

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

Subject: Safety Recall - C0S **Remedy Notification**
2012 to early 2013 Model Scion iQ Vehicles
Occupant Classification System (OCS)

As previously announced, on November 07, 2012, 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 2012 to early 2013 Model Year Scion iQ vehicles.

Toyota has completed remedy preparations and will now begin to notify owners

Condition

The front passenger seat assembly of the Scion iQ is equipped with sensors for the Occupant Classification System (OCS) which is used to control the operation of the front passenger Supplemental Restraint Systems (SRS) such as the airbags and seat belt pre-tensioner. Flexible Printed Circuit (FPC) Cables for the sensors located in the seat rail could come into contact with the rear floor mat strap or other object placed near the seat track and become damaged as the front passenger seat slides forward or backward. Depending upon how the FPC cable becomes damaged, the airbags may not deploy as designed or the airbags and seat belt pre-tensioner may be improperly activated. Deactivated or improperly activated air bags could increase the risk of injury to an occupant in the event of a crash.

Remedy

Toyota dealers are requested to inspect and install protective covers on the weight sensors. If any FPC cable is found to be damaged, a new seat adjuster assembly containing sensors with protective covers will be installed. The remedy will be performed at **NO CHARGE** to the customer.

The following information is provided to inform you and your staff of the owner notification timing and your degree of involvement.

1. Owner Notification Letter Mailing Date

Toyota has completed remedy preparations and will begin to notify owners in early December, 2012.

Toyota tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received a notification, please instruct them to **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

2. New Vehicles in Dealership Inventory (In-Stock Vehicles)

As required by Federal law, dealers are not to deliver any new vehicles in their inventory that are involved in a Safety Recall unless the defect has been remedied. Vehicle Safety Recall completion can be verified through TIS.

3. Used Vehicles in Dealership Inventory (In-Stock Vehicles and Toyota Rent-A-Car (TRAC))

Toyota requests dealers to conduct the remedy on any pre-owned vehicles currently in dealer inventory that are covered by this Safety Recall prior to delivery to the customer.

4. Dealer Summary Reports

Summary Reports, containing the number of covered vehicles in your dealership’s primary marketing area, have been enclosed in the dealer package. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

5. Number and Identification of Covered Vehicles

There are approximately 11,200 (2012 to early 2013 MY) Scion iQ vehicles covered by this Safety Recall.

Model	WMI	MY	VDS	Start	Finish
Scion iQ	JTN	2012	JJXB0	J008869	J022000
		2013	JJXB0	J021785	J023727

Please note that **not all vehicles in the VIN range are covered** by this Safety Recall. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

A UIO matrix by state is provided to inform your dealership of the number of covered vehicles in your state.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	26	HI	63	MI	134	NV	192	UT	69
AL	103	IA	73	MN	114	NY	490	VA	324
AR	70	ID	41	MO	202	OH	326	VT	23
AZ	415	IL	418	MS	31	OK	104	WA	413
CA	1942	IN	213	MT	19	OR	234	WI	163
CO	138	KS	74	NC	210	PA	361	WV	69
CT	120	KY	143	ND	27	RI	43	WY	0
DC	0	LA	120	NE	44	SC	406		
DE	40	MA	205	NH	47	SD	11		
FL	693	MD	249	NJ	305	TN	217		
GA	229	ME	40	NM	70	TX	894		

6. Parts Ordering (Dealer Ordering Solutions)

Orders can be placed through your dealership’s facing PDC. The parts will be placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

Please refer to the table below and the Technical Instructions for part number ordering information.

Campaign	Part Number	Description	Qty
C0S	04002-58174	Protector Kit, FR Seat Cushion*	1
*The Kit above includes the following part:			
-	Front Seat Cushion Protector No. 1		4

Each dealer will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume x PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file claims and coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.

TOYOTA

Parts Allocation Report

99999
SAMPLE TOYOTA of NOWHERE

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.

Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

IMPORTANT PARTS ORDERING UPDATE

Effective January 1, 2012, All Future Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be 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 additional details.

Note: Chemicals, such as Grease, are not eligible for the Monthly Parts Return Program.



In the limited cases in which damage to the FPC cable is found during the inspection, the following part should be ordered. Only a small number of vehicles will require this part.

Campaign	Part Number	Description	Qty
C0S	04002-70174	Adjuster Kit, FR Seat, RH	1

Due to a limited number of available parts, the part listed above has been placed on Manual Allocation Control (MAC). If you require this part, please send an email to Quality_Compliance@Toyota.com with the following information:

- **Subject Line: C0S MAC Release Request (Dealer Code)**
- **Dealer Code**
- **VIN Number**
- **Part Number and Qty Ordered**
- **Order Reference Number**
- **Order Date**
- **Contact Person**

Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact your dealership. Please allow 2-3 days for part release after providing the requested information.

