



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

TMS-NTC-13084
March 25, 2013

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

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

To whom it may concern,

Please find attached the Preliminary Dealer Notification 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 (Prelim)

Wayne Hutchinson / 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

On March 15, 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 may 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	TBD	209,000

Status

- D0C ("D1C" until the remedy is launched) Preliminary Notification documents will be posted on TIS Friday morning at approximately 9 A.M., March 15, 2013 (Pacific Time). ***For reference purposes only***, VINs covered by this Safety Recall will be searchable on TIS starting Friday morning, March 15, 2013 (Pacific Time).
- Toyota is currently preparing the remedy for this condition.***

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, until the remedy is available, dealers can deliver 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.

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

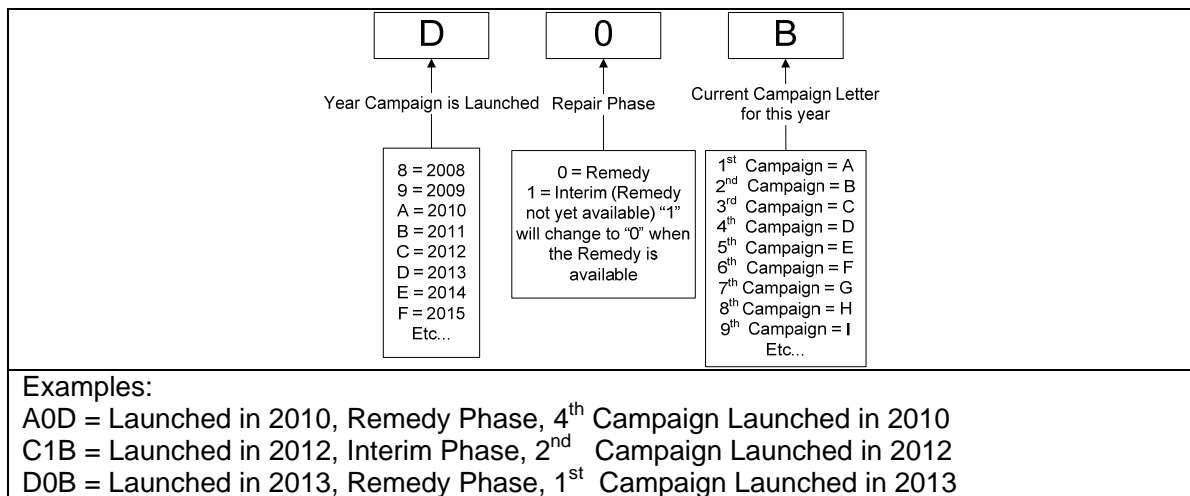
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media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

Customer Handling

A 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.



Safety Recall D0C (D1C) - Preliminary Notice
2007 through Late 2013 Model Year FJ Cruiser
Access Door Inner Panel

Customer Frequently Asked Questions

Published Mid-March, 2013

We at Toyota care greatly about your safety while we prepare the remedy for this condition. We are providing the following information to keep you informed of the recall details. Please check back frequently as this document will be updated.

Q1: What is the condition?

A1: 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 may 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.

Q1a: What is the cause of the condition?

A1a: The inner panel of the right hand and left hand access door where the seat belt retractor mounts does not have sufficient strength.

Q2: What is Toyota going to do?

A2: **Toyota is currently preparing the remedy for this condition.** Once preparations are complete, Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall. The remedy will be performed at **No Charge**.

Q3: Are there any warnings that this condition exists?

A3: No. There are no warnings that this condition exists. However, if the seat belt retractor becomes detached, an abnormal rattling noise may be heard from the access door when closing or it could be difficult to pull the seat belt from the retractor.

Q3a: What if I hear an abnormal rattling noise before the remedy is available?

A3a: If you hear an abnormal rattling noise from the access door, or if you cannot pull the seat belt from the retractor, please contact your local authorized Toyota dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at **NO CHARGE** to you.

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

Q4: There are approximately 209,000 vehicles covered by this Safety Recall in the US.

Model Name	Model Year	Production Period	Approx. UIO
FJ Cruiser	2007 through Late 2013	TBD	209,000 units

Q5: What if I previously paid for repairs to my vehicle for this condition?

A5: Reimbursement consideration instruction will be provided in the remedy owner letter.

Q6: What if I have additional questions or concerns?

A6: If you have additional questions or concerns, please contact the Toyota Customer Experience Center 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.

March 15, 2013

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.

Toyota Announces Voluntary Safety Recall of Certain 2007-2013 Model-Year FJ Cruiser Vehicles

Toyota Motor Sales, USA, Inc. (TMS), will conduct a safety recall involving approximately 209,000 FJ Cruiser vehicles.

The seatbelt retractors for the driver and front passenger seat belts are mounted in the rear doors (access doors) of the vehicle. Due to insufficient strength of the rear door panel, cracks may develop over an extended period of time if the rear door is repeatedly and forcefully closed. If cracks occur in the panel around the lower seatbelt retractor anchor, the seatbelt retractor may become detached.

No accidents or injuries have been reported for this condition.

Owners of vehicles covered by this safety recalls will receive an owner notification letter via first class mail starting in the near future. Any authorized Toyota dealer will perform this recall at no charge to the vehicle owner.

Detailed information is available to customers at www.toyota.com/recall and the Toyota Customer Experience Center at 1-800-331-4331.

March XX, 2013

To: All _____ Region Dealers, Comptrollers and Office Managers

Subject: New FJ Cruiser Vehicles Covered by
Safety Recall Campaign D0C (Preliminary D1C)

Dear Valued Dealer:

TMS will be providing Dealer Financial Support for New FJ Cruiser Vehicles currently in dealer inventories and subject to Safety Recall Campaign D0C. TMS provided all dealers with preliminary notice of this Safety Recall on March 15, 2013. The preliminary notice advised that, as required by Federal Law, dealers must not sell any new vehicles subject to the Safety Recall until the remedy has been performed. Please remember, this requirement is a dealer responsibility. TMC currently is preparing the remedy, and TMS will keep you advised of its progress.

Dealer Financial Support for dealers with affected new vehicles will be provided as follows:

- 1% of dealer cost, excluding Delivery Allowance Program, Holdback, Financial Reserve and any Toyota Dealer Advertising paid at the time of invoicing per month, prorated for the number of days that the affected vehicles may not be sold.
- At this time we do not know what the dates of the pro-ration period will be.

If you have questions about the Dealer Financial Support described in this letter, please contact your Region representatives. We will be in contact with you when we have further information about the Dealer Financial Support for this campaign.

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, until the remedy is available, dealers can deliver 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.

Thank you for your continued loyalty to Toyota, and for your commitment to Toyota customers.

[Signature]

General Manager

Dealer Financial Support for Safety Recall D0C
Example Calculation for Model 2013MY 4704C FJ Cruiser

Dealer Invoice	31,426.20
Less DAP/Holdback/Whls Finance Reserve	-1,588.00
Less TDA (if applicable)	-515.00
<i>Subtotal</i>	29,323.00
1 % of Subtotal paid per month*	293.23

*Actual payment amount will be prorated for the number of days that the vehicles could not be sold.