

# IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN: [REDACTED]

July 14, 2016



Dear Toyota Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Southeast Toyota Distributors, LLC (SET) has determined that a defect which relates to motor vehicle safety exists in **certain 1988 – 2011 Toyota vehicles equipped with SET installed seat heaters with a copper strand heating element.**

## What is the condition?

SET has determined that it is possible that compression of the seat cushion may cause damage to the electrical wiring of seat heaters with a copper strand heating element. If this occurs, the damage may result in a short circuit which increases the risk of a fire and could burn a hole in the seat cover and injure the occupant of the seat.

## What will Southeast Toyota Distributors, LLC do?

All known owners of the affected vehicles on which seat heaters with a copper strand heating element were installed by SET prior to first sale will be notified by first class mail to return their vehicles to a Toyota dealer. The Toyota dealer will, **at no cost to you**, disconnect the seat heaters with a copper strand heating element. SET will refund the purchase price of the seat heaters to the vehicle owner.

The repair will take approximately 30 minutes or less. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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

### What should you do?

**If you are in Florida, Georgia, Alabama, South Carolina, or North Carolina contact your local Toyota dealer to schedule an appointment to have this important remedy performed on your vehicle as soon as possible.**

**If you are outside the above five states, or require further assistance, you may contact the SET Customer Assistance Center toll free at 1-866-405-4226, Monday through Friday, 8:30am to 5:00pm, Eastern Standard Time.**

**If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information, contact the SET Customer Assistance Center toll free at 1-866-405-4226.**

**Your local Toyota dealer can answer any of your questions. If you need further assistance, you may contact Southeast Toyota Distributor's Customer Assistance Center at 1-800-301-6859, press 1 for Southeast Toyota Monday through Friday, 8:30 am to 5:00 pm, Eastern Standard Time.**

- If you no longer own the vehicle, please call Southeast Toyota Distributors, LLC at 1-800-301-6859, **press 1 for Southeast Toyota.**
- If you are a vehicle Lessor, Federal law requires you to forward a copy of this notice to the Lessee within ten days.

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

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,  
Southeast Toyota Distributors, LLC.