

TOYOTA

Toyota Motor Sales, USA, Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

Published February 17, 2016

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

Subject: **Safety Recall G0F (Interim G1F) – *Interim Notice***
2006 - 2012 Model Year RAV4
2012 - 2014 Model Year RAV4 EV
Rear Outboard Seatbelts

On February 17, 2016, Toyota filed 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 2006 - 2012 model year RAV4 vehicles and 2012 - 2014 model year RAV4 EV vehicles.

Condition

The subject vehicles are equipped with lap-shoulder seatbelts in both second-row outboard seats. There is a possibility that, in the event of a very severe frontal crash, the lap belt webbing could contact a portion of the metal seat cushion frame, become cut, and separate. If this occurs, the seat belt may not properly restrain the occupant, which could increase the risk of injury.

Toyota is currently preparing the remedy parts for this condition and will provide additional information as it becomes available. We will notify dealerships again prior to the remedy owner notification starting. The remedy, when available, will consist of the installation of plastic covers over the metal seat frame.

Covered Vehicles

There are approximately 1,123,800 vehicles covered by this Safety Recall.

Model Name	Model Year	UIO	Production Period
RAV4	2006 – 2012	1,121,300	Late July, 2005 – Mid-December, 2012
RAV4 EV	2012 – 2014	2,500	Late July, 2012 – Late August, 2014

Pre-Owned Vehicles in Dealer Inventory

Toyota generally requests that dealers do not deliver of any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied. In this case, delivery of pre-owned vehicle is acceptable with the disclosure to the customer that the vehicle is involved in this Safety Recall and that the remedy is currently being prepared by Toyota.

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.

Rental Vehicle

If a customer contacts your dealership and does not feel comfortable driving his/her vehicle with occupants in the second-row outboard seats, please accommodate the customer by providing a rental vehicle. A loaner vehicle or alternative transportation through the Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day for a maximum of 4 days. Per day expense exceeding \$35 or loaners exceeding 4 days, requires DSPM authorization. For additional information, reference the Toyota Transportation Assistance Program (TTAP) guidelines.

Rental reimbursement will be provided once the remedy becomes available and can be claimed when submitting the remedy repair warranty claim.

Media Contacts

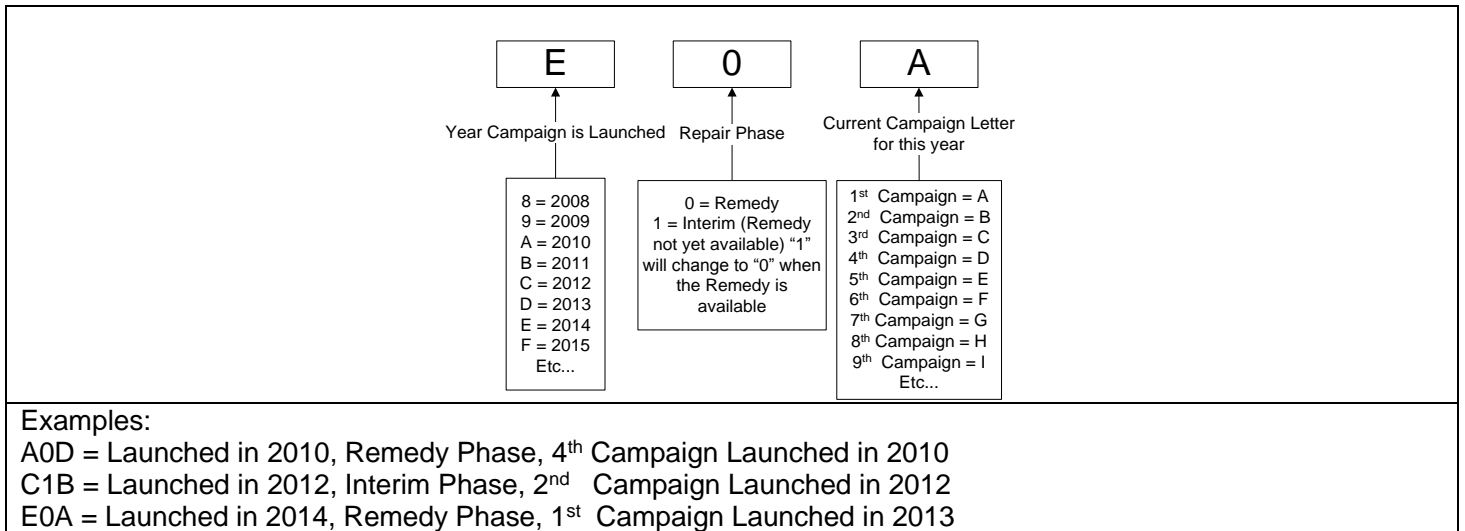
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Contacts

Customers may contact your dealership with questions regarding the Safety Recall remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371).

Campaign Designation Decoder



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 G0F (Interim G1F) – *Interim Notice*
2006 - 2012 Model Year RAV4
2012 - 2014 Model Year RAV4 EV
Rear Outboard Seatbelts

Frequently Asked Questions
Published February 17, 2016

Q1: *What is the condition?*

A1: The subject vehicles are equipped with lap-shoulder seatbelts in both second-row outboard seats. There is a possibility that, in the event of a very severe frontal crash, the lap belt webbing could contact a portion of the metal seat cushion frame, become cut, and separate. If this occurs, the seat belt may not properly restrain the occupant, which could increase the risk of injury.

Q2: *What is Toyota going to do?*

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

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

A2a: Toyota is currently working on obtaining the remedy parts for this Safety Recall. Toyota will provide additional information as it becomes available.

Q2b: *When the remedy becomes available, what will the repair consist of?*

A2b: The remedy will consist of the installation of plastic covers over the metal seat frame.

Q3: *Which and how many vehicles are covered by this campaign?*

A3: There are approximately 1,123,800 vehicles covered by this Safety Recall.

Model Name	Model Year	UIO	Production Period
RAV4	2006 – 2012	1,121,300	Late July, 2005 – Mid-December, 2012
RAV4 EV	2012 – 2014	2,500	Late July, 2012 – Late August, 2014

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

A3a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

Q4: *How does Toyota obtain my mailing information?*

A4: 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.

Q5: *What if I have additional questions or concerns?*

A5: If you have additional questions or concern, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday – Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.