



PRODUCT SUPPORT DIVISION

INTEROFFICE MEMORANDUM

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 Action
 Retain
 Information

To: All Toyota Region General Managers/Vice Presidents
From: Bob Waltz, *BWaltz*
Group Vice President, Product Quality and Service Support
Subject: Safety Recall E0L – **Phase 1 Remedy Available**
Certain 2006-2010 Model Year Yaris Hatchback
Certain 2007-2010 Model Year Yaris Sedan
Certain 2008-2010 Model Year Scion xD
Driver Side Seat Track Assembly &
Passenger Seat Track Assembly (3 Door – Yaris Hatchback Only)

As previously announced, on April 9, 2014, 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 certain 2006-2010 model year Yaris Hatchback, certain 2007-2010 model year Yaris Sedan, and certain 2008-2010 model year Scion xD vehicles.

Condition

In the seat rail of the driver seat of the subject vehicles and also the front passenger seat of three-door models, the springs used for the mechanism which locks the seat rail in its adjusting positions could break. This can happen if the seat is adjusted forward and/or rearward with high frequency. If a seat rail spring breaks, the seat may not lock into the adjusted position. If the vehicle is operated with a broken seat rail spring, the seat could move in the event of a crash, increasing the risk of injury to the occupant.

This Safety Recall remedy will be launched in two phases due to limited parts availability; please refer to the table below:

Phase	Model	Seat Track Replacement	Status	TIS Designation	Anticipated Remedy Date
1	Yaris Hatchback (5 Door Model)	Driver Only	Remedy	E0L	Mid-June, 2014
	Yaris Sedan				
	Scion xD				
2	Yaris Hatchback (3 Door Model)	Driver and Passenger	Interim	E1L	Early September, 2014

Remedy

Toyota dealers are requested to replace the Driver Seat Track assembly for Yaris Hatchback (5 Door), Yaris Sedan, and Scion xD models at **NO CHARGE** to the vehicle owner. If the vehicle is a Yaris Hatchback (3 Door), Toyota dealers will be requested to replace the Driver and Passenger Seat Track assemblies at **NO CHARGE** to the vehicle owner when phase 2 of the remedy is released. For additional information and repair procedures, please refer to TIS.

This following information is being provided to keep you informed 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-June, 2014.

2. Owner Letter Mailing Date

Toyota has completed remedy preparations and will begin to notify Phase 1 owners in mid-June, 2014.

3. Pre-Owned Vehicles in Dealer Inventory

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied.

4. Dealer/District Summary Reports

We have enclosed the following Safety Recall EOL 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.

5. Number and Identification of Covered Vehicles

There are approximately 472,500 vehicles covered by this Safety Recall in the US.

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.

6. Parts Ordering

Orders can be placed through the dealership's facing PDC. The parts have been placed on Dealer Ordering Solutions.

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

7. 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 Cindy Knight (310) 468-2170 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
 Field Product Engineers