

Lonnie Peterson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
April 8, 2014
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Safety Recall E0L (E1L) *Interim Notification*
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)
******Interim Mailing Update******

Updated 5/08/2014: Interim Mailing Information – Interim Information Highlighted in Yellow
Updated 4/9/2014: Production Range Update

On April 9, 2014 Toyota will file 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.

- Due to the lead time in making remedy preparations, Toyota will be mailing an interim owner notification letter to customers covered by this Safety Recall in mid-May, 2014.
- Toyota is currently preparing the remedy for this condition.

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 lock 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.

Covered Vehicles

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

Status

- E0L (“E1L” until the remedy is launched) Preliminary Notification documents will be available on TIS Wednesday, April 9, 2014 (Pacific Time).
- **For reference purposes only**, VINs covered by this Safety Recall will be searchable on TIS starting Wednesday, April 9, 2014.

Toyota is currently preparing the remedy for this condition. Due to the lead time in making remedy preparations, Toyota will be mailing an interim owner notification letter to customers covered by this Safety Recall in mid-May, 2014. The interim notice will advise owners of this Safety Recall and of the future notice they will receive when the remedy is available.

Pre-Owned Vehicles in Dealer Inventory

Toyota generally requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied. However, in this case, unless prohibited by your state's law, dealers can deliver un-remedied pre-owned vehicles if they disclose to the customer that the vehicle is subject to a Safety Recall and Toyota will send them a notification when the remedy is available.

Media Contacts

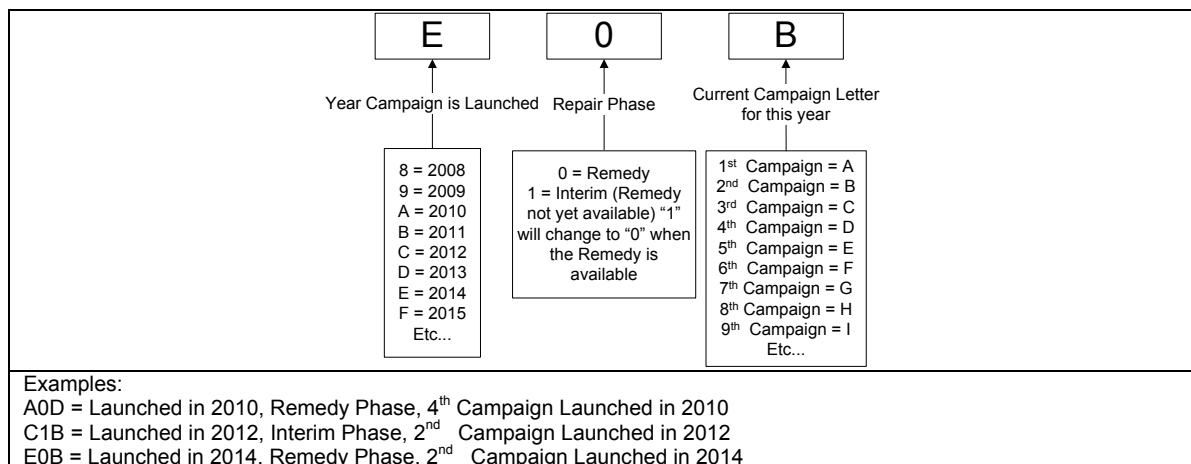
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Handling

A FAQ is attached to help dealerships respond to any customer concerns. If the customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

Please note the attached FAQ is published on the www.Toyota.com website for customer viewing.

Campaign Designation Decoder



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

Thank you for your cooperation.



Safety Recall E0L (E1L) – **Interim Notice**
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 April, 2014
Updated 5/8/2014: Interim Mailing Information

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

Q1: What is the condition?

A1: 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 lock 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: Are there any warnings or indicators before this condition occurs?

A2: 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.

Q2a: What if I experience the condition before the remedy is available?

A2a: 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.

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.

Q4: What is Toyota going to do?

A4: **Toyota is currently preparing the remedy for this condition.** In the meantime we are communicating our *interim* actions:

- Toyota will mail an interim owner notification letter in mid-May, 2014.
- The interim notice will advise owner of this Safety Recall and that they will receive a future notice when the remedy is available.

Once the remedy parts have been produced in sufficient quantities, Toyota will send (consistent with parts availability and repair capacity) a second (remedy) owner notification by first class mail advising you to make an appointment with your authorized Toyota dealer to have seat track assembly replaced at **no charge** to you.

Q4a: When does Toyota anticipate the remedy will be available?

A4a: Toyota is currently working on obtaining the remedy parts for this Safety Recall. The remedy for this Safety Recall will be launched in phases by model. Toyota will provide additional information as it becomes available.

Q4b: How does Toyota obtain my mailing information?

A4b: 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.

Q4c: When the remedy becomes available, do I need my owner letter to have the remedy performed?

A4c: 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.

Q5: Which and how many vehicles are covered by this Safety Recall?

A5: 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

Q5a: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall in the U.S.?

A5a: No, there are no other Toyota, Lexus, or Scion vehicles covered by this Safety Recall.

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.

INTERIM NOTICE
We are currently preparing the remedy. We will notify you again when the remedy is ready.

**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)
IMPORTANT SAFETY RECALL (Interim Notice)
This notice applies to your vehicle: [VIN]**

Dear Toyota Customer:

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 2006-2010 model year Yaris Hatchback, certain 2007-2010 model year Yaris Sedan, and certain 2008-2010 model year Scion xD vehicles.

The purpose of this letter is to explain what the recall is about and to keep you informed of Toyota's implementation plan. We are currently making preparations to implement the Safety Recall remedy. **We will send you another notification when the remedy is available.**

What is the 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 lock 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 should you do in the *interim*?

We appreciate your patience while we prepare the remedy parts. 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.

If you notice these indicators or any other unusual operation of the seat, please contact your local authorized Toyota dealer for diagnosis and appropriate repair. If the condition is related to this Safety Recall, the repair will be performed at **no charge** to you.

Until the remedy is performed we recommend 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 will receive a second owner notification letter when the remedy is available.

If you would like to update your vehicle ownership or contact information, please go to 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.***
- 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>.

What if you have previously paid for repairs to your vehicle for these specific conditions?

If you have previously paid for repairs to your vehicle for these specific conditions prior to receiving this letter, we will provide you instructions for reimbursement consideration in the second owner letter once the remedy preparations are completed.

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