


**TOYOTA****PRODUCT SUPPORT DIVISION**

Volume: XIX  
 Number: TC13-032  
 Date: 12/17/2013  
 Action  
 Retain  
 Information

**INTEROFFICE MEMORANDUM**

To: All Toyota Region General Managers/Vice Presidents  
 From: Bob Waltz,   
 Vice President, Product Quality and Service Support  
 Subject: Safety Recall D0L – **Remedy Available**  
 2005 through 2011 Model Year Tacoma Access Cab Vehicles  
 Driver and Front Passenger Seat Belt Assemblies

As previously announced, on August 7, 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 2005 through 2011 Tacoma Access Cab vehicles.

**Toyota has completed remedy preparations and will now begin mailing the remedy owner letter.**

**Condition**

The Seat Belt Assemblies for the driver and front passenger are mounted inside the access (rear) doors of the subject vehicles. On the assemblies, screws holding the Seat Belt Pre-tensioner to the Seat Belt Retractor can become loose over time and through forceful repeated closing of the access door. If these screws loosen completely, the Seat Belt Pre-tensioner and Retractor Spring Cover could detach, increasing the risk of injury to an occupant in the event of a severe crash.

**Remedy**

Toyota dealers will perform an inspection of the seat belt assembly and replace the four screws at **no charge** to the vehicle owner. If all four screws are found loose during the inspection, the dealer will replace the seatbelt assembly at **no charge** to the vehicle owner. For additional information on repair procedures, please refer to TIS.

The following information is provided to inform you and your dealers of the owner notification timing and your degree of involvement.

**1. Dealer Letter Mailing Date**

The attached dealer letter will be sent to all Toyota dealers in Mid-December, 2013.

**2. Owner Letter Mailing Date**

Toyota has completed remedy preparations and will begin to notify owners in Late December, 2013.

**3. Dealer/District Summary Reports**

We have enclosed the following Safety Recall D0L 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 Safety Recall.
- A District Summary Report that indicates the number of covered vehicles per dealership in each district for this Safety Recall.

**4. Number and Identification of Covered Vehicles**

There are approximately 340,000 Toyota Tacoma Access Cab (2005 through 2011 model year) vehicles covered by this Safety Recall in the US.

(Number and Identification of Covered Vehicles Continued . . .)

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

**5. Parts Ordering Process (Dealer Ordering Solutions)**

Orders can be placed through the dealership's facing PDC. The Screw and Spring Kits have been placed on Dealer Ordering Solutions.

The Seat Belt Assembly, which only requires replacement in limited cases, has been placed on Manual Allocation Control.

Additional part ordering information can be found in the dealer communication.

**6. 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 Katy Soto (310) 468-8068 in Toyota Corporate Communications. (Please do not provide this number to customers.)

**The attached Dealer Notification Letter contains additional details.**

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

Thank you for your cooperation.

Enclosures

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

M. Bevan	R. Dufresne	C. Hostetter	T. Minyon	G. Smith
J. Bracken	B. Fay	E. Huante	A. Mito	J. Stempkowski
R. Broughman	N. Fein	Y. Inaba	T. Morrison	N. Swartz
G. Bryan	G. Fogg	K. Ito	J. Moses	M. Templin
W. Burns	K. Fukushima	V. Katayama	C. Neff	J. Tetherow
B. Carter	M. Groff	M. King	K. Ohara	M. Tojo
G. Christoff	J. Hanson	C. Knight	R. Perez	P. Turner
A. Coetsee	B. Hare	J. Lang	D. Pettitt	K. Ura
J. Colon	J. Hamp	S. Lending	R. Pflughaupt	A. Vaish
D. Colvin	S. Heyer	J. Lentz	M. Reding	B. Waltz
B. Daly	Z. Hicks	R. Lofaso	C. Reynolds	M. Warrick
F. Davidson	K. Higgins	E. Matsuda	R. Sakai	D. Zellers
D. Depew	E. Hirata	F. Matsuoka	H. Siddiqi	
T. Doi	H. Hirata	M. Michels	A. Shue	



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

To: All Toyota Dealer Principals, Service Managers, and Parts Managers

Subject: Safety Recall D0L – **Remedy Available**  
2005 through 2011 Model Year Tacoma Access Cab Vehicles  
Driver and Front Passenger Seat Belt Assemblies

As previously announced, on August 7, 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 2005 through 2011 Tacoma Access Cab vehicles.

**Toyota has completed remedy preparations and will now begin mailing the remedy owner letter.**

#### Condition

The Seat Belt Assemblies for the driver and front passenger are mounted inside the access (rear) doors of the subject vehicles. On the assemblies, screws holding the Seat Belt Pre-tensioner to the Seat Belt Retractor can become loose over time and through forceful repeated closing of the access door. If these screws loosen completely, the Seat Belt Pre-tensioner and Retractor Spring Cover could detach, increasing the risk of injury to an occupant in the event of a severe crash.

#### Remedy

Toyota dealers will perform an inspection of the seat belt assembly and replace the four screws at **no charge** to the vehicle owner. If all four screws are found loose during the inspection, the dealer will replace the seatbelt assembly at **no charge** to the vehicle owner. For additional information on repair procedures, please refer to TIS

The following information is provided to inform you of the owner notification timing and your degree of involvement.

#### **1. Owner Letter Mailing Date**

Toyota has completed remedy preparations and will begin to notify owners in late December, 2013. A sample of the owner notification letter has been included for your reference.

*Toyota tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.*

Please note that only owners of the covered vehicles will be notified. If your dealership is contacted by an owner who has not yet received the notification, please **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

#### **2. Dealer/Owner Lists**

Summary Reports, containing the number of covered vehicles in your dealership's primary marketing area, have been enclosed in the dealer package. (Please verify eligibility by confirming through TIS prior to performing repairs.)

#### **3. Pre-Owned Vehicles in Dealer Stock**

Toyota requests that dealers verify whether their Pre-Owned vehicles in dealer inventory are covered by this Safety Recall. If a vehicle is covered, the dealer should perform the Safety Recall remedy prior to customer delivery.

**4. Number and Identification of Covered Vehicles**

There are approximately 340,000 Toyota Tacoma Access Cab (2005 through 2011 model year) vehicles covered by this Safety Recall in the US.

WMI	MY	VDS	START	FINISH	WMI	MY	VDS	START	FINISH
5TE	2005	TU22N	Z001007	Z144886	5TE	2008	TX62N	Z469875	Z592204
		TU62N	Z001020	Z144895			UU42N	Z469911	Z592689
		TX22N	Z001048	Z144900			UX42N	Z470171	Z592595
		TX62N	Z001181	Z144873		2009	TU22N	Z592690	Z671370
		UU42N	Z001009	Z144899			TU62N	Z592694	Z671356
		UX42N	Z001302	Z144707			TX22N	Z593018	Z671260
	TU22N	Z144903	Z320205	TX62N			Z592970	Z671185	
	TU62N	Z144902	Z320213	UU42N			Z592691	Z671420	
	TX22N	Z145349	Z320497	UX42N			Z592992	Z671203	
	2006	TX62N	Z145234	Z320203		2010	TU4CN	Z671426	Z735120
		UU42N	Z144920	Z320427			TU4GN	Z671422	Z749014
		UX42N	Z145491	Z320247			TX4CN	Z671424	Z749091
		TU22N	Z320619	Z469759	TX4GN		Z671425	Z749126	
		TU62N	Z320771	Z469786	UU4EN		Z671428	Z749134	
		TX22N	Z321110	Z469654	UX4EN		Z671780	Z749122	
	2007	TX62N	Z321199	Z469583	5TF	2011	TU4CN	X001005	X001267
		UU42N	Z320622	Z469869			TU4GN	X001037	X012591
		UX42N	Z320841	Z469743			TX4CN	X001012	X010788
		TU22N	Z470218	Z592582			TX4GN	X001009	X006287
		TU62N	Z470195	Z592581			UU4EN	X001025	X022657
		TX22N	Z469874	Z592319			UX4EN	X001012	X008615

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

A UIO matrix by state is provided to inform your dealership of the number of covered vehicles in your state.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	1,713	HI	7,523	MI	2,183	NV	3,590	UT	2,972
AL	5,201	IA	1,620	MN	2,087	NY	11,712	VA	11,422
AR	2,753	ID	2,358	MO	3,200	OH	7,108	VT	3,962
AZ	8,094	IL	4,721	MS	2,580	OK	2,370	WA	12,998
CA	71,482	IN	3,172	MT	1,759	OR	8,104	WI	3,062
CO	7,356	KS	2,235	NC	11,039	PA	13,355	WV	4,347
CT	4,632	KY	4,331	ND	326	RI	1,984	WY	913
DC	205	LA	4,163	NE	989	SC	4,991		
DE	778	MA	12,596	NH	5,151	SD	404		
FL	16,831	MD	6,437	NJ	6,084	TN	6,552		
GA	8,807	ME	4,589	NM	3,407	TX	18,442		

**5. Parts Ordering Process**

Orders for the Screw Kit and Spring Kits can be placed through the dealership's facing PDC. The parts have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

Campaign	Part Number	Part Description	Qty.
D0L	04003-37235	SCREW KIT, SEAT BELT	2 per vehicle
	04003-37135	SEAT BELT SPRING KIT	2 per vehicle

Important Note: The new screws have a locking agent that expires. Check the date in the parts package. NEVER use expired screws. Please refer to the Technical Instructions for additional details.

Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume \* PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file Safety Recall claims and coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.

# TOYOTA

## Parts Allocation Report

99999  
SAMPLE TOYOTA of NOWHERE

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.

Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

**IMPORTANT PARTS ORDERING UPDATE**

All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

(Parts Ordering Process Continued . . .)



**The following parts are only required if all 4 Seat Belt Assembly screws are found loose during the inspection procedure.**

Part Number	Part Description	Color	Qty.
04003-37304-B0	Front Seat Belt Kit, Outer RH	Gray	1 as needed
04003-37304-E0	Front Seat Belt Kit, Outer RH	Fawn	1 as needed
04003-37304-A0	Front Seat Belt Kit, Outer RH	Sand Beige	1 as needed
04003-37404-B0	Front Seat Belt Kit, Outer LH	Gray	1 as needed
04003-37404-E0	Front Seat Belt Kit, Outer LH	Fawn	1 as needed
04003-37404-A0	Front Seat Belt Kit, Outer LH	Sand Beige	1 as needed

Due to a limited number of available Seat Belt Assemblies, the parts have been placed on Manual Allocation Control. If you require a part that is on MAC please send an email to [Quality\\_Compliance@Toyota.com](mailto:Quality_Compliance@Toyota.com) with the following information:

1. **Subject Line: D0L MAC Release Request (Dealer Code)**
2. **Dealer Code**
3. **VIN Number**
4. **Part Number and Qty Ordered**
5. **Order Reference Number**
6. **Order Date**
7. **Contact Person**

Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact your dealership. Please allow 2-3 days for part release after providing the requested information.

**Important Notes:**

- ***Once you have placed your order, DO NOT upgrade or change your order status.***
- ***Dealerships must provide the above listed information within 48 hours of order placement, failure to provide the information above will result in an order cancelation.***

**6. Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the recall process are required to successfully complete E-Learning course SC13A. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to have the following minimum certification:

- **Toyota Certified in Electrical**
- **Master**
- **Master Diagnostic Technician**

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

**7. Remedy Procedures**

Please refer to TIS for Technical Instructions on repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

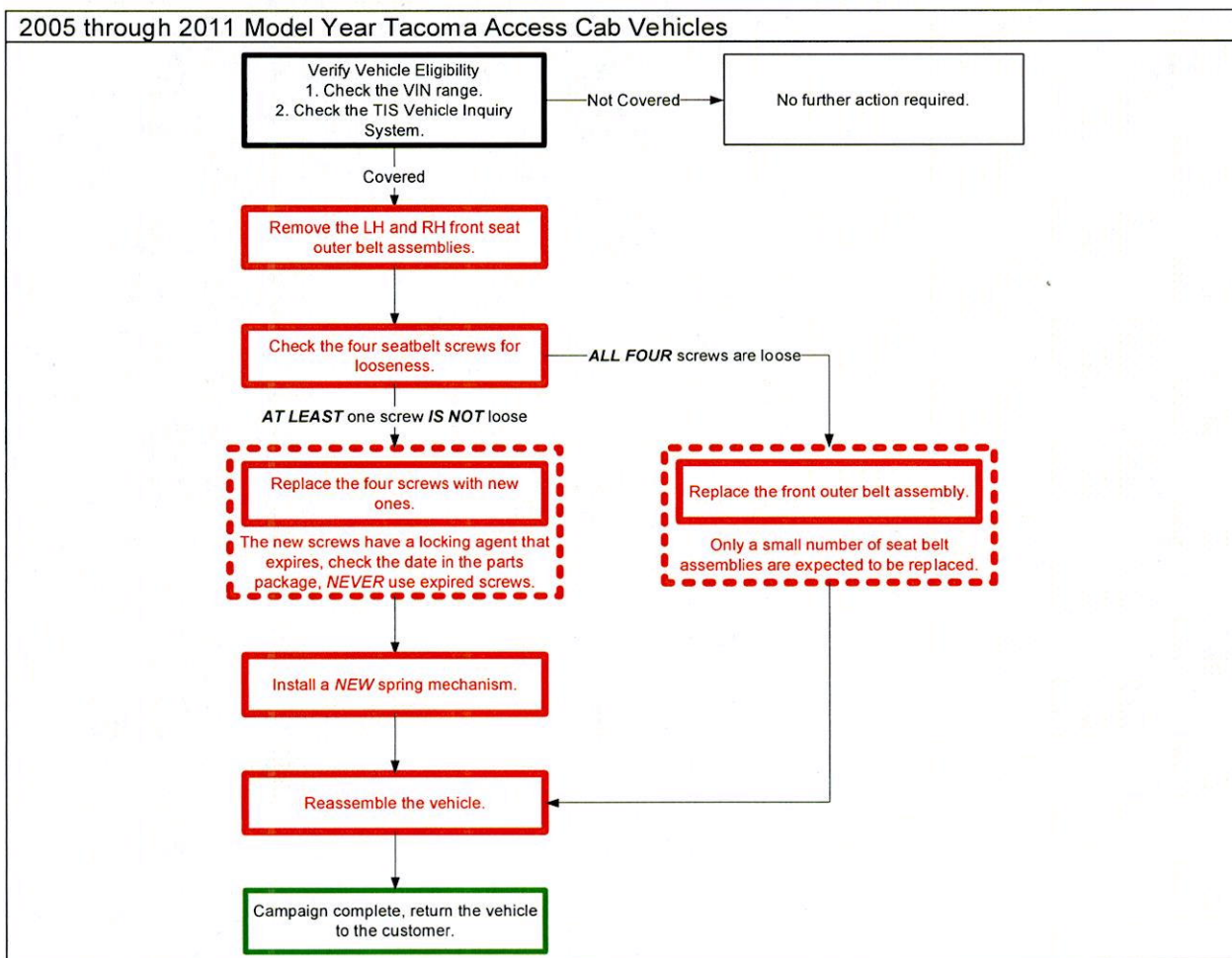
**8. Seat Belt Assemblies Disposal Procedure**

Un-deployed Seat Belt Assemblies may be considered hazardous waste in certain states. In those states, they must be disposed of in the proper manner according to local, state, and federal regulations for hazmat waste. In most states the un-deployed Seat Belt Assembly will need to be picked up for disposal by a Hazmat disposal company.

**9. Repair Quality Confirmation**

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

**10. Warranty Reimbursement Procedure**



Model	Op. Code	Description	Flat Rate Hour
Tacoma	3516JA	Inspect and Replace Screws/Spring Kit for Both Sides	1.4 hr/vehicle

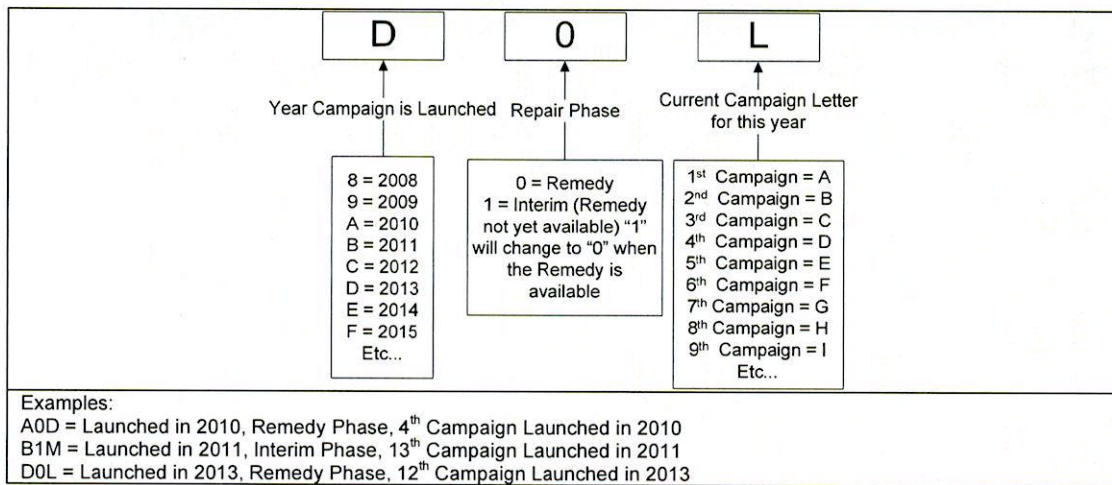
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

The following operation codes should be used if all 4 Screws of the Seat Belt Assembly were found loose during the inspection process.