Important Notes:

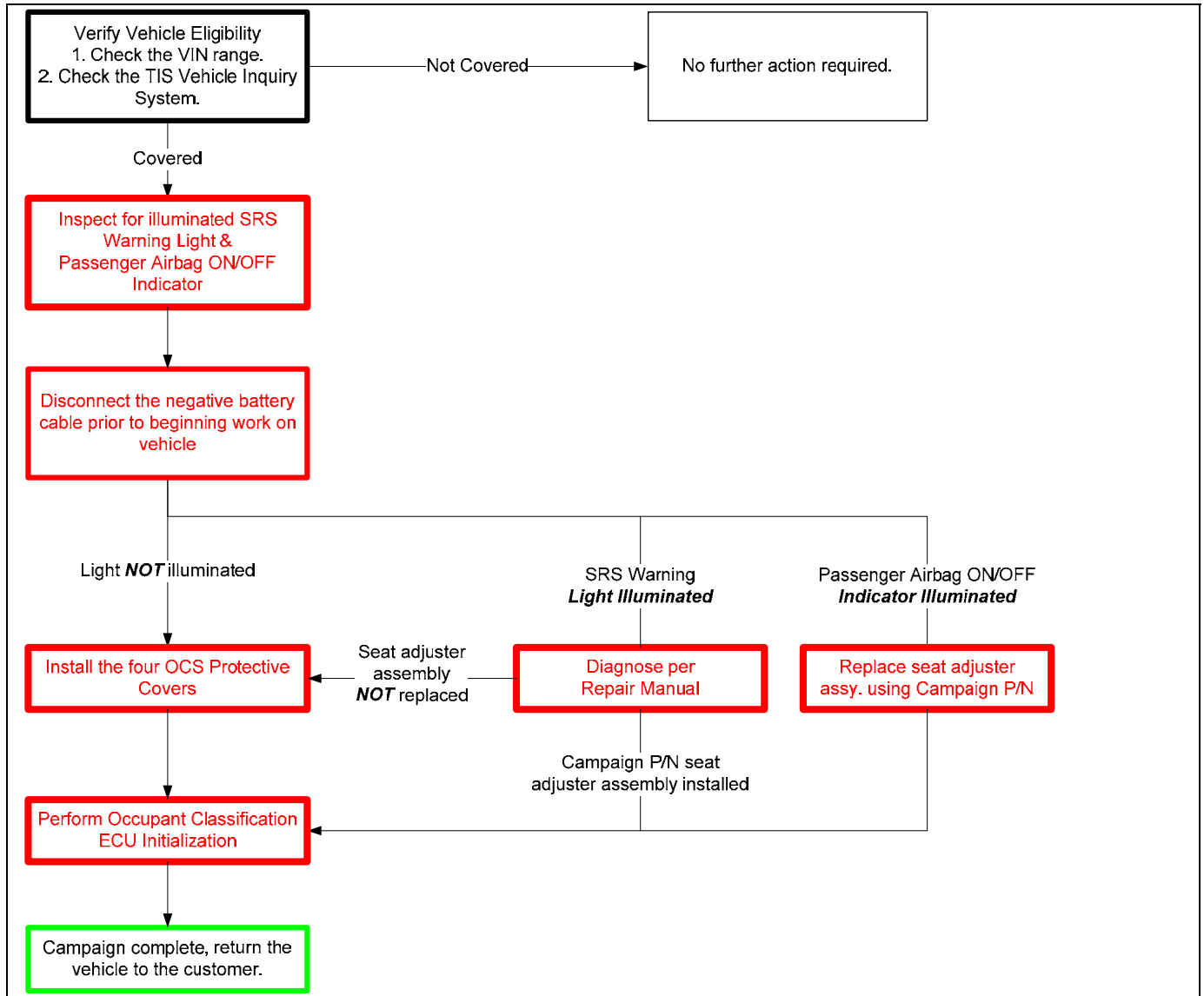
- **Once you have placed your order DO NOT upgrade or change your order status.**
- **Dealerships must provide the above listed information within 48 hours of order placement, failure to provide the information above will result in an order cancelation.**

7. Remedy Procedures

Please refer to TIS for Technical Instructions on vehicle repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

8. Warranty Reimbursement Procedure



The operation codes to be used for this campaign are:

