



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 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. Owner Letter Mailing Date

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

Toyota makes significant effort 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 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.

2. 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.

3. Dealer Summary Reports

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.)

4. Number and Identification of Covered Vehicles

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

| MODEL | WMI | VDS | MY | SERIAL MIN. | SERIAL MAX. | | |
|--------------------|------|----------------|---------|-------------|-------------|---------|---------|
| SCION xD | JTK | KU104 | 2008 | J000109 | J032918 | | |
| | | KU104 | 2009 | J032919 | J050531 | | |
| | | KU4B4 | 2010 | 1000101 | 1004910 | | |
| | | | | J050223 | J059201 | | |
| YARIS HATCHBACK | JTD | JT4K3 | 2010 | 5277635 | 5317943 | | |
| | | JT903 | 2006 | 5008928 | 5009082 | | |
| | | | 2007 | 5028754 | 5138688 | | |
| | | | 2008 | 5138785 | 5220992 | | |
| | | | 2009 | 5221075 | 5278483 | | |
| | | | 2006 | 5008921 | 5029401 | | |
| | | JT923 | 2007 | 5028776 | 5138777 | | |
| | | | 2008 | 5136244 | 5221073 | | |
| | | | 2009 | 5221125 | 5276047 | | |
| | | | JT9K3 | 2010 | 5278495 | 5317846 | |
| | | KT4K3 | 5278485 | | 5317939 | | |
| | | KT903 | 2009 | 5221077 | 5278402 | | |
| | | KT923 | 2006 | 5009075 | 5029439 | | |
| | | | 2007 | 5029454 | 5138765 | | |
| | | | 2008 | 5138789 | 5218419 | | |
| | | | 2009 | 5221081 | 5278469 | | |
| | | | KT9K3 | 2010 | 5278533 | 5317908 | |
| | | BT4K3 | 1351444 | | 1390775 | | |
| | | YARIS SEDAN | JTD | BT4K3 | 2010 | 4062553 | 4076151 |
| | | | | | | 1000104 | 1187591 |
| BT903 | 2007 | | | 4000006 | 4003638 | | |
| | | | | 1187667 | 1297180 | | |
| | 2008 | | | 4003685 | 4041385 | | |
| | | | | 1272435 | 1352244 | | |
| | | | | 2009 | 4031587 | 4062544 | |
| BT923 | 2007 | | | 1000117 | 1187660 | | |
| | | | | 4000002 | 4003640 | | |
| | 2008 | | | 1186799 | 1297184 | | |
| | | | | 4002904 | 4041400 | | |
| | | | | 1297185 | 1352230 | | |
| BT933 | 2009 | | | 4039460 | 4062541 | | |
| | | | | 1295920 | 1312126 | | |
| | | 4041793 | 4049577 | | | | |
| BT9K3 | 2010 | 1352246 | 1390774 | | | | |
| 4062552 | | 4076150 | | | | | |

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.

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

A Phase 1 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 | 504 | HI | 2,445 | MI | 3,352 | NV | 3,043 | UT | 2,673 |
| AL | 2,953 | IA | 1,941 | MN | 3,626 | NY | 14,725 | VA | 9,832 |
| AR | 1,752 | ID | 879 | MO | 4,582 | OH | 9,309 | VT | 841 |
| AZ | 6,136 | IL | 11,173 | MS | 1,326 | OK | 2,547 | WA | 6,649 |
| CA | 56,804 | IN | 4,384 | MT | 488 | OR | 4,210 | WI | 4,040 |
| CO | 3,444 | KS | 2,197 | NC | 7,912 | PA | 11,401 | WV | 1,201 |
| CT | 3,961 | KY | 3,972 | ND | 273 | RI | 1,464 | WY | 198 |
| DC | 514 | LA | 2,788 | NE | 1,033 | SC | 3,045 | | |
| DE | 761 | MA | 9,957 | NH | 1,885 | SD | 305 | | |
| FL | 25,686 | MD | 7,508 | NJ | 8,968 | TN | 4,530 | | |
| GA | 7,712 | ME | 1,671 | NM | 1,675 | TX | 22,638 | | |