Model	Op. Code	Description	Flat Rate Hour
Tacoma	3516JB	Inspect and Replace Screws/Spring Kit for Right Side and Replace Left Side Seat Belt Assembly	1.5 hr/vehicle
	3516JC	Inspect and Replace Screws/Spring Kit for Left Side and Replace Right Side Seat Belt Assembly	1.5 hr/vehicle
	3516JD	Inspect and Replace Both Side Seat Belt Assemblies	1.6 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The flat rates times include 0.2 hours for Op Code 3516JB/C and 0.4 hours for Op Code 3516JD to cover the cost of HAZMAT disposal for the Seat Belt Assembly.

**Campaign Designation Decoder**



**11. Media Contacts**

If you are a dealership associate and have any questions, please contact your District Service/Parts Manager. ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Katy Soto (310) 468-8068 in Toyota Corporate Communications. (Please do not provide this number to customers)

**12. Customer Contacts**

A FAQ is attached to help 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 published on the [www.Toyota.com](http://www.Toyota.com) website for customer viewing.

***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 Safety Recall.***

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





**Safety Recall D0L - Remedy Notice**  
**2005 through 2011 Model Year Tacoma Access Cab Vehicles**  
**Driver and Front Passenger Seat Belt**

**Customer Frequently Asked Questions**

Published Mid-December, 2013

We at Toyota care greatly about your safety; we are providing the following information to keep you informed of the recall details.

**Q1: What is the condition?**

A1: The Seat Belt Assemblies for the driver and front passenger are mounted inside the access (rear) doors of the subject vehicles. On the assemblies, screws holding the Seat Belt Pre-tensioner to the Seat Belt Retractor can become loose over time and through forceful repeated closing of the access door. If these screws loosen completely, the Seat Belt Pre-tensioner and Retractor Spring Cover could detach, increasing the risk of injury to an occupant in the event of a severe crash.

**Q1a: What is the cause of the condition?**

A1a: The screws can become loose over time due to repeatedly and forcefully closing of the access door.

**Q2: What is Toyota going to do?**

A2: In late December, 2013 Toyota will send an owner notification by first class mail to owners of vehicles covered by this Safety Recall.

Toyota dealers will perform an inspection of the seat belt assembly and replace the four screws at **no charge** to you. If all four screws are found loose during the inspection, the dealer will replace the seatbelt assembly at **no charge** to you.

**Q2a: How does Toyota obtain my mailing information?**

A2a: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q2b: Do I need my owner letter to have the remedy performed?**

A2b: 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.

**Q3: Are there any warnings that this condition exists?**

A3: If the seat belt pretensioner and retracting spring become detached, the seat belt might not retract properly and an abnormal rattling noise can be heard from the access door.

**Q3a: What if I experience the condition or warnings described?**

A3a: If you experience the warnings and/or condition described above, 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?**

A4: There are approximately 340,000 Toyota Tacoma Access Cab (2005 through 2011 Model Year) vehicles covered by this Safety Recall in the US.

Model	Model Years	Production Period	Approx. UIO
Tacoma (Access Cab)	2005 through 2011	Mid-Sept. 2004 through early Sept. 2011	340,000

**Q4a: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall in the U.S.?**

A4a: No, there are no other vehicles covered by this Safety Recall in the U.S.

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

A5: Reimbursement consideration instructions will be provided in the remedy owner letter. Please note the dealer will need to complete the Safety Recall remedy before reimbursement consideration requests can be processed.

**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.

2005 through 2011 Model Year Tacoma Access Cab Vehicles  
Driver and Front Passenger Seat Belt Assemblies

**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: [VIN]

**URGENT SAFETY RECALL**

This is an important Safety Recall.

The remedy will be performed at **NO CHARGE**

[VIN]

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 2005 through 2011 Model year Tacoma Access Cab 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?**

The Seat Belt Assemblies for the driver and front passenger are mounted inside the access (rear) doors of the vehicle. On the assemblies, screws holding the Seat Belt Pre-tensioner to the Seat Belt Retractor can become loose over time and through forceful repeated closing of the access door. If these screws loosen completely, the Seat Belt Pre-tensioner and Retractor Spring Cover could detach, increasing the risk of injury to an occupant in the event of a severe crash.

**What will Toyota do?**

Any authorized Toyota dealer will perform an inspection of the seat belt assembly and replace the four screws at **no charge** to you. If all four screws are found loose during the inspection, the dealer will replace the seatbelt 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 1.5 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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](http://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](http://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 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, 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 <http://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, WC 10  
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.

SAMPLE  
DRAFT



**Safety Recall D0L - Remedy Notice**  
**2005 through 2011 Model Year Tacoma Access Cab Vehicles**  
**Driver and Front Passenger Seat Belt**

**Customer Frequently Asked Questions**  
 Published Mid-December, 2013

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**Q1a: What is the cause of the condition?**

A1a: The screws can become loose over time due to repeatedly and forcefully closing of the access door.

**Q2: What is Toyota going to do?**

A2: In late December, 2013 Toyota will send an owner notification by first class mail to owners of vehicles covered by this Safety Recall.

Toyota dealers will perform an inspection of the seat belt assembly and replace the four screws at **no charge** to you. If all four screws are found loose during the inspection, the dealer will replace the seatbelt assembly at **no charge** to you.

**Q2a: How does Toyota obtain my mailing information?**

A2a: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q2b: Do I need my owner letter to have the remedy performed?**

A2b: 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.

**Q3: Are there any warnings that this condition exists?**

A3: If the seat belt pretensioner and retracting spring become detached, the seat belt might not retract properly and an abnormal rattling noise can be heard from the access door.

**Q3a: What if I experience the condition or warnings described?**

A3a: If you experience the warnings and/or condition described above, 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?**

A4: There are approximately 340,000 Toyota Tacoma Access Cab (2005 through 2011 Model Year) vehicles covered by this Safety Recall in the US.

Model	Model Years	Production Period	Approx. UIO
Tacoma (Access Cab)	2005 through 2011	Mid-Sept. 2004 through early Sept. 2011	340,000

Lonnie Peterson / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
December 17, 2013  
Approved By: Bob Waltz

To: All Toyota Dealers  
From: Product Support Division

**Safety Recall D0L – *Remedy Available***  
**2005 through 2011 Model Year Tacoma Access Cab Vehicles**  
**Driver and Front Passenger Seat Belt Assemblies**

As previously announced, on August 7, 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 2005 through 2011 Tacoma Access Cab vehicles.

- **Toyota has completed remedy preparations and will begin to notify owners in Late December, 2013.**
- A Dealer Letter containing additional information (i.e. Technical Instructions, reimbursement procedures, parts ordering information, etc.) has been posted on TIS.
- ***Please refer to TIS for vehicle applicability and additional information.***

**Customer and Media Con tacts**

- A FAQ has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry to the Toyota Customer Experience Center at 1-800-331-4331.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Katy Soto (310) 468-8068 in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)

**Q4a: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall in the U.S.?**

A4a: No, there are no other vehicles covered by this Safety Recall in the U.S.

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

A5: Reimbursement consideration instructions will be provided in the remedy owner letter. Please note the dealer will need to complete the Safety Recall remedy before reimbursement consideration requests can be processed.

