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## IMPORTANT SAFETY RECALL



**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.**

**Recall notice to:** <John Smith>,

Our records indicate that this **IMPORTANT SAFETY RECALL** has not been completed on your <Year> <Model>.

**VIN:** <XXXXXXXX>

To avoid potential injury, please make an appointment with your Toyota dealer to have the vehicle repaired as soon as possible. **Toyota will fix your vehicle FREE OF CHARGE.** Please contact any authorized dealer to make an appointment or visit your local dealer at your convenience.

For questions or help locating an authorized Toyota dealer, call the Toyota Customer Experience Center at:

<#-###-###-####>

Monday-Friday, 7 a.m. to 7 p.m. CT,  
Saturday, 7 a.m. to 4:30 p.m. CT.

**This is not a sales opportunity for us or our dealers. This is about an IMPORTANT SAFETY RECALL.**

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.

We can help you [find a Toyota dealer](#) to schedule an appointment online; if you need additional information about your recall, please [visit the Toyota Recall Portal](#).

We would like to make this important safety recall as easy as possible for you.



How do I schedule my repair?

Contact any authorized Toyota dealer to schedule your **FREE OF CHARGE** recall repair today!



How long will the repair take?

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.



How much will the repair cost me?

Toyota will fix your vehicle **free of charge**. All you have to do is:

- Contact any authorized dealer to make an appointment
- Or, visit your local dealer at your convenience