

Original Publication Date: September 20, 2018

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

SAFETY RECALL J0U (Interim Notice) (Interim J1U)

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

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

Toyota is currently preparing the remedy for this condition. 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, Toyota 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.

Interim Inspection

If an owner requests assistance identifying if his/her vehicle is equipped with the TRD brake kit during the interim phase, the FAQ should be used to identify if the vehicle is so equipped. If it is determined that the vehicle **IS NOT** equipped with the optional TRD brake kit, the Op Code listed in the “Warranty Reimbursement Procedure” section should be submitted.

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.

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

As this is a Safety Recall of motor vehicle equipment, Dealers are NOT permitted deliver any TRD Brake Kits covered by this safety recall to customers as new or used equipment. If covered equipment is installed on a vehicle at your dealership, please complete this safety recall before delivering that vehicle to a customer.

As a reminder, the advisory from 49 Code of Federal Regulations §577.13 (provided above) covers new and used items of motor vehicle equipment.

TRD Brake Kits in Dealer Inventory

Remaining TRD brake kits (part number PTR09-52080 and PTR09-21111) in dealers' parts inventory should be returned to their facing PDC through the monthly return process.

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 vehicles that have a covered TRD Brake Kit installed are to be designated, sold, or delivered as a TCUV until this and all other 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.

