

To: All Toyota Dealer Principals, Service Managers, and Parts Managers

Subject: Safety Recall F0F– **Remedy Notice**
Certain 2015 Model Year Yaris
Rear Axle Bearing Bolts

On February 17, 2015 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 2015 Model Year Yaris vehicles. **As a result, new vehicles in dealer inventory must not be delivered until the Safety Recall is corrected.**

Condition

The rear axle bearing bolts may not have been tightened sufficiently during vehicle assembly. If a bolt is loose or falls off during vehicle operation, the bolt could damage rear brake drum components, resulting in reduced brake performance or potential wheel lock up, which could increase the risk of a crash.

Remedy

Any authorized Toyota dealer will inspect the rear axle hub bearing bolts. If a bolt is found to be loose, the dealer will retighten with the specified tightening torque or if a bolt is detached, the dealer will replace the rear brake assembly and the rear axle hub bearing assembly at **No Charge** to the vehicle's owner.

This following information is being provided to keep you informed of the filing and your degree of involvement.

1. Owner Letter Mailing Date

Toyota has completed remedy preparations and will begin to notify owners in early March, 2015.

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. New Vehicles in Dealership Inventory



Under Title 49, Section 30112(a) of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard. In addition, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

3. Inspection Reminder Mirror Hang Tags for Covered Vehicles

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Inside the vehicle's glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



Note: Dealerships can order Hang Tags from the Material Distribution Center (MDC).

Part Number	Description	Qty.
00411-140003	Inspection Mirror Hang Tag	(25 Per Pack)

4. 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 vehicle has been remedied.

5. Number and Identification of Covered Vehicles

There are approximately 226 vehicles covered by this Safety Recall in the U.S.

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.

6. Technician Training Requirements

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

- **Toyota Certified (Chassis)**
- **Toyota Expert (Chassis)**
- **Master**
- **Master Diagnostic Technician**

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this 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.

7. Remedy Procedures

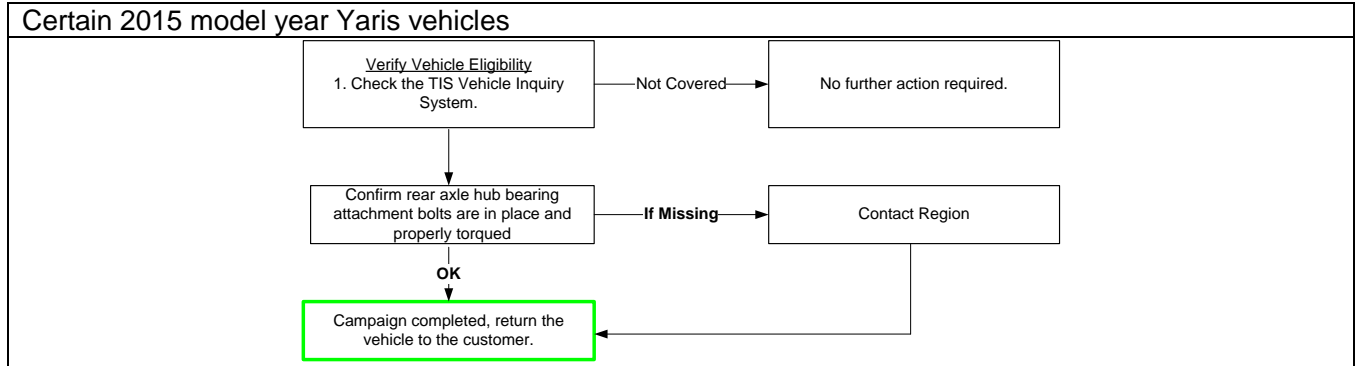
Please refer to TIS for Technical Instructions on repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

8. Parts Ordering

The majority of vehicles will only require an inspection and retightening. However, if a rear axle bearing bolt has detached then the rear brake assembly and the rear axle hub bearing assembly will require replacement. Please contact your Region Representative if your dealership has a vehicle requiring rear brake assembly and rear axle hub assembly replacement.

9. Warranty Reimbursement Procedure



Model	Op. Code	Description	Flat Rate Hour
Yaris	TBD	For vehicles with rear drum brakes: Inspect bolts for looseness and re-tighten bolts	0.9 hour/vehicle
	TBD	For vehicles with rear disc brakes: Inspect bolts for looseness and re-tighten bolts	1.1 hour/vehicle
	Please contact your Region Representative	Inspect bolts for looseness, replace detached bolts, the rear brake assembly and the rear axle hub bearing assembly	TBD

- The flat rate time includes 0.1 hour for administrative cost per unit for the dealership.

Note: Warranty claim filing will be available in the near future.

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 to 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 F0F – Remedy Notice
Certain 2015 Model Year Yaris Vehicles
Rear Axle Bearing Bolts – Q&A

Customer Frequently Asked Questions
 Published Mid-February, 2015

Q1: What is the condition?

A1: Rear axle bearing bolts may not have been tightened sufficiently during vehicle assembly. If a bolt is loose or falls off during vehicle operation, the bolt could damage rear brake drum components, resulting in reduced brake performance or potential wheel lock up, which could increase the risk of a crash.

Q2: What is Toyota going to do?

A2: In early March, 2015, Toyota will send an owner notification by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Toyota dealer will inspect the rear axle hub bearing bolts. If a bolt is found to be loose, the dealer will retighten with the specified tightening torque or if a bolt is detached, the dealer will replace the rear brake assembly and the rear axle hub bearing assembly at **No Charge** to the vehicle’s owner.

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: No, you do not need an owner letter to have this Safety Recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present the owner notification at the time of your service appointment.

Q3: Are there any symptoms or indicators of this condition?

A3: If the rear axle bearing bolt becomes loose or could eventually detach, a rattling or grinding noise may be heard from the rear of the vehicle. Additionally, in this condition, the detached bolt(s) could damage rear brake components during rotation, resulting in a reduction of brake performance or a potential wheel lock up. If this occurs, please have the vehicle towed to the dealership immediately 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 226 vehicles covered by this Safety Recall in the U.S.

Model Name	Plant	Model Year	Production Period
Yaris	TMMF	Certain 2015	September 2014 to January 2015

Q4a: Are there any other Lexus/Toyota vehicles covered by this Safety Recall in the U.S.?

A4a: No, there are no other Toyota, Lexus, or Scion vehicles involved in this Safety Recall.

Q5: How long will the repair take?

A5: The inspection will take approximately 60 minutes. However, based on the inspection result, the rear brake components may need to be repaired. The time required for repair can vary, so ask your dealer for an estimate.

Q6: What if I have additional questions or concerns?

A6: 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 to 4:00 pm Pacific Time.