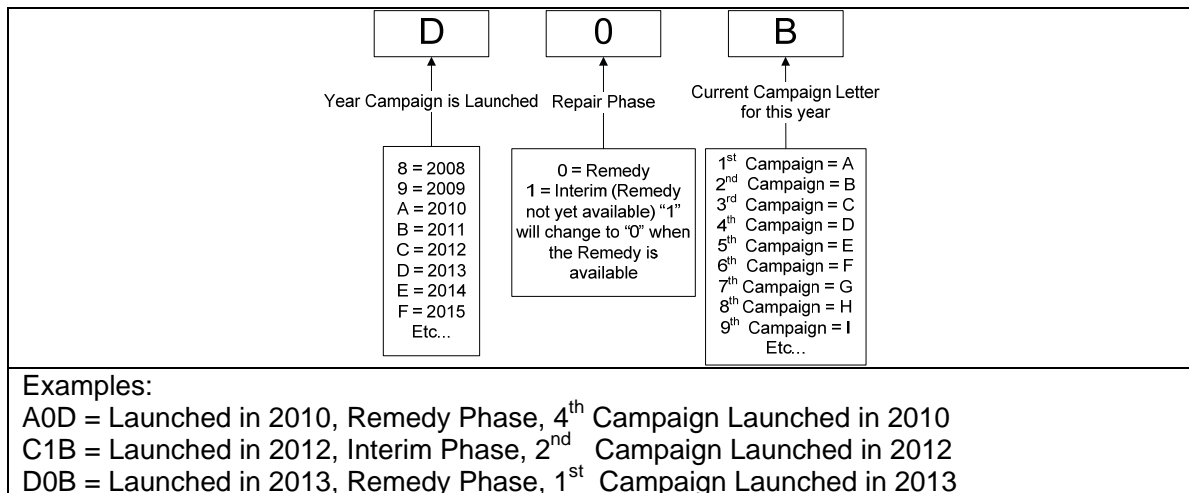
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Handling

A FAQ is attached to help dealerships respond to any customer concerns. If the customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

Please note the attached FAQ is now published on the www.Toyota.com website for customer viewing. Toyota will be publishing future Safety Recall FAQs on the [Toyota.com](http://www.Toyota.com) website to assist customers.

Campaign Designation Decoder



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.