**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.

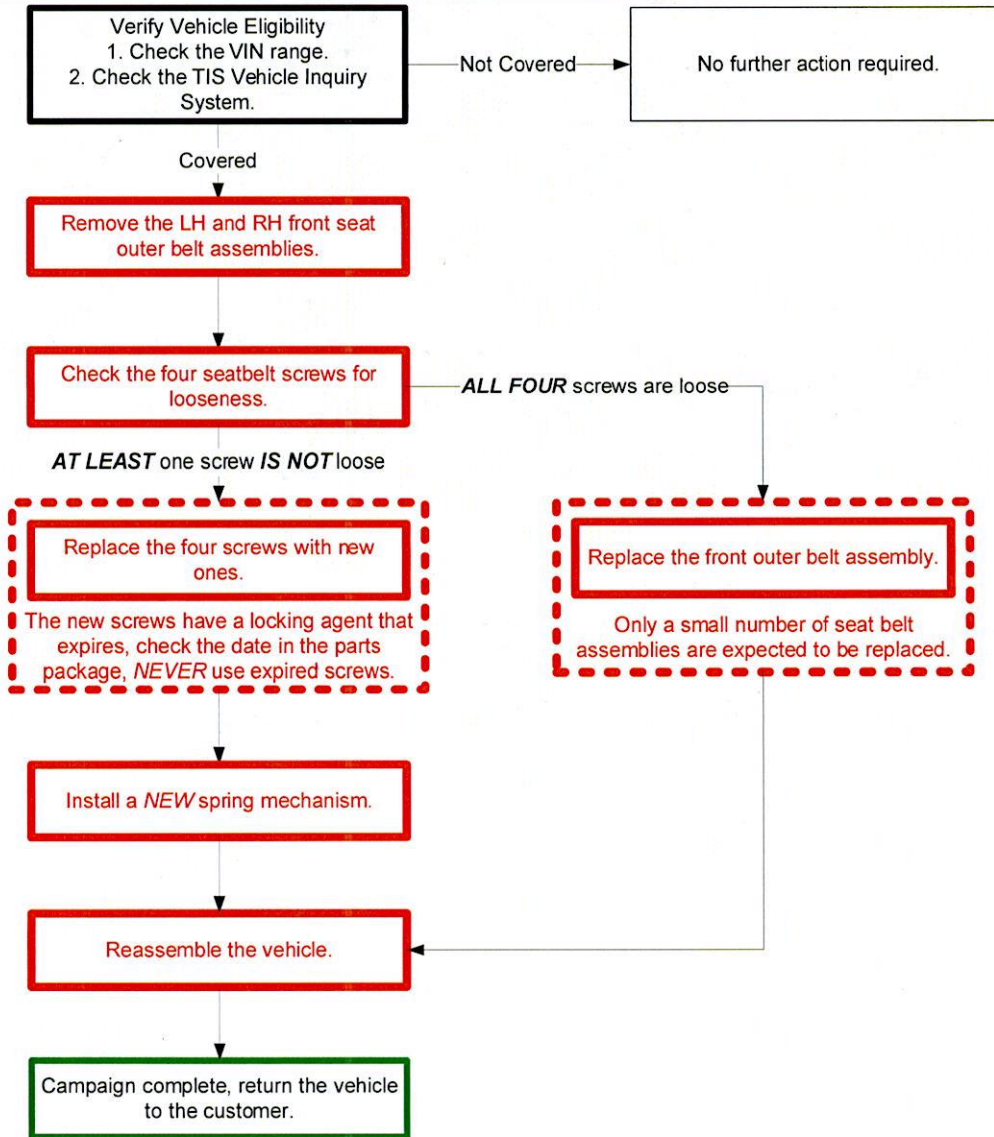
**TECHNICAL INSTRUCTIONS**  
**FOR**  
**SAFETY RECALL D0L**  
**DRIVER AND FRONT PASSENGER SEAT BELT ASSEMBLIES**  
**2005 – 2011 MODEL YEAR TACOMA ACCESS CAB**

**ONLY TECHNICIANS WHO HAVE COMPLETED TRAINING COURSE SC13A AND ARE TOYOTA ELECTRICAL CERTIFIED, MASTER TECHNICIAN, OR MASTER DIAGNOSTIC TECHNICIAN CAN PERFORM THIS REPAIR**



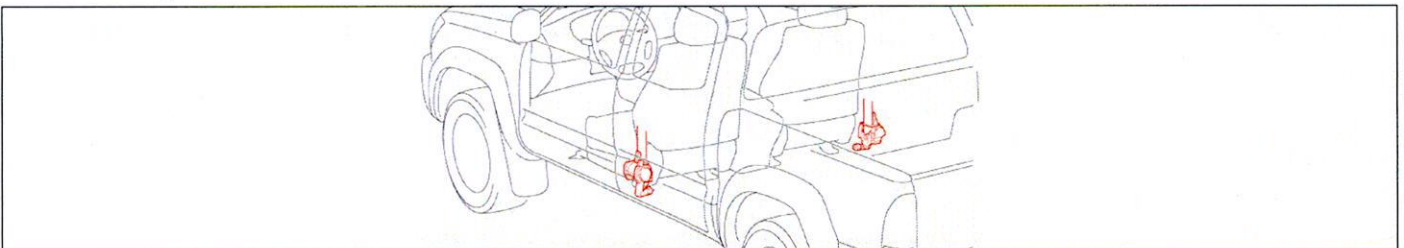
## I. OPERATION FLOW CHART

The flow chart is for reference only. **DO NOT** use it in place of the full technical instructions. Follow **ALL** steps as outlined in the full technical instructions to confirm the campaign is completed correctly.



## II. BACKGROUND

The Seat Belt Assemblies for the driver and front passenger are mounted inside the access (rear) doors of the subject vehicles. On the assemblies, screws holding the Seat Belt Pre-tensioner to the Seat Belt Retractor can become loose over time and through forceful repeated closing of the access door. If these screws loosen completely, the Seat Belt Pre-tensioner and Retractor Spring Cover could detach, increasing the risk of injury to an occupant in the event of a severe crash.



### III. PREPARATION

#### A. PARTS

The majority of vehicles will require these parts only, refer to the details in these instructions for more information.

Part Number	Part Description	Quantity
04003-37135	Seat Belt Spring Kit*	2
*The kit above includes the following parts.		
-	Spring Mechanism	1
04003-37235	Seat Belt Screw Kit*	2
*The kit above includes the following parts.		
-	Screw (7mm)	1
-	Screw (21mm)	1
-	Screw (13.5mm)	2
<p>The new screws have a locking agent that expires, check the date in the parts package, <b>NEVER</b> use expired screws.</p>		

Only a small number of vehicles are expected to require seatbelt assembly replacement, refer to the details in these instructions for more information. These parts will be placed on MAC, refer to the dealer letter for details.

Part Number	Part Description	Color
04003-37304-B0	Front Seat Belt Kit, Outer RH	Gray
04003-37304-E0	Front Seat Belt Kit, Outer RH	Fawn
04003-37304-A0	Front Seat Belt Kit, Outer RH	Sand Beige
04003-37404-B0	Front Seat Belt Kit, Outer LH	Gray
04003-37404-E0	Front Seat Belt Kit, Outer LH	Fawn
04003-37404-A0	Front Seat Belt Kit, Outer LH	Sand Beige

#### B. TOOLS & EQUIPMENT

- Standard hand tools
- Molding remover set
- Torque wrench
- Techstream
- Protective tape

