

Mark Kubota / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
March 4, 2015
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Safety (Noncompliance) Recall F0H (F1H) – Preliminary Notice
2012 to Certain 2015 Model Year Yaris Vehicles - Distributed to Puerto Rico ONLY
Roof Headliner

On March 5, 2015, Toyota will file a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency that 2012 to certain 2015 model year Yaris vehicles distributed to Puerto Rico do not conform to the requirements of FMVSS 201: Occupant Protection in Interior Impact. **As a result, new vehicles in dealer inventory must not be delivered until the Safety (Noncompliance) Recall is corrected.**

This preliminary information is being provided to keep you informed of the filing. **Toyota is currently preparing the remedy for this condition.** We will notify dealerships again at the time of the next phase, prior to the owner notification starting.

Condition

FMVSS 201 specifies certain requirements for occupant protection in interior impact. A roof headliner designated for markets outside of the U.S was incorrectly used for vehicles to be distributed to Puerto Rico for first sale. Vehicles using this headliner may not meet some of the requirements of S6.2 of FMVSS 201. This can increase the risk of an injury to occupants in the event of a crash.

Number and Identification of Covered Vehicles

There are approximately 16,600 vehicles distributed to Puerto Rico covered by this Safety (Noncompliance) Recall.

Model	Model Year	Production Period	Approx. UIO
Yaris	2012 – Certain 2015	Late August, 2011 – Early February, 2015	16,600

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.

Inspection Reminder Mirror Hang Tags for Covered Vehicles

To easily recognize vehicles involved in this Safety (Noncompliance) Recall, each dealership should utilize Inspection Reminder Hang Tags. Please reference the VIN list provided to identify new vehicles in dealer inventory involved in this Safety (Noncompliance) Recall. 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)

Status

- F0H ("F1H" until the remedy is launched) Preliminary Notification documents will be available on TIS Wednesday evening, March 4, 2015. **For reference purposes only**, VINs covered by this Safety Recall will be searchable on TIS starting Wednesday evening, March 4, 2015.
- **Toyota is currently preparing the remedy for this condition.**

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

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.)

Customer Contacts

A FAQ is available on TIS to help respond to customer concerns. If a 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 that the attached FAQ is published on the www.Toyota.com website for customer viewing.

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

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.



Safety (Noncompliance) Recall F0H (F1H) – **Preliminary Notice**
 2012 to Certain 2015 Model Year Yaris Vehicles **Distributed to Puerto Rico ONLY**
 Roof Headliner

Customer Frequently Asked Questions
 Published early March, 2015

Q1: What is the condition?

A1: FMVSS 201 specifies certain requirements for occupant protection in interior impact. A roof headliner designated for markets outside of the U.S was incorrectly used for vehicles to be distributed to Puerto Rico for first sale. Vehicles using this headliner may not meet some of the requirements of S6.2 of FMVSS 201. This can increase the risk of an injury to occupants in the event of a crash.

Q2: What is Toyota going to do?

A2: **Toyota is currently preparing the remedy for this condition.** Once remedy preparations are complete, Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall. Additional details on the remedy will be provided in future communications.

Q2a: When does Toyota anticipate the remedy will be available?

A2a: Toyota is currently preparing the remedy for this Safety (Noncompliance) Recall. Toyota will provide additional information as it becomes available.

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 when it becomes available?

A2c: No. When the remedy becomes available 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: Which and how many vehicles are involved in this Safety (Noncompliance) Recall?

A3: There are approximately 16,600 vehicles distributed to Puerto Rico covered by this Safety (Noncompliance) Recall.

Model	Model Year	Production Period	Approx. UIO
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Q3a: Are there any other Lexus/Toyota vehicles covered by this Safety (Noncompliance) Recall in the U.S.?

A3a: No, there are no other Toyota, Lexus, or Scion vehicles involved in this Safety (Noncompliance) Recall.

Q4: What if I have additional questions or concerns?

A4: 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.