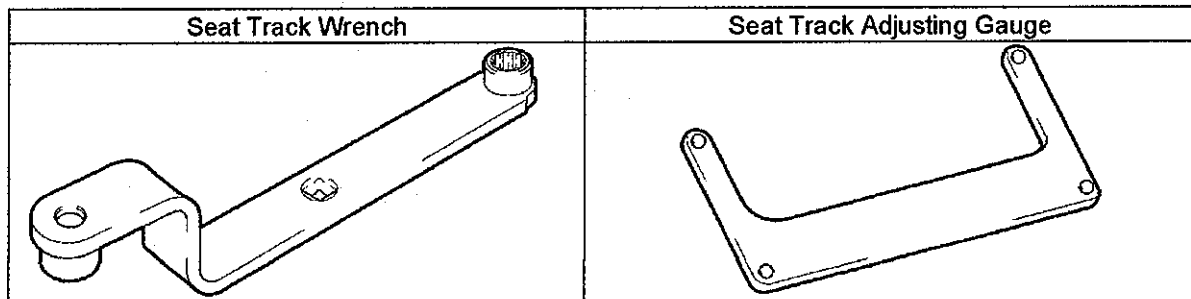
5. Special Service Tools

In a separate shipment, which is scheduled June 13, 2014; your dealership will receive a package containing Special Service Tools for this campaign. The package will have a fluorescent (green, orange, yellow, or pink) label like the sample shown below for easy identification.

ATTN: SERVICE MANAGER

**SAFETY RECALL - E0L
CAMPAIGN TOOLS
(1 OF 1)**

Do Not Refuse Shipment



6. Parts Ordering

Orders 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.

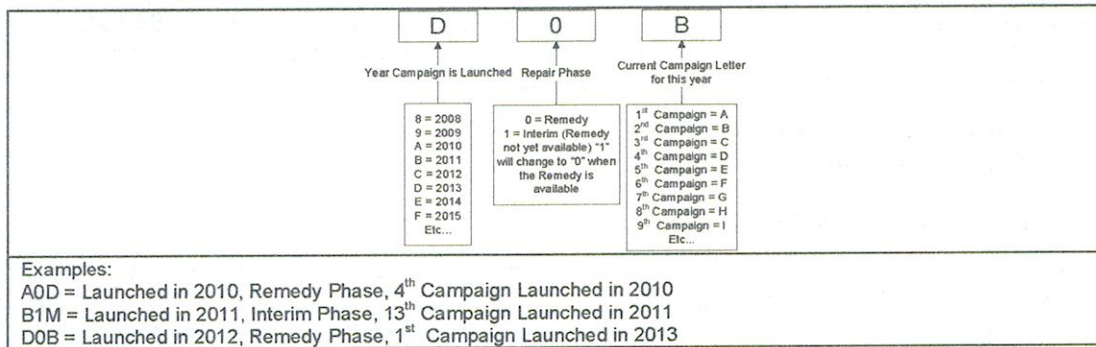
| Campaign | Model | Part Number | Part Description | Qty. |
|----------|--------------------------|-------------|-----------------------------|------|
| E0L | Yaris Hatchback (5 Door) | 04002-19252 | TRACK ASSY KIT, FR SEAT, LH | 1 |
| | Yaris Sedan | 04002-19452 | TRACK ASSY KIT, FR SEAT, LH | 1 |
| | Scion xD | 04002-19652 | TRACK ASSY KIT, FR SEAT, LH | 1 |

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.

(Warranty Reimbursement Procedure Continued . . .)

| Phase | Model | Op. Code | Description | Flat Rate Hour |
|-------|---|----------|---|----------------|
| 1 | Yaris Hatchback (5 Door), Yaris Sedan, Scion xD | AGG33A | Replace Driver's Seat Inner and Outer Seat Track Assy. (without front seat side airbags) | 1.2 hr/vehicle |
| | | AGG33B | Replace Driver's Seat Inner and Outer Seat Track Assy. (with front seat side airbags) | 1.4 hr/vehicle |
| 2 | Yaris Hatchback (3 Door) | TBA | Replace Driver and Passenger Inner and Outer Seat Track Assy. (without front seat side airbags) | TBA |
| | | TBA | Replace Driver and Passenger Inner and Outer Seat Track Assy. (with front seat side airbags) | TBA |

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

Campaign Designation Decoder**10. 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.

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 Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers.)

12. Customer Contacts

A FAQ is attached to help respond to 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 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.

URGENT SAFETY RECALL

This is an important Safety Recall.
The remedy will be performed at
NO CHARGE to you.

Certain 2006-2010 Model Year Yaris Hatchback (5 Door)
Certain 2007-2010 Model Year Yaris Sedan
Certain 2008-2010 Model Year Scion xD
Driver Side Seat Track Assembly

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: [VIN]

[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 certain 2006 to 2010 model year Yaris Hatchback, certain 2007-2010 model year Yaris Sedan, and certain 2008-2010 model year Scion xD 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?

In the seat rail of the driver seat of the subject vehicles, 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.

What will Toyota do?

Any authorized Toyota dealer will replace the Front Driver Inner and Outer Seat Track 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.

Until the remedy is performed we recommend that you minimize frequent forward and rearward adjustment of the seat assembly. When adjusting the seat, always ensure the seat track has locked into position before operating the vehicle.

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. 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.
- 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>.

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.