

Original Publication Date: November 15, 2018

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

SAFETY RECALL J0U (Remedy Notice)

TRD Brake Kit Designed for:
2011 - 2016 Model Year Scion tC and
2008 - 2015 Model Year Scion xB
 NHTSA Recall No. 18E-091

On September 20, 2018, 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 TRD Brake Kits that were designed for 2011 – 2016 model year tC vehicles and 2008 – 2015 model year xB vehicles.

Condition

If an involved Scion tC or xB is equipped with an optional front wheel TRD brake kit, there is a possibility that the brake hoses installed as a part of this kit could become damaged over time. This condition could lead to reduced braking performance while driving, increasing the risk of a crash.

Remedy

All known owners of the Scion xB and Scion tC vehicles, on which an involved optional TRD brake kit could have been installed, will be notified by first class mail starting mid-November. If an involved TRD Brake Kit has been installed, any authorized Toyota dealer will replace it with a standard equipment brake kit for that vehicle model. Separately, to ensure customer satisfaction, Toyota will be offering these owners compensation equivalent to the value of parts and labor for a new TRD brake kit.

Covered Vehicles

There are 544 TRD Brake Kits which were installed at vehicle processing centers, by dealers, or sold over the counter that were designed for 2011 to 2016 model year Scion tC and 2008 to 2015 model year Scion xB.

Component	Models	Model Year	Component Sales Start Date	Component Sales End Date
TRD Brake Kit	Scion tC	2011 - 2016	June 18, 2008	March 27, 2018
	Scion XB	2008 - 2015	November 10, 2010	March 27, 2018

To ensure all potential owners with these TRD brake kits are notified, approximately 331,600 vehicle owners will be notified of this Safety Recall.

Owner Letter Mailing Date

Toyota will begin to notify owners by mid-November 2018. A sample of the owner notification letter has been included for your reference.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters.

Please note that only owners of 2011 to 2016 model year Scion tC and 2008 to 2015 model year Scion xB, which are compatible with the recalled equipment, will be notified. If you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Dealer Inventory Procedures

New Vehicles in Dealership Inventory - Reminder

Toyota has not identified any new vehicles in dealership inventory that are covered by this Safety Recall. However, below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

Under Title 49, Section 30112 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 or contains a defect related to motor vehicle safety. Further, 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.

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.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Pre-Owned Vehicles in Dealer Inventory

To ensure customer satisfaction, Toyota requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to customer delivery. However, if the campaign cannot be completed (for example, due to remedy parts availability), delivery of a covered vehicle is acceptable if disclosed to the customer that the vehicle is involved in a Safety Recall.

Toyota expects dealers to use the attached Customer Contact and Vehicle Disclosure Form to obtain vehicle buyer information. Dealers are expected to provide a copy of the completed form, along with the most current FAQ, to the vehicle buyer. Toyota and the dealer may use this information to contact the customer when the remedy becomes available.

Keep the completed form on file at the dealership and send a copy to quality_compliance@toyota.com. In the subject line of the email state "Disclosure Form J0U/J1U and include the VIN.

NOTE: Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily (<https://dealerdaily.toyota.com/>). The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

Toyota Certified Used Vehicle (TCUV)

The TCUV policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a TCUV until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

Toyota Rent-A-Car (TRAC) & Service Loaners

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

Customer Handling, Parts Ordering, and Remedy Procedures

Customer Contacts

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. 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) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

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 Tania Saldana (859) 815-9968 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media.

Parts Ordering Process - Non SET and GST Parts Ordering Process

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin [2011-087](#) for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

Model	Part Number	Description	Quantity
xB	04008-36212	Brake Kit	1
tC	04008-36121	Brake Kit	1

NOTE: To assure affected TRD brake kits replaced under this campaign are not reused, dealers are required to return all replaced TRD brake kits through the Warranty Parts Recovery process.

Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Technician (Chassis)
- Expert Technician (Chassis)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the repair by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this 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.

Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

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.