## IV. IDENTIFICATION OF AFFECTED VEHICLES

### A. COVERED VIN RANGE

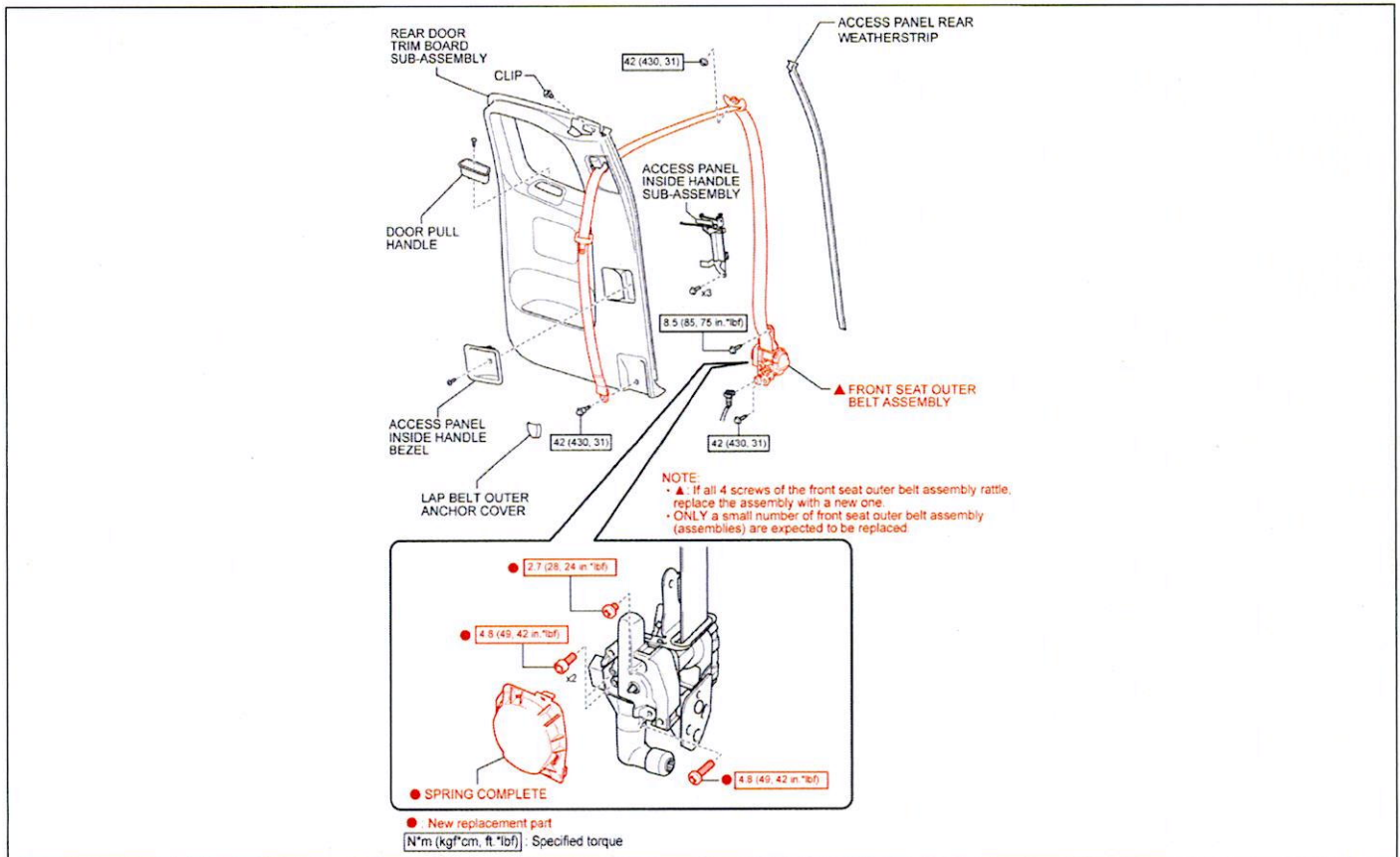
WMI	MY	VDS	START	FINISH
5TE	2005	TU22N	Z001007	Z144886
		TU62N	Z001020	Z144895
		TX22N	Z001048	Z144900
		TX62N	Z001181	Z144873
		UU42N	Z001009	Z144899
		UX42N	Z001302	Z144707
	2006	TU22N	Z144903	Z320205
		TU62N	Z144902	Z320213
		TX22N	Z145349	Z320497
		TX62N	Z145234	Z320203
		UU42N	Z144920	Z320427
		UX42N	Z145491	Z320247
	2007	TU22N	Z320619	Z469759
		TU62N	Z320771	Z469786
		TX22N	Z321110	Z469654
		TX62N	Z321199	Z469583
	2008	UU42N	Z320622	Z469869
		UX42N	Z320841	Z469743
		TU22N	Z470218	Z592582
		TU62N	Z470195	Z592581
TX22N	Z469874	Z592319		

WMI	MY	VDS	START	FINISH	
5TE	2008	TX62N	Z469875	Z592204	
		UU42N	Z469911	Z592689	
		UX42N	Z470171	Z592595	
	2009	TU22N	Z592690	Z671370	
		TU62N	Z592694	Z671356	
		TX22N	Z593018	Z671260	
		TX62N	Z592970	Z671185	
		UU42N	Z592691	Z671420	
		UX42N	Z592992	Z671203	
	2010	TU4CN	Z671426	Z735120	
		TU4GN	Z671422	Z749014	
		TX4CN	Z671424	Z749091	
		TX4GN	Z671425	Z749126	
	5TF	2011	UU4EN	Z671428	Z749134
			UX4EN	Z671780	Z749122
			TU4CN	X001005	X001267
TU4GN			X001037	X012591	
TX4CN			X001012	X010788	
TX4GN			X001009	X006287	
UU4EN			X001025	X022657	
UX4EN			X001012	X008615	

#### NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

## V. COMPONENTS



## VI. SEAT BELT ASSEMBLY REMOVAL & DISASSEMBLY

1. CHECK FOR DTCs
2. DISCONNECT THE NEGATIVE BATTERY TERMINAL



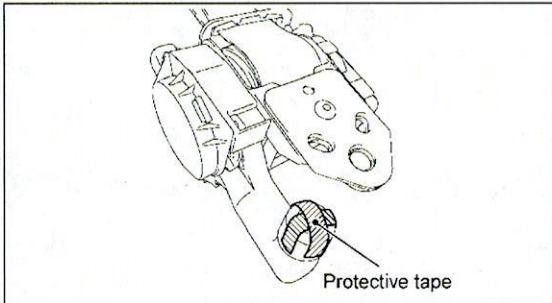
- Wait at least 90 seconds after disconnecting the battery before beginning any work to allow the pretensioner system to fully discharge.
- Follow all precautions outlined on TIS before servicing the SRS system.
- These instructions describe the repair for one side, the same procedure should be used for the opposite side.

### 3. REMOVE THE SEAT BELT ASSEMBLY

- a) Refer to [TIS](#) for detailed instructions.

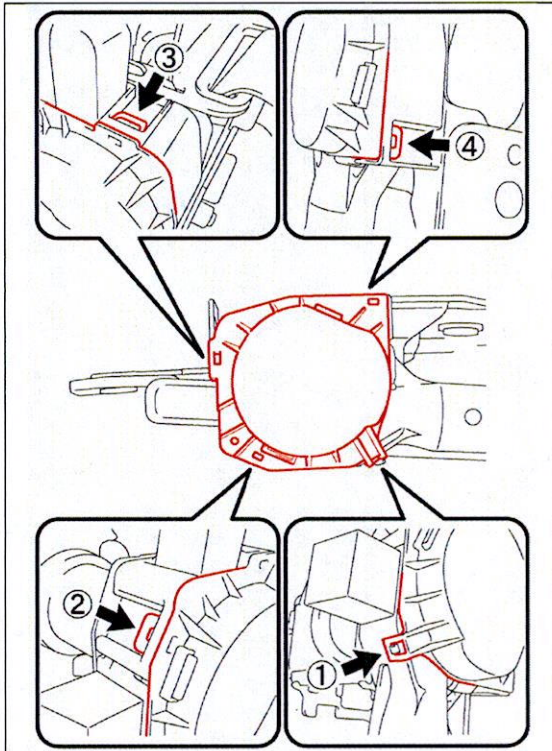


- Wear appropriate protective equipment during the repair process.
- **DO NOT** drop the seat belt assembly, if the seat belt is dropped the pretensioner may be damaged; therefore, the seat belt should be replaced.



### 4. PROTECT THE PRETENSIONER CONNECTOR

- a) Apply tape to the connector to prevent foreign materials or damage.



### 5. REMOVE THE SPRING MECHANISM



- There is a plastic cover on each side of the seat belt, only remove the cover (spring mechanism) that matches the shape shown in the illustration.
- Handle the spring mechanism carefully, if impacted the mechanism could separate and potentially cause injury.

- a) Confirm the correct component is being removed by matching the shape to the illustration shown.
- b) Use a flathead screwdriver to disengage the 4 claws **IN THE ORDER SHOWN** and remove the spring mechanism.