Warranty Reimbursement Procedures

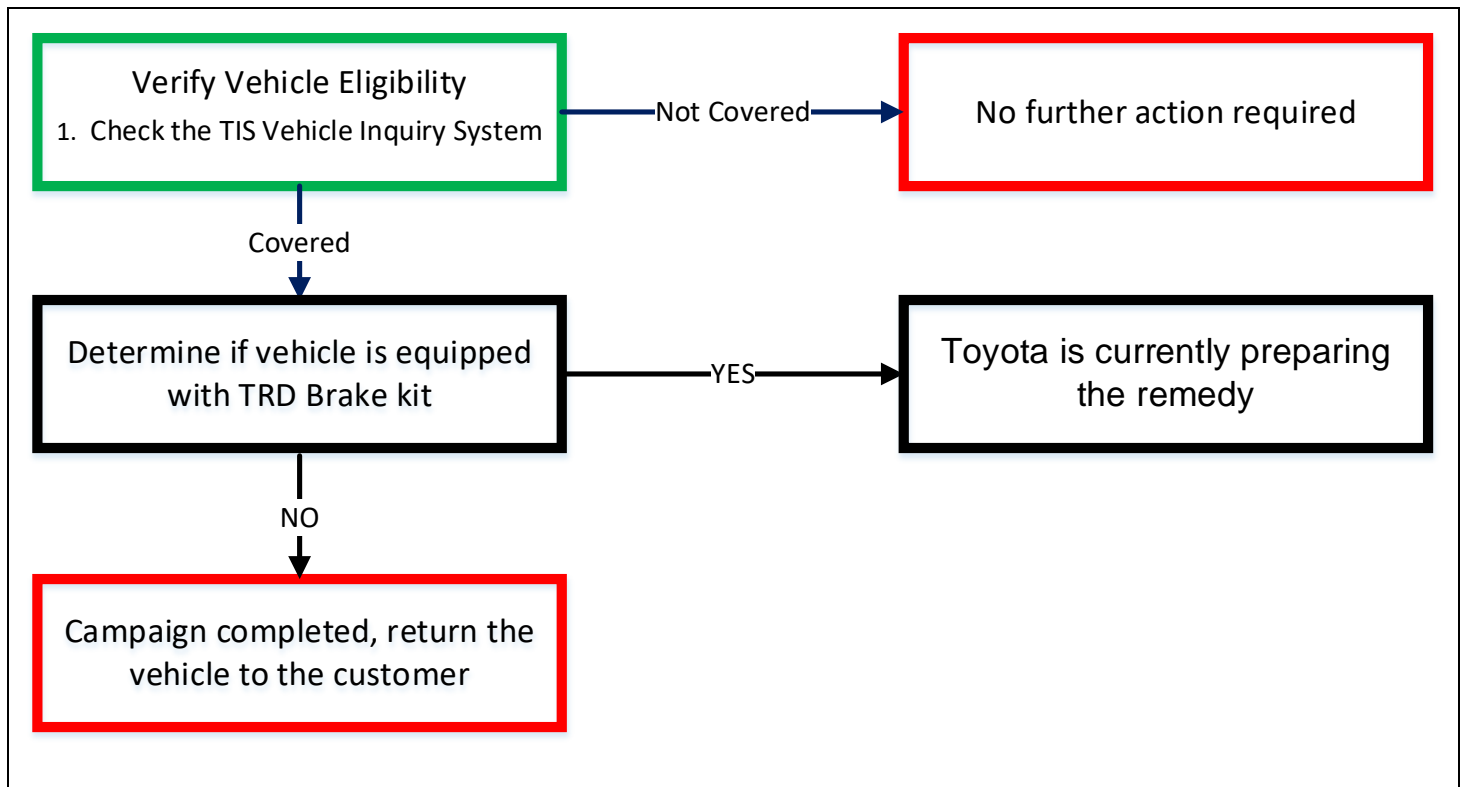
Loaner Vehicle Reimbursement Procedure

If a customer has a vehicle equipped with the TRD brake kit and requests 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.

Op Code	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
J1U001	Not Equipped with TRD Brake Kit	0.2

- Warranty claim filing will be available by 9/26/2018
- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

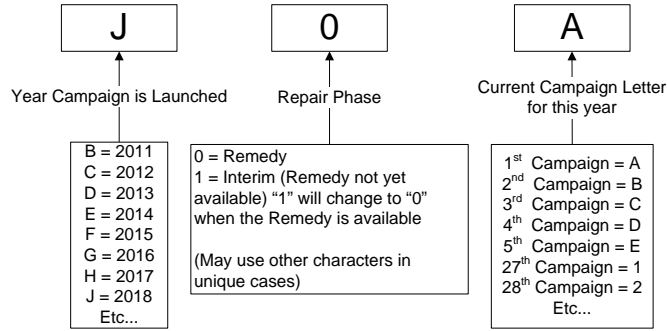
Claim Filing Accuracy and Correction Requests

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.

Campaign Designation / Phase Decoder



Examples:

C1B = Launched in 2012, Interim Phase, 2nd Campaign Launched in 2012
 E0A = Launched in 2014, Remedy Phase, 1st Campaign Launched in 2014
 J0A = Launched in 2018, Remedy Phase, 1st Campaign Launched in 2018.

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 (Interim Notice) (Interim J1U)

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

Frequently Asked Questions Original Publication Date: September 20, 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?

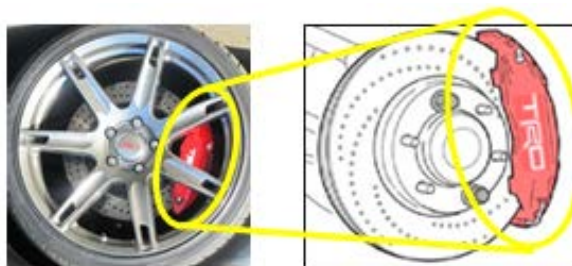
A1a: The TRD brake kit is a genuine Toyota accessory that replaces the standard brake rotors, calipers and hoses with larger components to further enhance braking performance.

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: Toyota is currently preparing the remedy for this condition. 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, Toyota 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 many vehicle owners will be notified of this Safety Recall?

A6: 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

Q6a: Will owners of any other Lexus/Toyota/Scion vehicles be notified?

A6a: 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.

Q7: What if I previously paid for repairs related to this Safety Recall?

A7: Reimbursement consideration instructions will be provided in the owner letter.

Q8: How will Toyota offer compensation to owners for the value of parts and labor for a new TRD brake Kit?

A8: Compensation instructions will be provided in the owner letter.

Q9: What if I have additional questions or concerns?

A9: 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.

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

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Campaign Code

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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 _____