



**URGENT SAFETY RECALL**  
This is an important Safety Recall.  
The remedy will be performed  
at **NO CHARGE** to you.

**2012 to Certain 2015 Model Year Yaris Vehicles – Distributed to Puerto Rico ONLY**  
**Roof Headliner**

**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: VIN ABCDEFGH987654321

Dear Toyota Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that 2012 to certain 2015 Model Year Yaris vehicles distributed to Puerto Rico fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 201: Occupant Protection in Interior Impact.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**What is the 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.

**What will Toyota do?**

Any authorized Toyota dealer will replace the roof headliner at **No Charge** to you.

**What should you do?**

***This is an important Safety Recall***

**Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.**

Replacing the roof headliner will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

You do not need an owner letter to have this remedy procedure completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

**What if you have other questions?**

***Your local Toyota dealer will be more than happy to answer any of your questions.*** Please contact any Toyota dealer or call the Customer Experience Center for your area. Refer to the enclosed ***Toyota Customer Experience Center Contact Information*** sheet for additional information.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.  
Toyota Customer Experience, WC10  
19001 South Western Avenue  
Torrance, CA 90509

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.