**NOTE:** When the spring mechanism is disengaged the spring will unwind and make a noise, this is normal.

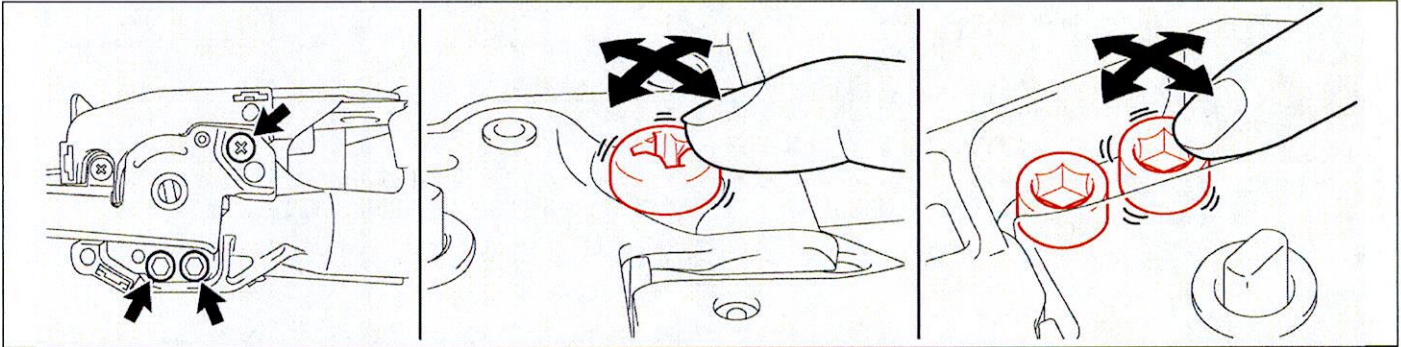
## VII. SCREW INSPECTION

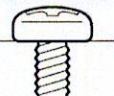
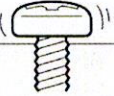
### CRITICAL – DESCRIPTION OF INSPECTION

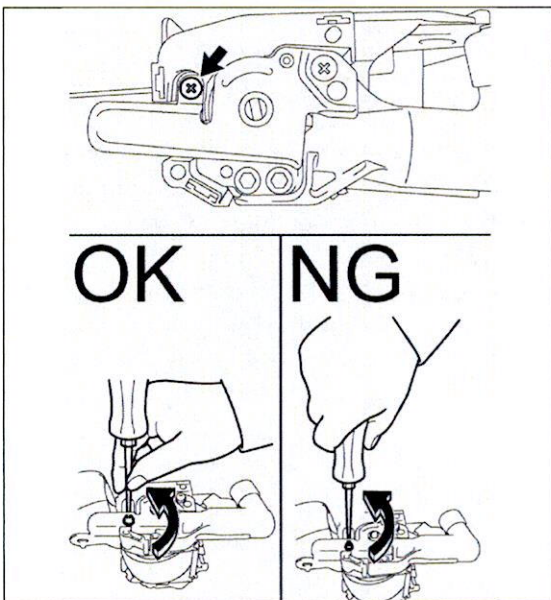
It is important to understand the inspection process/purpose before proceeding. This inspection involves checking for looseness in the four screws that are under the spring mechanism. If **ALL FOUR** screws are found loose, the seatbelt assembly **MUST** be replaced. If **AT LEAST** one screw is secure, the seatbelt assembly **DOES NOT** require replacement, only replace the four screws. The inspection is separated into two steps because the location of one of the screws does not allow for the same finger/thumb inspection method.

#### 1. CHECK FOR LOOSENESS IN THE FIRST THREE SCREWS

- a) Use a finger or thumb to check the three screws shown for looseness. Listen and feel for looseness.



INSPECTION RESULT	ACTION REQUIRED
 <p><b>AT LEAST</b> one screw <b>DOES NOT</b> rattle</p>	Seatbelt assembly replacement <b>IS NOT</b> required. Proceed to <b>SECTION VIII. SEAT BELT SCREW REPLACEMENT</b>
 <p><b>ALL THREE</b> screws rattle</p>	Additional inspection is required. Proceed to <b>STEP 2. CHECK FOR LOOSENESS IN THE FOURTH SCREW</b>



#### 2. CHECK FOR LOOSENESS IN THE FOURTH SCREW

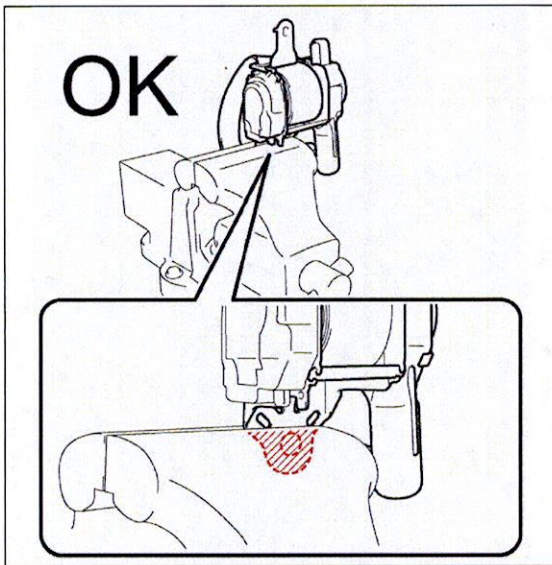
- a) Hold a #2 screwdriver on the shaft with **ONE FINGER** and thumb and attempt to turn the screw shown to check for looseness.



- DO NOT** hold the screwdriver by the handle, this will introduce too much force.
- DO NOT** use more than one finger to hold the screwdriver shaft, this will introduce too much force.

INSPECTION RESULT	ACTION REQUIRED
The screw <b>IS NOT</b> loose	All four screws <b>ARE NOT</b> loose. Proceed to <b>SECTION VIII. SEAT BELT SCREW REPLACEMENT</b>
The screw is found loose	<b>ALL FOUR</b> screws <b>ARE LOOSE</b> . Replacement the seatbelt assembly and proceed to <b>SECTION VIII. STEP 13</b> .

## VIII. SEAT BELT SCREW REPLACEMENT

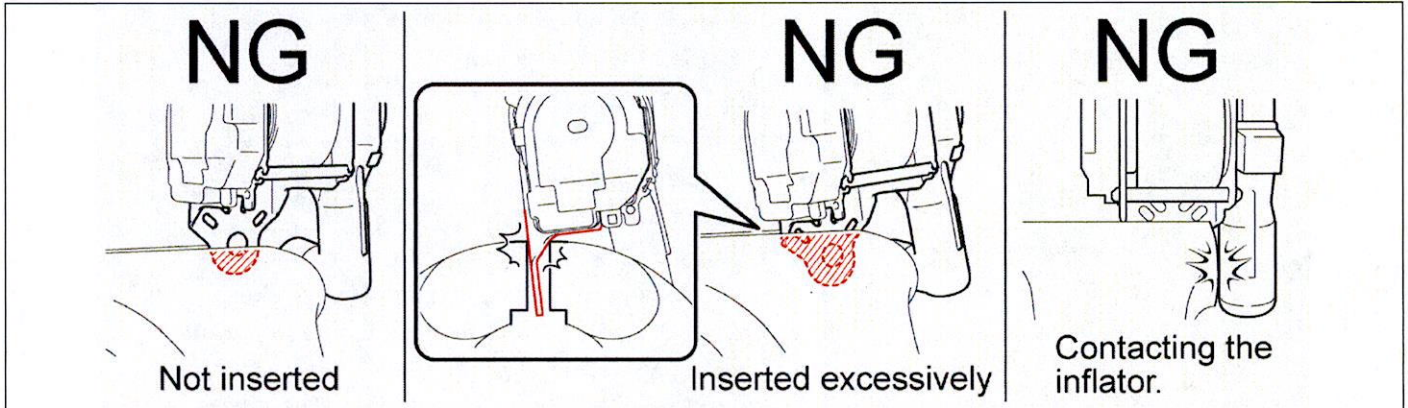


### 1. SECURE THE SEAT BELT ASSEMBLY IN A VISE

a) Secure the seat belt assembly as shown.



- A seat belt assembly that has been dropped may be damaged and should be replaced.
- To prevent damage, **DO NOT** attempt to clamp the seat belt assembly in any manner other than what it shown.
- If the seat belt assembly is not secured vertically, the tensioner will be locked and the belt will not be able to be pulled out.

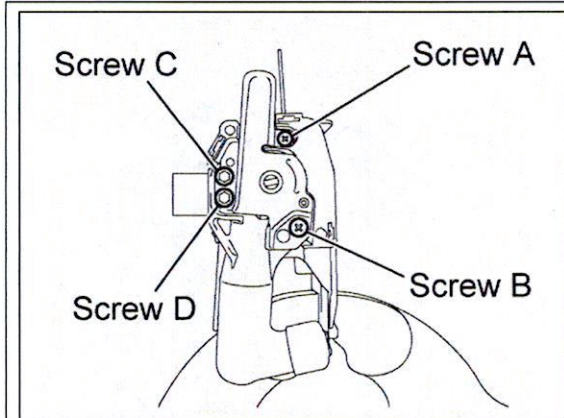


### 2. IDENTIFY AND MARK THE SCREWS BEFORE REMOVAL

- Make note of the different screw types and their locations.
- Mark the old screws so they are not reused.



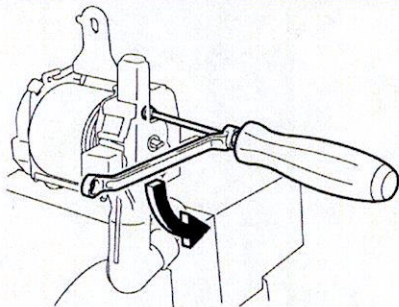
- The locking agent that is on the new screws has a 'USE BY' date, **ALWAYS** make note of the date included in the parts package and **NEVER** use screws that have expired.
- Replace the screws **ONE AT A TIME**, if all four screws are removed at once the seatbelt assembly will require replacement.
- The old screws are a combination of allen and phillips head, the new screws are **ALL** allen head.



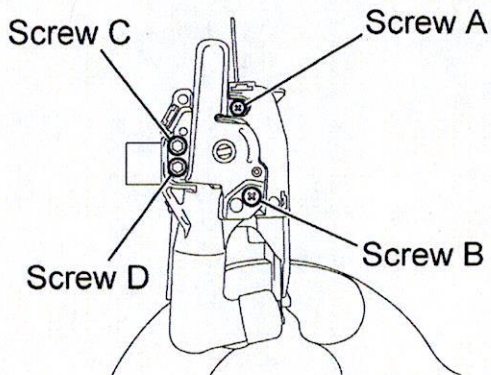
	OLD	NEW
Screw A		
Screw B		
Screw C & D		



- **ALWAYS** use a screwdriver of the correct size to prevent stripping.
- **DO NOT** use a worn screwdriver.
- **NEVER** use an impact driver or power tool to remove a screw.
- If a screw is difficult to turn, use a wrench or socket to remove the screw.



Example: Using a wrench for difficult to remove screw.



### 3. REPLACE SCREW A

- Remove screw A using #2 screwdriver.
- Install a new screw A using a 4mm hex socket.

Torque: 24in. lbf (2.7N·m)

### 4. REPLACE SCREW B

- Remove screw B using a #3 screwdriver.
- Install a new screw B using a 5mm hex socket

Torque: 42in. lbf (4.8N·m)

### 5. REPLACE SCREW C

- Remove screw C using a 5mm hex socket.
- Install a new screw C using a 5mm hex socket

Torque: 42in. lbf (4.8N·m)

### 6. REPLACE SCREW D

- Remove screw D using a 5mm hex socket.
- Install a new screw D using a 5mm hex socket

Torque: 42in. lbf (4.8N·m)

### 7. CONFIRM THAT ALL NEW SCREWS ARE INSTALLED

### 8. IDENTIFY THE NEW SPRING MECHANISM

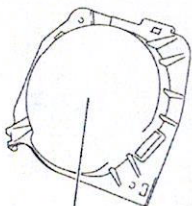
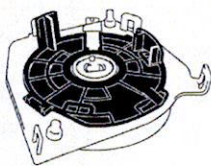
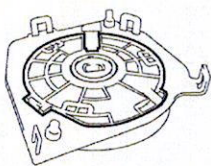
- Note the new spring mechanism has a different shape.
- Ribs have been added to the new spring mechanism to prevent the screws from loosening.
- The new spring mechanism has an identification dot (sticker).



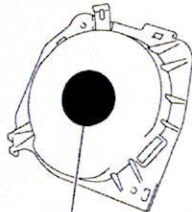
Handle the spring mechanism carefully, if it is dropped it may be damaged.

OLD

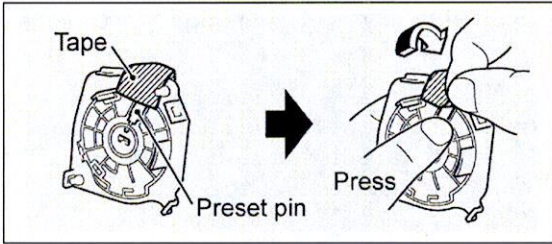
NEW



No mark



Identification mark

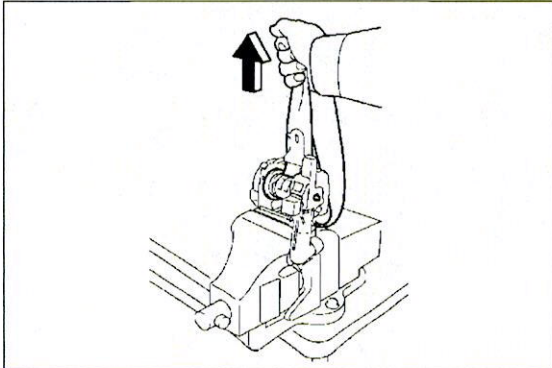


### 9. PREPARE THE SPRING MECHANISM

- a) While holding the preset pin in place, remove the tape that is securing the preset pin.



**DO NOT** remove the preset pin at this time. If the pin is removed before the spring mechanism is installed, the spring mechanism will unwind and **MUST** be replaced.

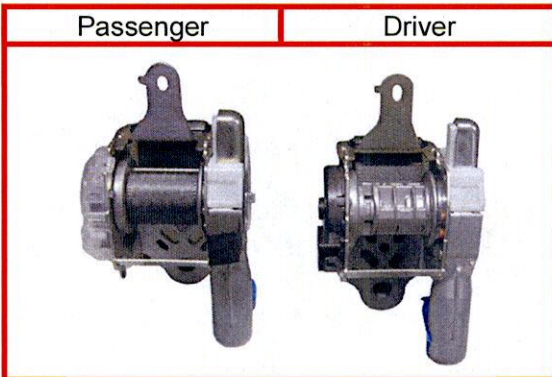


### 10. INSTALL THE SPRING MECHANISM

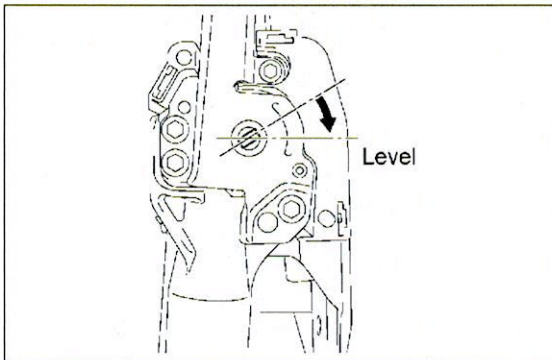
- a) Pull out the entire seat belt from the assembly **SLOWLY** and **STEADILY**, then **HOLD THE BELT IN THIS POSITION**.



- Once the ALR mechanism begins to engage, the action of pulling-out the belt should not be stopped or the mechanism will activate. If actuated, the belt must then be retracted and the pulling-out must be restarted again.
- The seat belt must be fully pulled out before installing the spring mechanism or the force to wind the belt could differ.



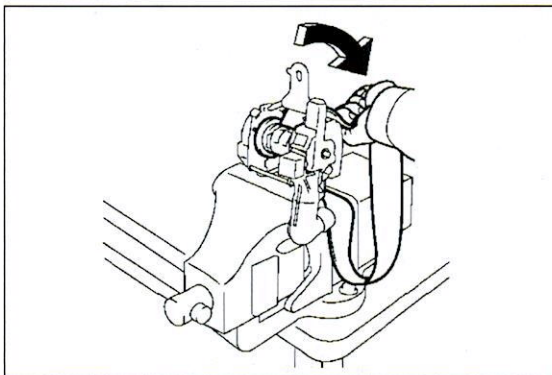
The passenger seat belt has an ALR mechanism that activates when the seat belt is entirely pulled out, this will lock the seat belt approximately  $\frac{1}{2}$  turn earlier than the driver side. This is normal.



- b) Confirm the entire belt is pulled out.  
 c) While holding the belt up, slowly turn the retractor shaft clockwise until the shaft is level.



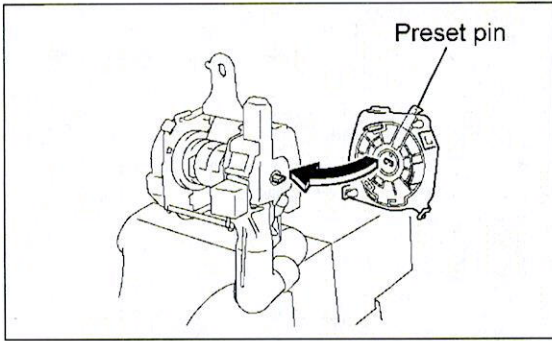
**NEVER** turn the retractor shaft more than  $\frac{1}{2}$  turn.