Warranty Reimbursement Procedures

Loaner Vehicle Reimbursement Procedure

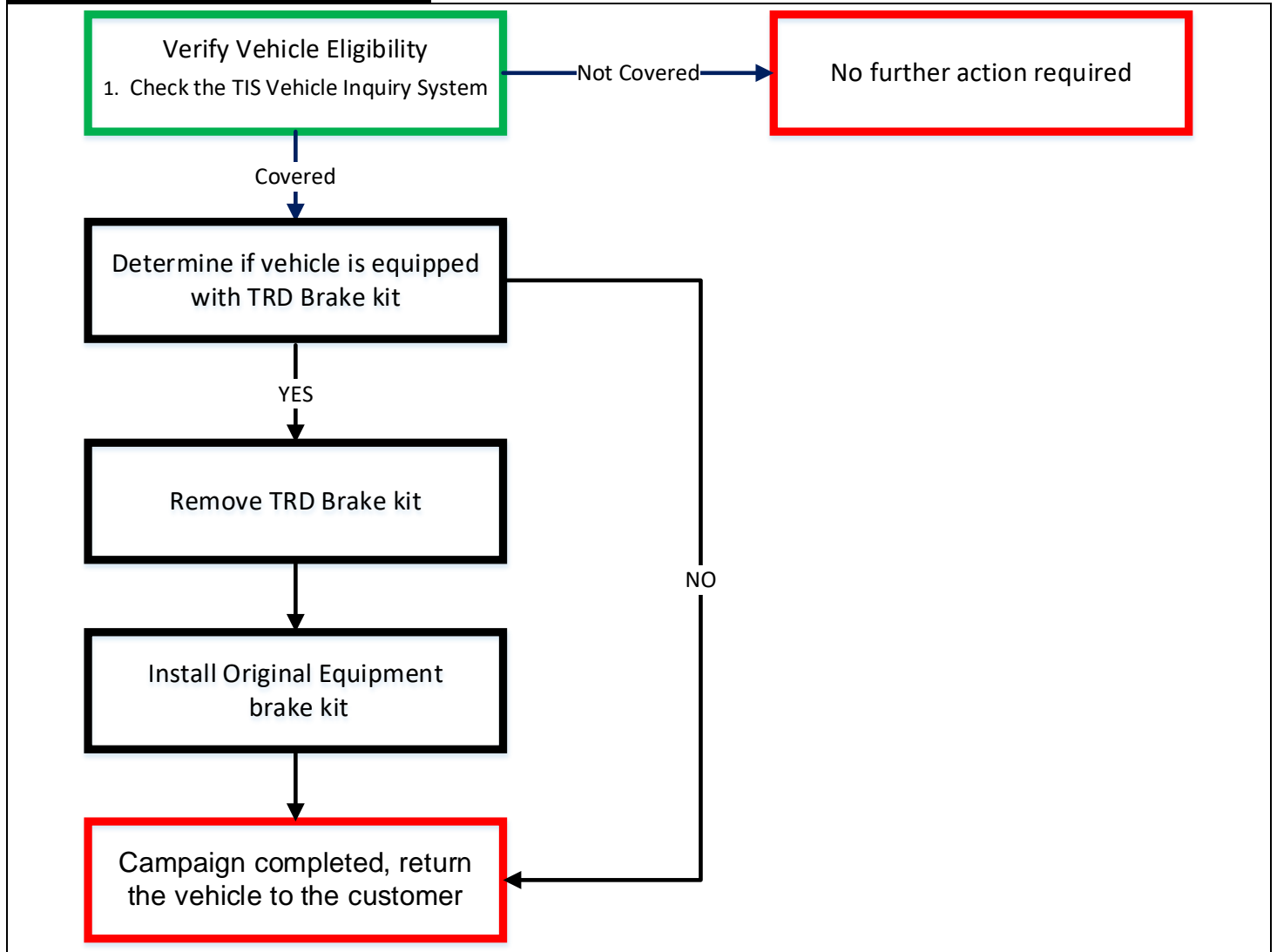
If a customer has a vehicle equipped with the TRD brake kit and requested a loaner vehicle or alternative transportation during the interim phase, a loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day.

Claims for rental during the interim phase must be filed under campaign designation J1U.

Op Code Filed Under J1U Designation	Description
LGG73A	Vehicle Rental 1-30 Days
LGG73B	Vehicle Rental 31-60 Days

NOTE: Rental invoice *MUST* be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
J0U002	Not Equipped with TRD Brake Kit	0.2
J0U003	Replace TRD Brake Kit	4.5

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Toyota requires documentation of the inspection for vehicles equipped with the TRD brake kit to be attached to all campaign claims.
- Dealers may claim the cost for brake fluid (maximum 1.0L) under Op Code J0U003 at a maximum rate of \$21.87 per vehicle as sublet type "OF."
- A loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed up to a maximum of 5 days as a sublet type "RT" under Op Code J0U003 while the remedy is performed, or the dealer is waiting on parts to arrive.
 - **Rentals greater than 4 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).**
 - **Rental invoice MUST be attached to all rental claims. These claims may be subject to debit if rental invoice is not attached.**
- Towing can be claimed under Op Code J0U003 for a maximum of \$250 as sublet type "TW" in the event the customer requests vehicle pickup

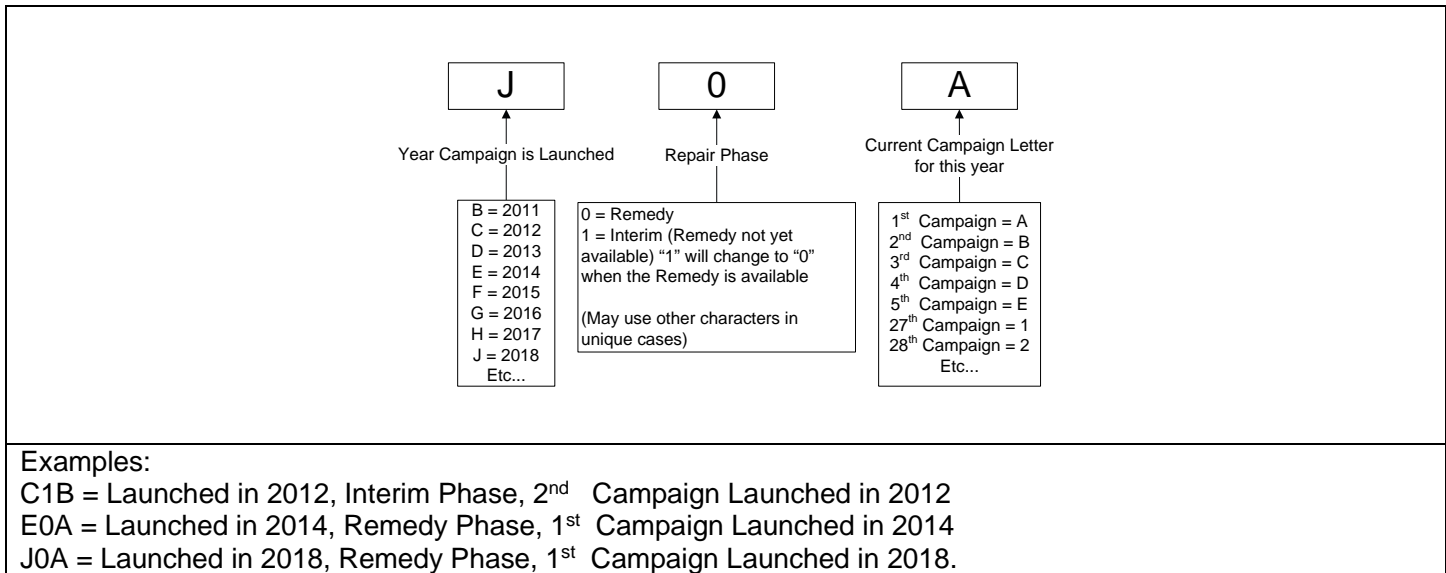
Claim Filing Accuracy and Correction Requests

It is the dealer’s responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Toyota for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

Customer Reimbursement

Reimbursement consideration instructions will be included in the owner letter for customers who previously paid for repairs related to this condition. Compensation instructions will also be included in the owner letter for customers whose vehicle is equipped with a TRD brake kit and had the remedy performed.

Campaign Designation / Phase 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 J0U (Remedy Notice)

TRD Brake Kit Designed for:
2011 - 2016 Model Year Scion tC and
2008 - 2015 Model Year Scion xB

Frequently Asked Questions

Original Publication Date: November 15, 2018

Q1: What is the condition?

A1: If an involved Scion tC or xB is equipped with an optional front wheel TRD brake kit, there is a possibility that the brake hoses installed as a part of this kit could become damaged over time. This condition could lead to reduced braking performance while driving, increasing the risk of a crash.

Q1a: What is the TRD brake kit?

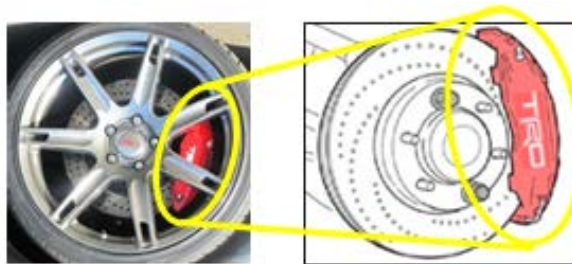
A1a: The TRD brake kit is a genuine Toyota accessory that replaces the standard brake rotors, calipers and hoses with larger components to further enhance braking performance.

Q2: Are there any warnings that this condition exists?

A2: No. There are no warnings that this condition exists. However, if the condition occurs, a brake warning light may illuminate, the brake pedal may feel softer or “spongy,” and brake performance may be affected.

