

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

Subject: Safety Recall F0H – **Remedy 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.**

### **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.

### **Remedy**

Toyota dealers will replace the roof headliner at **No Charge** to the vehicle's owner. For additional information on the remedy procedure, please refer to TIS.

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

#### **1. Owner Letter Mailing Date**

Toyota is currently preparing the parts for the remedy and will mail an interim owner letter in early May 2015. Once part preparations are complete, Toyota will mail a second owner letter indicating that remedy parts are available.

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 a notification, please instruct them to **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found 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 (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).

**4. Pre-Owned Vehicles in Dealer Inventory**

Toyota generally requests that dealers not deliver any pre-owned vehicles in their inventory which are involved in a Safety Recall until the defect has been remedied. However, in this case, unless prohibited by your local law, until the remedy is available dealers can deliver pre-owned vehicles if they disclose to the customer that the vehicle is subject to a Safety Recall and Toyota or the dealers will send/forward them a notification when the remedy is available.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be sold or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

**5. 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

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 (Any)**
- **Toyota Expert (Any)**
- **Master**
- **Master Diagnostic Technicians**

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.

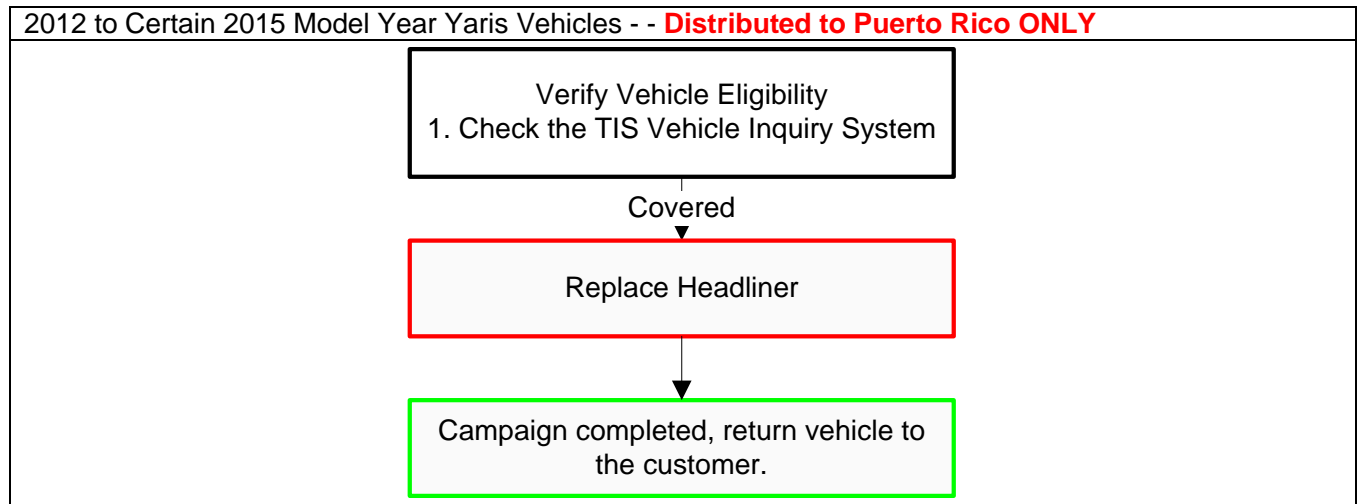
**8. Parts Ordering**

Orders for the roof headliners can be placed through the dealership's facing PDC.

Part Number	Part Description	Qty.
63310-52A92-B0 or 63310-0D710-B0	Headliner 3-Door	1
63310-52A52-B0 or 63310-0D720-B0	Headliner 5-Door	1

**NOTE:** Each vehicle will only need one headliner, however, the part numbers listed for each model are interchangeable.

**9. Warranty Reimbursement Procedure**



Model	Op. Code	Description	Flat Rate Hour
Yaris	BGG13A	Replace the roof headliner assembly	2.0 hour/vehicle

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

**Note: Warranty claim filing will be available starting Friday, April 3, 2015.**

**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](http://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 (Noncompliance) Recall F0H – Interim Notice**  
**2012 to Certain 2015 Model Year Yaris Vehicles Distributed to Puerto Rico ONLY**  
**Roof Headliner**

**Customer Frequently Asked Questions**  
 Published late March, 2015

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: 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 parts 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 (Noncompliance) 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 covered by 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
Yaris	2012 - Certain 2015	Late August, 2011 – Early February, 2015	16,600

**Q3a: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall in the U.S.?**

A3a: No, there are no other models covered by this campaign.

**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 through 4:00 pm Pacific Time.