Model	Op. Code	Description	Flat Rate Hour
Scion iQ	2531KA	Inspect FPC Cables and Install Weight Sensor Protectors	0.8 hr/vehicles

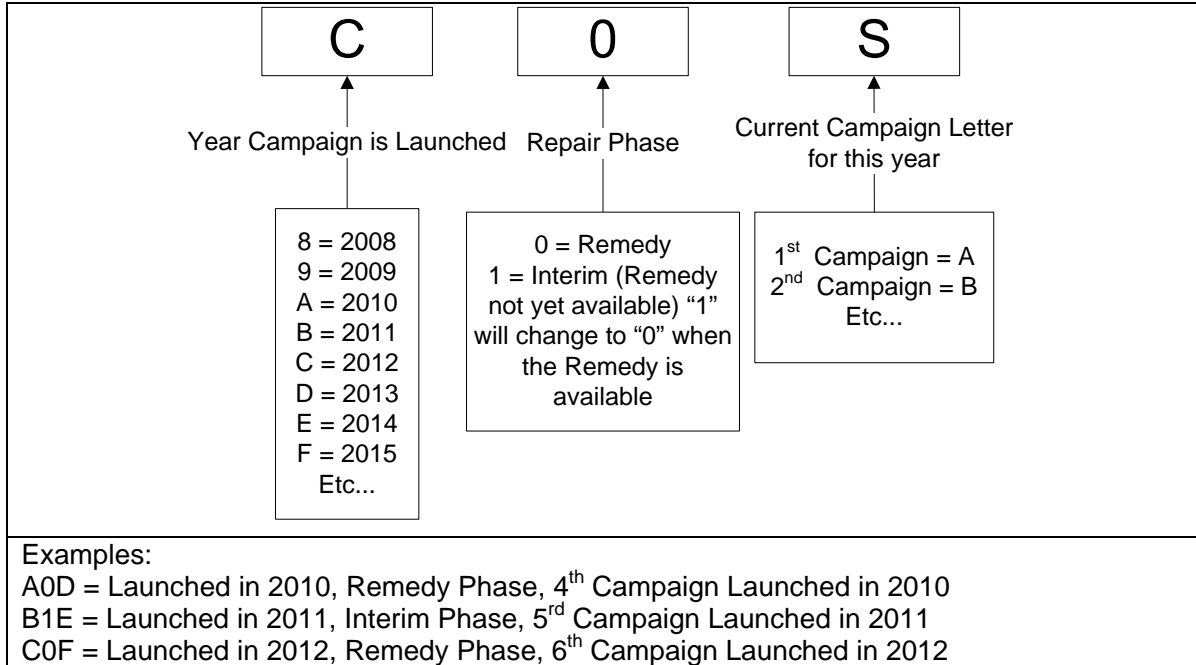
- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.

In the limited cases in which damage to the FPC cable is found during the inspection, the following operation code should be used:

Model	Op. Code	Description	Flat Rate Hour
Scion iQ	2531KB	Replace the Front Passenger Seat Adjuster Assembly	1.4 hr/vehicle

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.
- Rental Car: Use "RT" sublet type for Op. Code 2531KB. In the event the dealer needs to order the seat adjuster assembly, a customer rental car is available through the Toyota-Rent-A-Car (TRAC) Program is available for a maximum of 5 days at a maximum rate of \$35 per day.

Campaign Designation Decoder



9. 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.

10. 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 Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

11. Customer Contacts

A Q&A is attached to help dealerships respond to any customer concerns. If the customer has any further questions, they are requested to contact the Scion Customer Experience Center. The Scion Customer Experience Center can be reached at 1-866-707-2466 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

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 C0S
2012 to early 2013 Model Year Scion iQ Vehicles
Occupant Classification System (OCS) – Q&A

Q1: What is the condition?

A1: The front passenger seat assembly of the Scion iQ is equipped with sensors for the Occupant Classification System (OCS) which is used to control the operation of the front passenger Supplemental Restraint Systems (SRS) such as the airbags and seat belt pre-tensioner. Flexible Printed Circuit (FPC) Cables for the sensors located in the seat rail could come into contact with the rear floor mat strap or other object placed near the seat track and become damaged as the front passenger seat slides forward or backward. Depending upon how the FPC cable becomes damaged, the airbags may not deploy as designed or the airbags and seat belt pre-tensioner may be improperly activated. Deactivated or improperly activated air bags could increase the risk of injury to an occupant in the event of a crash.

Q1a: What is the Occupant Classification System (OCS)?

A1a: This system detects the conditions of a front passenger seat and activates or deactivates the SRS devices for the front passenger as appropriate.


Q2: What is Toyota going to do?