Q3: Can I determine if my vehicle is equipped with the TRD brake kit?

A3: Yes. The TRD brake kit is located at the front wheels of the vehicle. The brake calipers are red and have the TRD logo located on the side, as shown below.



Q3a: What if I cannot determine what brakes my vehicle is equipped with?

A3a: Any authorized Toyota dealer can inspect your vehicle to determine if it is equipped with the TRD brake kit **FREE OF CHARGE**.

Q4: How many TRD High Performance Brake Kits are covered by this Safety Recall?

A4: There are 544 TRD Brake Kits which were installed at vehicle processing centers, by dealers, or sold over the counter. These kits were designed for 2011 to 2016 model year Scion tC and 2008 to 2015 model year Scion xB

Q5: What is Toyota going to do?

A5: All known owners of the Scion xB and Scion tC vehicles, on which an involved optional TRD brake kit could have been installed, will be notified by first class mail starting mid-November. If an involved TRD Brake Kit has been installed, any authorized Toyota dealer will replace it with a standard equipment brake kit for that vehicle model. Separately, to ensure customer satisfaction, Toyota will be offering these owners compensation equivalent to the value of parts and labor for a new TRD brake kit.

Q6: How long will the repair take?

A6: The inspection to determine if your vehicle is equipped with TRD brakes takes approximately 15 minutes. If your vehicle is equipped with the TRD brake kit, the repair takes approximately 5 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q7: How many vehicle owners will be notified of this Safety Recall?

A7: To ensure all potential owners whose vehicles may be equipped with this TRD brake kit are notified, approximately 331,600 vehicle owners will be notified of this Safety Recall.

Model Name	Model Year	Production Period
tC	2011 - 2016	Mid-May 2010 – Early July 2016
xB	2008 - 2015	Mid-January 2007 – Late December 2015

Q7a: Will owners of any other Lexus/Toyota/Scion vehicles be notified?

A7a: No, the TRD Brake Kits covered by this Safety Recall were designed only for 2011 - 2016 model year Scion tC and 2008 - 2015 model year Scion xB.

Q8: What if I previously paid for repairs related to this Safety Recall?

A8: Reimbursement consideration instructions will be provided in the owner letter.

Q9: How will Toyota offer compensation to owners for the value of parts and labor for a new TRD Brake Kit?

A9: Compensation instructions will be provided in the owner letter.

Q10: What if I have additional questions or concerns?

A10: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

Q11: How does Toyota obtain my mailing information?

A11: 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.

TOYOTA

This notice applies to your vehicle:
[VIN]

URGENT SAFETY RECALL
This is an important Safety Recall.
The remedy will be performed
FREE OF CHARGE to you.

IMPORTANT SAFETY RECALL (*Remedy Notice*)

**Optional TRD Brake Kit Designed for:
2011 - 2016 Model Year Scion tC and
2008 - 2015 Model Year Scion xB
NHTSA Recall No. 18E-091**

Dear (customer's First/Last name)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain optional TRD Brake Kits that were designed for 2011 – 2016 model year tC vehicles and 2008 – 2015 model year xB vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner of a vehicle on which the involved optional brake kit could have been installed.

What is the condition?

If your vehicle is equipped with an optional front wheel TRD brake kit, there is a possibility that the brake hoses installed as a part of this kit could become damaged over time. **This condition could lead to reduced braking performance while driving, increasing the risk of a crash.**

What should you do?

Please review the information below to determine if your vehicle is equipped with an involved optional TRD Brake Kit.

If you need assistance, your local Toyota dealer will be more than happy to help you determine if your vehicle has an involved brake kit or answer any of your questions.

If your vehicle is equipped with an involved TRD Brake Kit, please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

To find a dealer near you, visit www.toyota.com/dealers.

For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.toyota.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.

If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

What will Toyota do?

If an involved TRD Brake Kit has been installed on your vehicle, any authorized Toyota dealer will replace it with a standard equipment brake kit for that vehicle model **FREE OF CHARGE**. Separately, to ensure customer satisfaction, Toyota will be offering to owners of vehicles with the involved brake kits compensation equivalent to the value of parts and labor for a new TRD brake kit. Toyota anticipates that new TRD Brake Kits compatible with these vehicles will be made available in the future.

This is an important Safety Recall

If your vehicle has the optional brake kit and the condition occurs, a brake warning light may illuminate, the brake pedal may feel softer or “spongy,” and brake performance may be affected.

