



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

December 20, 2019

Mr. Cory Hoffman  
General Manager  
Toyota Motor Engineering & Manufacturing  
19001 South Western Ave  
Torrance, CA 90501

NEF-150JK  
19V-877

**Subject:** Rear Seat Belt Assemblies May Not Lock As Intended

Dear Mr. Hoffman:

This letter serves to acknowledge Toyota Motor Engineering & Manufacturing's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

TOYOTA/C-HR/2019-2020  
TOYOTA/COROLLA/2020  
TOYOTA/COROLLA HYBRID/2020

**Mfr's Report Date:** December 11, 2019

**NHTSA Campaign Number:** 19V-877

**Components:**

SEAT BELTS:REAR

**Potential Number of Units Affected:** 9,468

**Problem Description:**

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2019-2020 C-HR and 2020 Corolla and Corolla Hybrid vehicles equipped with rear seat belt assemblies with a dual-mode locking mechanism. The seat belt webbing sensor locking mechanism may not lock as intended.

**Consequence:**

In the event of a crash involving multiple impacts, the seat belt may not properly restrain the occupant, increasing the risk of injury.

**Remedy:**

Toyota will notify owners, and dealers will inspect the rear seat belt assembly production dates, and replace the assemblies, as necessary, free of charge. The recall is expected to begin February 3, 2020. Owners may contact Toyota customer service at 1-888-270-9371. Toyota's numbers for this recall are 19TB22 and 19TA22.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement