

TOYOTA

Update: Phase 2 Now Available

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 & 2 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 | Remedy | E0L | Late 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 are requested to replace the Driver and Passenger Seat Track assemblies at **NO CHARGE** to the vehicle owner. 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

Due to a limited quantity of available parts, the owner notification will be sent out in two phases, please refer to the table above.

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 |
| | | | | 5028754 | 5138688 |
| | | | | 5138785 | 5220992 |
| | | | | 5221075 | 5278483 |
| | | JT923 | 2006 | 5008921 | 5029401 |
| | | | | 5028776 | 5138777 |
| | | | | 5136244 | 5221073 |
| | | | | 5221125 | 5276047 |
| | | JT9K3 | 2010 | 5278495 | 5317846 |
| | | KT4K3 | | 5278485 | 5317939 |
| | | KT903 | 2009 | 5221077 | 5278402 |
| | | KT923 | 2006 | 5009075 | 5029439 |
| | | | | 5029454 | 5138765 |
| | | | | 5138789 | 5218419 |
| 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.

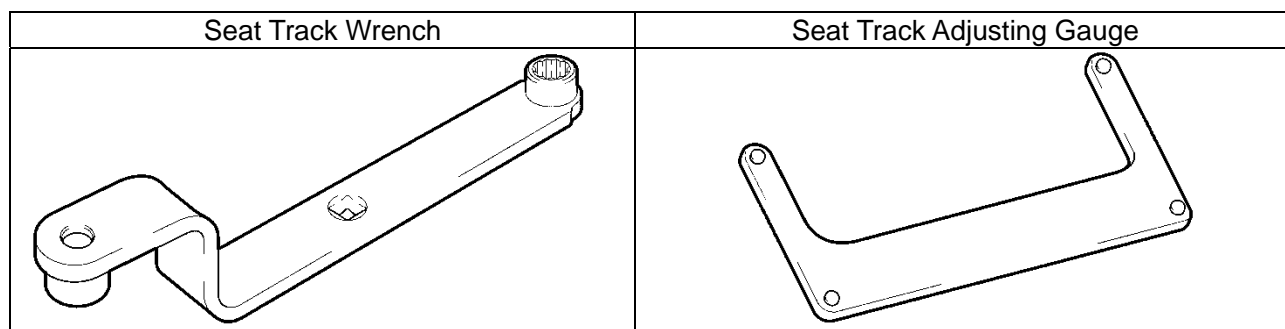
(Number and Identification of Covered Vehicles Continued . . .)

A 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 | 763 | HI | 3,108 | MI | 4,901 | NV | 4,158 | UT | 3,642 |
| AL | 4,212 | IA | 2,794 | MN | 5,418 | NY | 20,745 | VA | 13,384 |
| AR | 2,558 | ID | 1,320 | MO | 6,501 | OH | 13,268 | VT | 1,421 |
| AZ | 8,400 | IL | 15,848 | MS | 1,756 | OK | 3,655 | WA | 9,523 |
| CA | 78,321 | IN | 6,217 | MT | 724 | OR | 6,064 | WI | 5,972 |
| CO | 5,143 | KS | 3,080 | NC | 11,357 | PA | 16,109 | WV | 1,775 |
| CT | 5,575 | KY | 5,423 | ND | 379 | RI | 2,000 | WY | 312 |
| DC | 731 | LA | 3,682 | NE | 1,411 | SC | 4,382 | | |
| DE | 1,010 | MA | 13,273 | NH | 2,819 | SD | 425 | | |
| FL | 35,920 | MD | 10,330 | NJ | 12,368 | TN | 6,419 | | |
| GA | 10,628 | ME | 2,447 | NM | 2,446 | TX | 31,347 | | |

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.



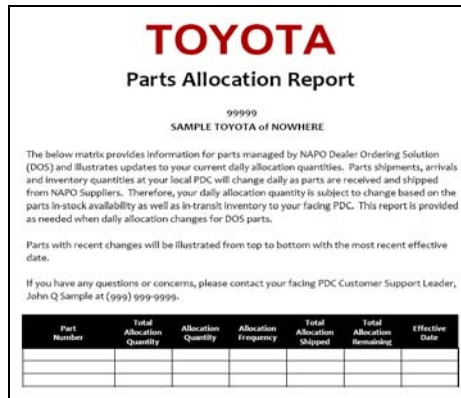
6. Parts Ordering

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.

| Phase | Campaign | Model | Part Number | Part Description | Qty. |
|-------|----------|--------------------------|-------------|-----------------------------|------|
| 1 | 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 |
| 2 | | Yaris Hatchback (3 Door) | 04004-36752 | TRACK ASSY KIT, FR SEAT, RH | 1 |
| | | | 04002-19252 | 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 . . .)