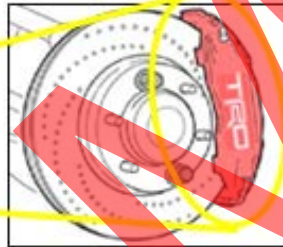
If you are experiencing any of these symptoms, please contact your local authorized Toyota dealer who will arrange for vehicle pick up.

How can I determine if I have an involved TRD Brake Kit?

You can inspect the front brakes on your vehicle to determine if your vehicle is equipped with the affected optional TRD brake kit. Refer to the image below for information on the inspection.

If you are not comfortable doing this inspection, any authorized Toyota dealer will perform the inspection **FREE OF CHARGE** to you.

Look at the brake calipers in the front wheels of your vehicle. If you have brake calipers that look like the ones in the image below, you may have an involved TRD Brake Kit installed in your vehicle.



- Inspection Hints:
1. TRD brake caliper is red.
 2. Brake caliper has “TRD” in white.

Do I have these brake calipers?

Yes: If your vehicle has the TRD brake calipers shown above, please contact your authorized Toyota dealer to make an appointment to confirm that you have an involved TRD Brake Kit and, as necessary, to have this important Safety Recall performed on your vehicle as soon as possible. The remedy will take approximately **5 hours**. However, depending on the dealer’s work schedule, it may be necessary to make your vehicle available for a longer period of time.

No: If you have completed the inspection yourself and determined your vehicle was not equipped with the TRD brake kit, please check the box on the attached insert and return it to us. No postage is necessary. Doing so will remove your vehicle’s information from any future mailing regarding this Safety Recall.

If I have an involved TRD Brake Kit and have this recall repair performed, what do I need to do to receive the compensation?

If you have a vehicle equipped with the TRD brake kit and had the remedy performed, please mail a copy of your repair order and ownership information to the address in the next section below for compensation consideration.

Once the new TRD brake kit compatible with your vehicle is available, Toyota will notify owners who had the remedy performed. Owners may choose to purchase a new TRD Brake kit at that time.

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 ownership information to the address below for reimbursement consideration.

Please refer to the attached Reimbursement Checklist for required documentation details.

Toyota Customer Experience Center - TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001

What if you are not the owner or operator of this vehicle?

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.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/owners. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, 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 <http://www.safercar.gov>.

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

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA

Remove at perforation and insert into supplied envelope



Please check the box that applies to your vehicle and return it in the postage paid reply envelope provided.

John Q Sample
VIN 99999
123 Nowhere Drive
Any City, AA 00000-0000

**Scion tC and xB Vehicles
Optional TRD Brake Kit**

My vehicle is NOT equipped with the TRD Brake Kit shown in the letter. Please remove my name from any other mailer for this campaign in the future.

If your vehicle ownership information has changed you may update it by visiting us at www.toyota.com/ownersupdate or by completing the following form:

Mark One: 1 Same Owner, Name and Address Changed 2 Same Owner, Additional Driver 3 New Owner 4 No Longer Have Vehicle— Sold to Individual Listed Below 5 Exported 6 Destroyed/Stolen

Form with fields for: First Name, Last Name, Company Name, Address/P.O. Box, Apt./Suite Number, City, State, Zip Code, Primary Telephone Number, Ext., Alternate Telephone Number, Ext., e-mail Address. Includes gender selection (MR, MRS, MS, DR) and Effective Date of This Information (Month, Day, Year).

Toyota Motor Sales, USA, Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000

CUSTOMER CONTACT & VEHICLE DISCLOSURE FORM

This form is not applicable for new vehicles in dealership inventory and TCUV units.

This vehicle is involved in a Safety Recall. At this time, remedy parts are not available and the remedy has **NOT** been performed. I understand that the vehicle will need to be returned to an authorized Toyota dealer to have the remedy performed at **NO CHARGE** when the remedy is available.

Customer Signature _____

Toyota recommends that you register with the Toyota Owners Community at <http://www.toyota.com/owners/> and regularly check recall applicability using www.toyota.com/recall or www.safercar.gov. You will need to input your 17-digit Vehicle Identification Number (VIN).

VIN

Campaign Code

Model _____ Model Year _____

Customer Information

Customer Name _____	Customer Email _____
Customer Address _____	Home Phone # _____
_____	Mobile Phone # _____
_____	Date _____

Please provide this information so that Toyota or your dealer can notify you when the remedy becomes available. This information will only be used for campaign communications. If you'd like to update your preferred contact information in the future, visit www.toyota.com/ownersupdate or contact us at 1-888-270-9371.

Dealer Information

Dealer Name/Address _____	Dealer Code _____
_____	Dealer Phone Number _____
_____	Dealer Staff Name _____
_____	Dealer Staff Signature _____