A2: In early December, 2012, Toyota will notify vehicle owners by first class mail to return their vehicle to a Toyota dealer for inspection and installation of protective covers on the weight sensors. If any FPC cable is found to be damaged, a new seat adjuster assembly containing sensors with protective covers will be installed. The remedy will be performed at **no charge** to the customer.

Q3: Are there any warnings of this condition?

A3: Not always. However, if the weight sensor for the OCS is damaged, the airbag warning light or status indicator light shown below may illuminate:

- 1.) If the front AIRBAG ON status indicator light is illuminated with a child restraint system or a child (depending on his/her physique or posture) in the front passenger seat, or if the seat is not occupied, this may indicate that the weight sensor for the OCS is damaged.
- 2.) If the front AIRBAG OFF status indicator light is illuminated with no occupant or no child restraint system in the front passenger seat, this may indicate that the weight sensor for the OCS is damaged.
- 3.) If the main SRS* warning light illuminates and *remains* illuminated after the initial 6 second bulb check, this may indicate that the weight sensor for the OCS is damaged. (The SRS warning light is designed to come on when the engine switch is turned to the "ON" position during the ignition cycle check function. It goes off after about 6 seconds. ***This means the system is operating as designed.***)

Lights	
	<p>Front Passenger AIR BAG ON Status Indicator Light</p> <ul style="list-style-type: none"> • If this status light is illuminated, but there is a child restraint system or a child (depending on his/her physique or posture) in the passenger seat, or if the seat is not occupied, there may be damage to the weight sensor of the OCS.

	<p>Front Passenger AIR BAG OFF Status Indicator Light</p> <ul style="list-style-type: none"> • If the status light is illuminated with no occupant or no child restraint system in the front passenger seat, there may be damage to the weight sensors for the OCS.
	<p>Supplement Restrain System (SRS)* Warning Light</p> <p>Indicates a malfunction in:</p> <ul style="list-style-type: none"> • The SRS airbag system; • The front passenger occupant classification system; or • The seat belt pre-tensioner system.

*The SRS warning light illuminates whenever any concern within the SRS system is detected. If the SRS warning light illumination is related to this condition, the repair will be performed at no charge to the customer.

Q4: Which and how many vehicles are covered by this Safety Recall Campaign?

A4: There are approximately 11,200 Scion iQ (2012 to early 2013 Model Year) covered by this Safety Recall in the U.S.

Model Name	Model Year	Production Period	Number of Vehicles (Approx.)
Scion iQ	2012 to early 2013	Late July 2011 to Mid-October, 2012	11,200

Q4a: Are there any other Lexus/Toyota vehicles covered by this Safety Recall?

A4a: No, this condition only covers 2012 to early 2013 Model Year Scion iQ Vehicles.

Q4b: Why is the Scion iQ EV not covered by this Safety Recall?

A4b: The manner in which the weight sensor is mounted on the seat rail in the Scion iQ EV is different.

Q5: How long will the repair take?

A5: The repair will take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q6: What if a customer has previously paid for repairs to his/her vehicle for this condition?

A6: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q7: What if an owner has additional questions or concerns?

A7: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1.866.70.SCION (1.866.707.2466) Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

**2012 to early 2013 Model Year Scion iQ Vehicles
Occupant Classification System (OCS)
SAFETY RECALL NOTICE**

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

[VIN]

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in 2012 to early 2013 Model Year Scion iQ vehicles.

What is the condition?

The front passenger seat assembly of the Scion iQ is equipped with sensors for the Occupant Classification System (OCS) which is used to control the operation of the front passenger Supplemental Restraint Systems (SRS) such as the airbags and seat belt pre-tensioner. Flexible Printed Circuit (FPC) Cables for the sensors located in the seat rail could come into contact with the rear floor mat strap or other object placed near the seat track and become damaged as the front passenger seat slides forward or backward. Depending upon how the FPC cable becomes damaged, the airbags may not deploy as designed or the airbags and seat belt pre-tensioner may be improperly activated. Deactivated or improperly activated air bags could increase the risk of injury to an occupant in the event of a crash.

What will Toyota do?

Any authorized Toyota dealer will perform an inspection and install protective covers on the weight sensors. If any FPC cable is found to be damaged, a new seat adjuster assembly containing sensors with protective covers will be installed. The remedy will be performed at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer and make an appointment to the remedy performed as soon as possible.

The inspection and installation of protective covers on the weight sensors will take approximately 1 hour. If the dealer determines the seat adjuster assembly requires replacement during the inspection, the repair will take approximately 1.5 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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

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

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

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 <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, WC 10
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.

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