



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*)

Certain 2019 - 2020 Model Year C-HR
Certain 2020 Model Year Corolla, and Corolla HV
Certain Rear Seat Belt Lock(s) May Become Inoperative
NHTSA Recall No. 19V-877

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 2019 - 2020 model year C-HR, and certain 2020 model year Corolla, and Corolla HV 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.

What is the condition?

The subject vehicles are equipped with rear seat belt assemblies that have two types of locking mechanisms. One of the locking mechanisms in certain seat belts may not have been assembled correctly. This can cause an occupant to not be restrained properly in certain crashes, increasing the risk of injury.

What should you do?

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

Your local Toyota dealer will be more than happy to answer any of your questions.

- ✓ 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?

Any authorized Toyota dealer will inspect the suspect seat belt assemblies and replace any affected seat belt assembly with a new one **FREE OF CHARGE** to you.

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The remedy will take approximately 45 minutes to 1 and a half hours depending on inspection results. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

To minimize risk, Toyota recommends that no passengers sit in any rear passenger seats of included Corolla and Corolla HV vehicles, or the center rear passenger seat of included C-HR vehicles until remedy repairs are completed. If this recommendation is not feasible for your personal or business needs, alternative transportation may be made available.

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

SAMPLE