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**

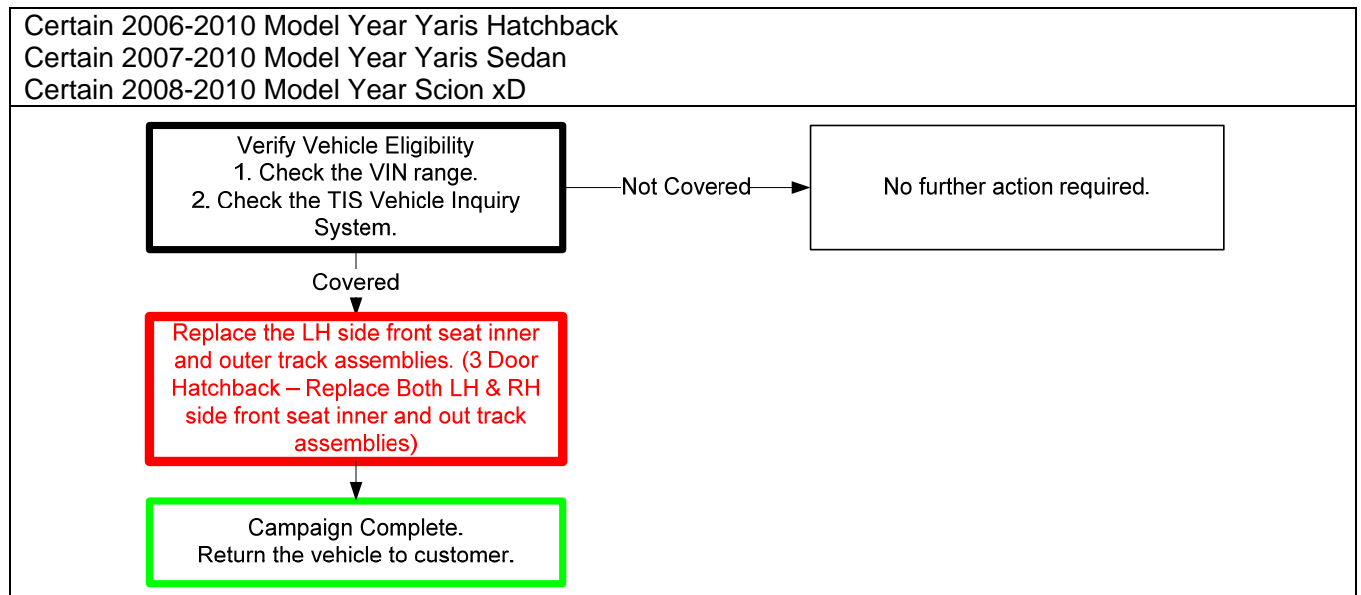
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician 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

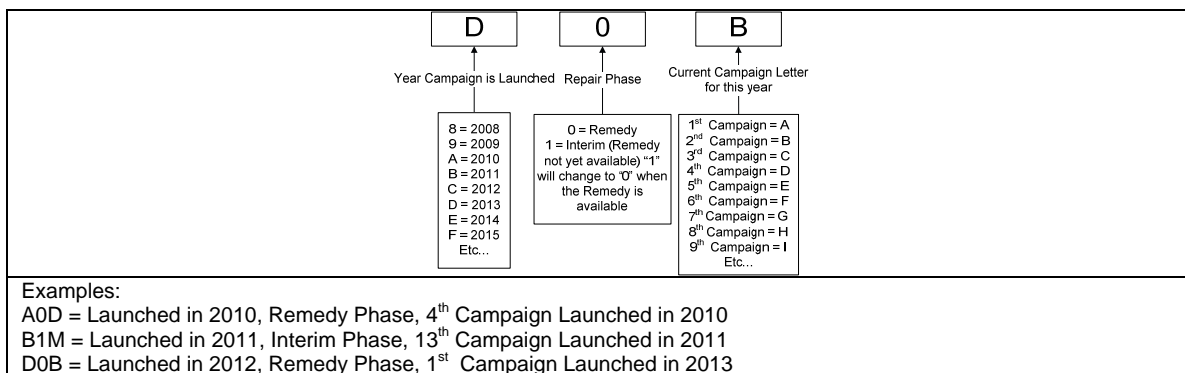


(Warranty Reimbursement Procedure Continued . . .)

| Phase | Model | Op. Code | Description | Flat Rate Hour |
|-------|---|----------|---|----------------|
| 1 | Yaris Hatchback (5 Door), 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) | AGG33C | Replace Driver and Passenger Inner and Outer Seat Track Assy. (without front seat side airbags) | 2.4 hr/vehicle |
| | | AGG33D | Replace Driver and Passenger Inner and Outer Seat Track Assy. (with front seat side airbags) | 2.6 hr/vehicle |

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The cost of Toyota Genuine Adhesive 1324, Three Bond 1324 or equivalent can be claimed as sublet type "OF" under OP Codes AGG33C/D at a maximum cost of \$0.25 per vehicle.

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 & 2 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 Late September, 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 | Remedy | Late 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 sent an owner notification letter by first class mail to owners of vehicles covered by Phase 1 of this Safety Recall.

In Late September, 2014 Toyota will send an owner notification letter by first class mail to owners of vehicles covered by Phase 2 of this Safety Recall

Any authorized Toyota dealer will replace the Driver Seat Track assembly for Yaris Hatchback (5 Door), Yaris Sedan, and Scion xD models at **NO CHARGE** to you. If the vehicle is a Yaris Hatchback (3 Door), Toyota dealers will replace the Driver and Passenger Seat Track assemblies 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 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 performed?

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 for vehicles that require driver seat track replacement. The repair will take approximately 2.5 hours for vehicles that require driver and passenger seat track replacement. 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 (3 Door)
Driver and Passenger 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 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 and front passenger seats 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 and Passenger 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 2.5 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>.

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

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]

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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.**
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Sincerely,
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SAMPLE