

Mark Kubota / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
April 14, 2015
Approved By: Tom Trisdale

To: All Toyota Dealers
From: Product Support Division

Safety Recall F0K (F1K) – Preliminary Notice
Certain 2015 Model Year Scion tC
Rear Suspension Arm

On April 15, 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 Scion tC vehicles.

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

Scion offers an accessory coil spring as part of an optional package that is installed at vehicle processing facilities prior to sale to dealers. For the accessory installation, the rear suspension arm bolts and nuts on the subject vehicles are removed and then re-installed. There is a possibility that the rear suspension arm bolts and nuts on some vehicles could have been tightened improperly at two of the facilities at which the accessory coil springs are installed. In this condition, the bolts could become loose during vehicle operation. Under some circumstances the suspension arm could eventually detach, increasing the risk of a crash.

Number and Identification of Covered Vehicles

There are 114 vehicles covered by this Safety Recall.

Model	Model Year	Production Period	UIO
Scion tC	Certain 2015	Early December 2014 through Late January 2015	114

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 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 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

- F0K (“F1K” until the remedy is launched) Preliminary Notification documents will be available on TIS Tuesday evening, April 14, 2015. **For reference purposes only**, VINs covered by this Safety Recall will be searchable on TIS starting Tuesday evening, April 14, 2015.
- **Toyota is currently preparing the remedy for this condition.**

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 Scion Customer Experience Center. The Scion Customer Experience Center can be reached at 1-866-707-2466 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.

Customer Frequently Asked Questions

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Q1: What is the condition?

A1: Scion offers an accessory coil spring as part of an optional package that is installed at vehicle processing facilities prior to sale to dealers. For the accessory installation, the rear suspension arm bolts and nuts on the subject vehicles are removed and then re-installed. There is a possibility that the rear suspension arm bolts and nuts on some vehicles could have been tightened improperly at two of the facilities at which the accessory coil springs are installed. In this condition, the bolts could become loose during vehicle operation. Under some circumstances the suspension arm could eventually detach, increasing the risk of a crash.

Q2: What is Scion going to do?

A2: **Scion is currently preparing the remedy for this condition.** Once remedy preparations are complete, Scion 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 Scion anticipate the remedy will be available?

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

Q2b: How does Scion obtain my mailing information?

A2b: Scion 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: Are there any symptoms or indicators of this condition?

A3: If the rear suspension arm bolt(s) becomes loose, an abnormal rattling noise may be heard from the rear of the vehicle. 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 involved in this Safety Recall?

A4: There are 114 vehicles covered by this Safety Recall.

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

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

Q5: What if I have additional questions or concerns?

A5: If you have additional questions or concerns, please contact the Scion Customer Experience Center at 1-866-707-2466 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.