

TMS-NTC-14103
June 18, 2014

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

Re: Toyota Safety Recall 14V-169 – Remedy (Phase 1) Dealer Notification

To whom it may concern,

Please find attached the Remedy (Phase 1) Dealer Notification Letter for Toyota Safety Recall 14V-169 on the following Toyota vehicles:

- Certain 2006 - 2010 Model Year Yaris Hatchback
- Certain 2007 - 2010 Model Year Yaris Sedan
- Certain 2008 - 2010 Model Year Scion xD

If you have any questions regarding this matter, please contact me at (310) 468-4361.

Sincerely,



Quality Compliance Administrator

Attachments:

- Toyota 14V-169 (EOL) Dealer Notification (Remedy Phase 1)

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
		JT923	2006	5008921	5029401	
				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		2010	1351444	1390775		
	BT903		2007	4062553	4076151	
1000104		1187591				
4000006		4003638				
1187667		1297180				
4003685		4041385				
1272435		1352244				
BT923	2008	4031587	4062544			
		1000117	1187660			
		4000002	4003640			
		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.

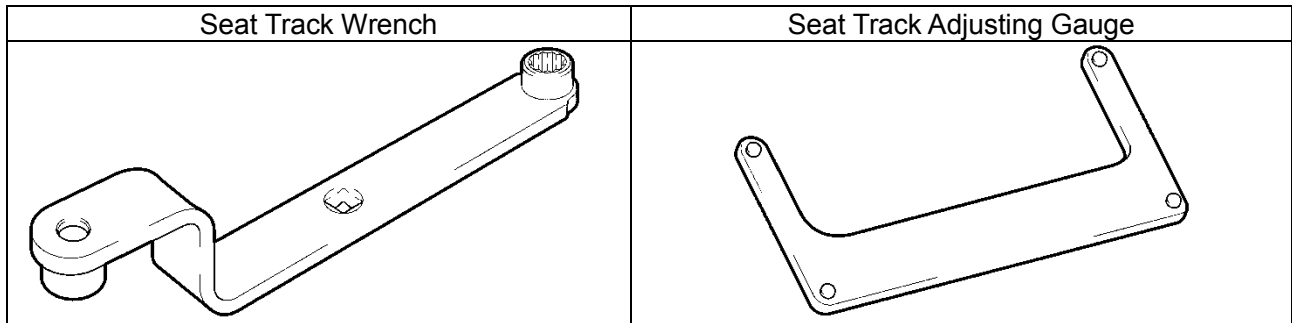
(Number and Identification of Covered Vehicles Continued . . .)

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.



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.

(Parts Ordering Continued . . .)

TOYOTA						
Parts Allocation Report						
99999 SAMPLE TOYOTA of NOWHERE						
<p>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.</p> <p>Parts with recent changes will be illustrated from top to bottom with the most recent effective date.</p> <p>If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.</p>						
Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

7. Technician Training Requirements

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

- **Toyota Certified (any specialty)**
- **Toyota Expert (any specialty)**
- **Master**
- **Master Diagnostic Technician**

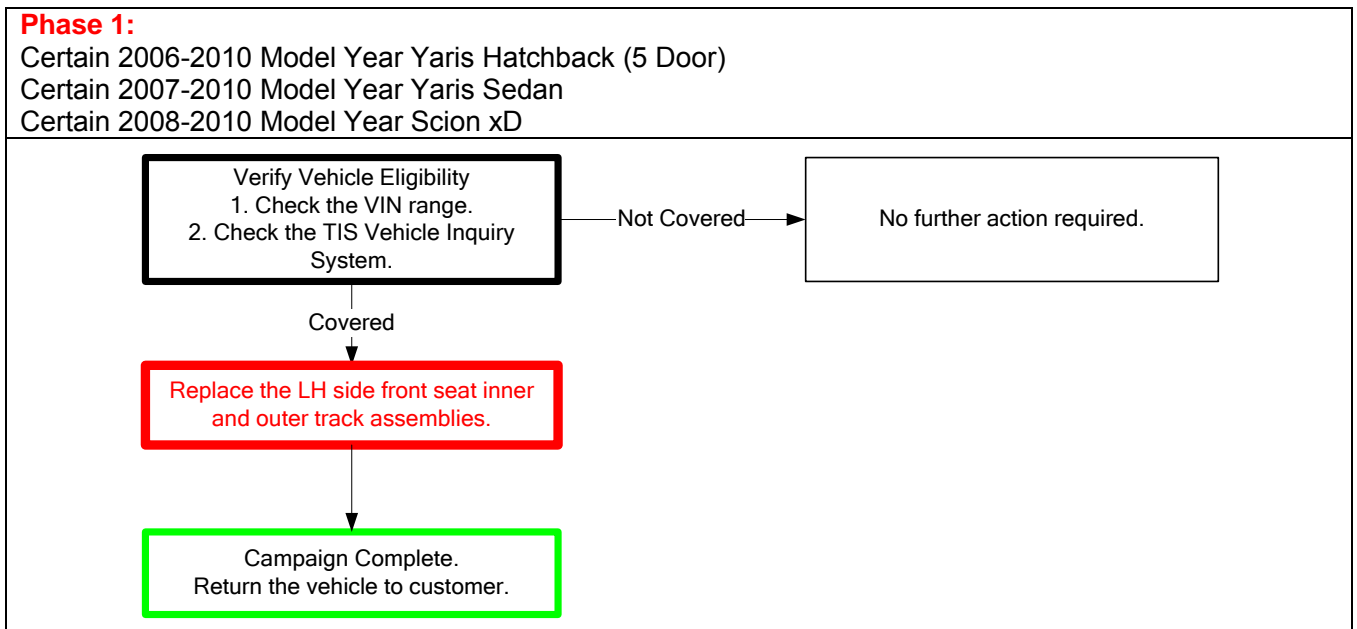
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician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