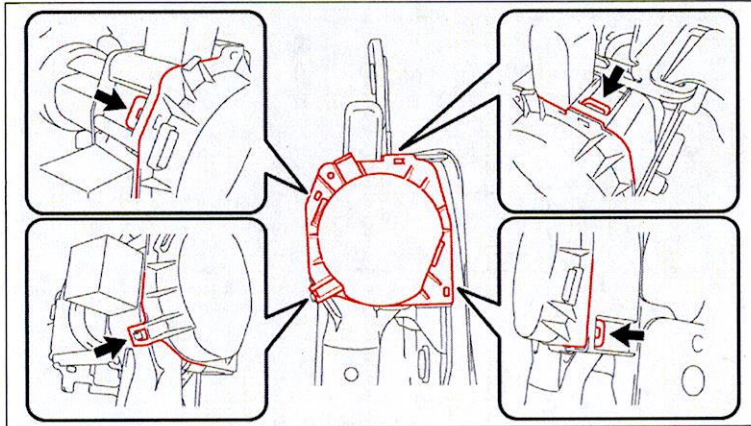
- d) Hold the retractor shaft in place and lower the belt gently as shown.

**NOTE:** This will set the retractor shaft in the correct position to install the new spring mechanism.



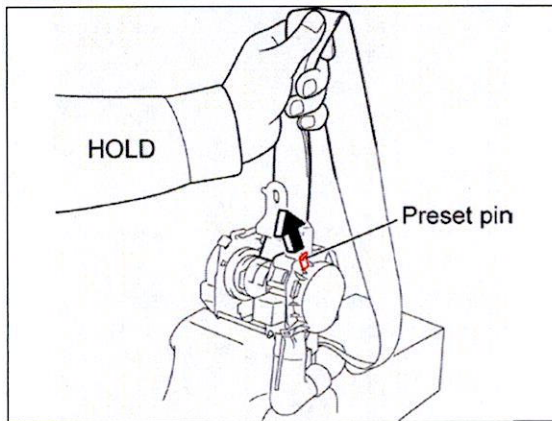


- e) Confirm the retractor shaft and slot in the spring mechanism align.
- f) Install the **NEW** spring mechanism and engage the 4 claws.  
**NOTE:** It may be necessary to work the spring mechanism against the retractor shaft to get the components to align correctly. **DO NOT** hit the spring mechanism.



- g) Confirm that all 4 claws are securely engaged.

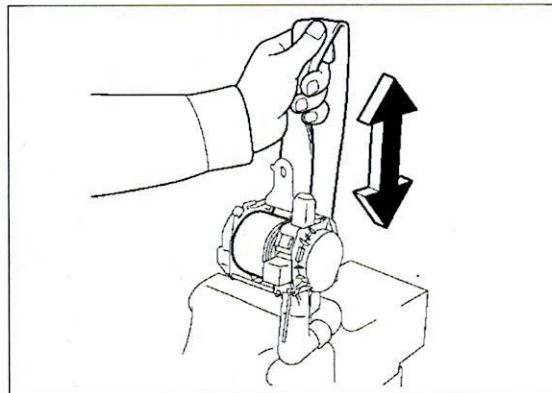
**STOP** If the 4 claws are not engaged securely, the spring mechanism could disengage or fall off.



**11. REMOVE THE PRESET PIN**

- a) Hold the belt and remove the preset pin.
- b) Allow the belt to wind **SLOWLY**, **DO NOT** allow the belt to twist.

**NOTE:** Damage or injury may occur if the belt is not wound slowly.



**12. CHECK THE OPERATION OF THE SEAT BELT**

- a) Confirm that the belt winds and unwinds correctly.
- b) Remove the seat belt from the vise.
- c) Remove the protective tape attached to the pretensioner connector.

**13. INSTALL THE SEAT BELT ASSEMBLY**

- a) Refer to [TIS](#) for detailed instructions.

**14. CONNECT THE NEGATIVE BATTERY TERMINAL**

**15. CHECK FOR DTCs**

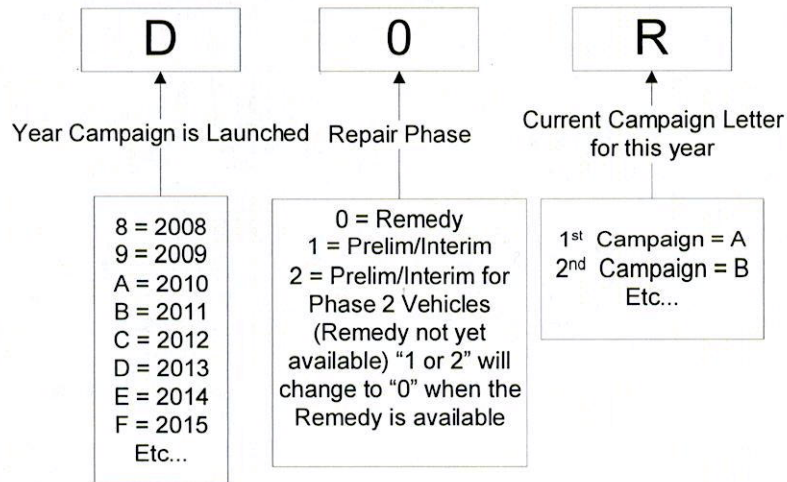
## ◀ VERIFY REPAIR QUALITY ▶

- Confirm **ALL** interior panel are protected adequately to prevent scratches/damage
- Confirm the screw looseness inspection is performed **EXACTLY** as described in these instructions
- Use **EXTRA CAUTION** when disassembling and reassembling the seat belt assembly
- Confirm that the seat belt retraction is normal

If you have any questions regarding this update, please contact your regional representative.

### IX. APPENDIX

#### A. CAMPAIGN DESIGNATION DECODER



#### B. CAMPAIGN PARTS DISPOSAL

Please make sure all campaign parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***



Volume: XVIII  
Number: TC13-033  
Date: 12/19/2013  
 Action  
 Retain  
 Information

## PRODUCT SUPPORT DIVISION

To: All PD Dealer Operations/Parts & Service Vice Presidents,  
All Region/PD Customer Service Field Managers,  
All Region/PD Technical Service & Training Managers,  
All Region/PD Customer Service Operations Managers

From: Bob Waltz   
Vice-President, Product Quality and Service Support

Subject: Owner Renotification of Non-Completed Safety Recalls

Toyota will be sending Safety Recall Follow-Up Notices to remind owners whose vehicles have not yet had campaign repairs completed. Please note the following information for Regional and PD associates.

### 1. Safety Recalls Covered in the Renotification

Campaigns	Description (Title)	Model and Model Year
90L	Potential Floor Mat Interference with Accelerator Pedal	2003 to 2009 MY 4Runner
B0J	Intelligent Power Module (IPM) Replacement	Certain 2006-2007 MY Highlander HV
D0C	Access Door Inner Panel	2007-2013 MY FJ Cruiser

### 2. Dealer Letter Mailing Date

Dealer Letters will be mailed in mid-December, 2013.

### 3. Follow-Up Owner Notification Letter Mailing Date

The Safety Recall Follow-Up Owner Notification Letters ("owner letters") will begin approximately one week after the dealer notification. The owner letters will be mailed, by first class mail, over a period of several weeks consistent with parts availability.

### 4. Customer Handling and Dealership Follow-Up

Toyota encourages dealerships to follow-up with their customers by telephone to remind them of the non-completed Safety Recall. A word track has been provided in the dealer letter for this purpose. To assure a consistent and accurate description of the Safety Recall is communicated to the customer, dealership associates are requested to refer to the specific Safety Recall Q&A (available in TIS) to answer any specific customer questions.

Please review this letter with your staff and familiarize them with the content to help maximize our combined customer satisfaction efforts. Please refer to the attached Dealer Letter for additional information.

Thank you for your cooperation.

Enclosures

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

M. Bevan	D. Depew	D. Pettitt	N. Swartz
R. Broughman	R. Dufresne	C. Reynolds	J. Tetherow
G. Bryan	G. Fogg	C. Roberts	K. Ura
W. Burns	J. Lang	B. Sciumbato	T. Minyon
G. Christoff	D. Marsh	H. Siddiqi	A. Vaish
J. Colon	F. Matsuoka	G. Smith	B. Waltz
D. Colvin	M. Michels	R. Specht	M. Warrick
F. Davidson	R. Perez	J. Stempkowski	D. Zellers