8. 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.

9. Warranty Reimbursement Procedure

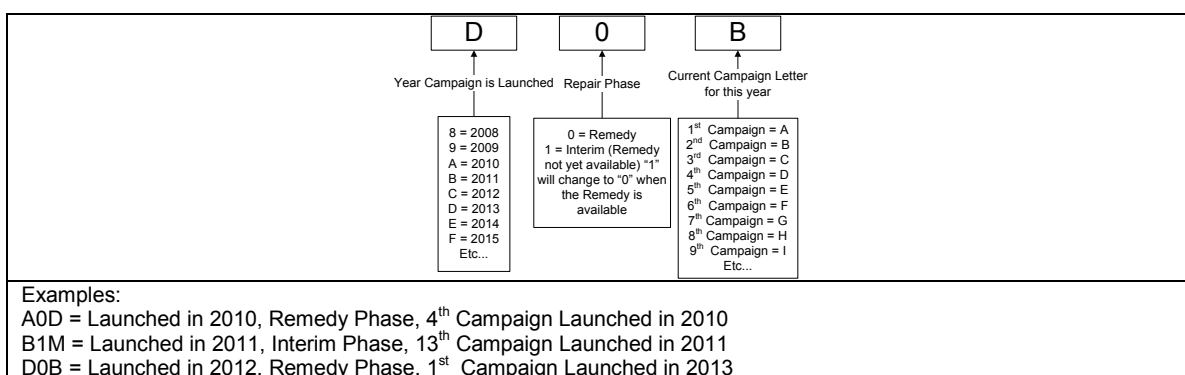


(Warranty Reimbursement Procedure Continued . . .)

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



Safety Recall E0L – Phase 1 Remedy
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)

Customer Frequently Asked Questions

Published Early June, 2014

We at Toyota care greatly about your safety; we are providing the following information to keep you informed of the recall details. Due to limited parts availability, the remedy for this Safety Recall will be launched in two phases. Please refer to the following table for Phase details.

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

Q1: What is the condition?

A1: 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.

Q1a: What is the cause of the condition?

A1a: This condition is caused by frequent forward and rearward adjustment of the seat assembly.

Q2: What is Toyota going to do?

A2: In Mid-June, 2014 Toyota will send an owner notification letter by first class mail to owners of vehicles covered by Phase 1 of this Safety Recall.

Any authorized Toyota dealer will replace the Front Driver Side Inner and Outer Seat Track Assembly at **No Charge** to you.

Q2a: When does Toyota anticipate the remedy will be available for Phase 2 vehicles?

A2a: Toyota is currently working on obtaining the remedy parts for vehicle involved in Phase 2 of this Safety Recall. Toyota will provide additional information as it becomes available. Toyota anticipates the remedy for vehicles covered by Phase 2 will be available in early September, 2014.

Q2b: How does Toyota obtain my mailing information?

A2b: 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.

Q2c: Do I need my owner letter to have the remedy performed?

A2c: 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 steps I can take to minimize the occurrence of this condition?

A3: Yes, if possible, 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.

Q3a: Are there any warnings or indicators before this condition occurs?

A3a: There are no advanced warnings prior to the existence of this condition. However, if the condition is present, an occupant may notice the following:

- If both of the springs have broken, the seat will not lock into the adjusted position.
- In limited instances, if a spring has broken and becomes stuck in the seat rail, the seat may only be capable of forward movement.

Q3b: What if I experience the condition before the remedy is available?

A3b: If you experience the 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 472,500 vehicles covered by this Safety Recall in the US.

Model	Model Year	Production Period	Approx. UIO
Yaris hatchback	Certain 2006 – 2010	Late August, 2005 – Mid-May, 2010	158,000
Yaris sedan	Certain 2007 – 2010	Late September, 2005 – Mid-May, 2010	250,500
Scion xD	Certain 2008 - 2010	Early April, 2007 – Mid-May, 2010	64,000

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 Toyota, Lexus, or Scion vehicles covered by this Safety Recall.

Q5: How long will the repair take?

A5: The repair will take approximately 1.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: What if I previously paid for repairs to my vehicle for this condition?

A6: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q7: What if I have additional questions or concerns?

A7: 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.

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]

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 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.

SAMPLE