

TOYOTA

Toyota Motor Sales, USA, Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

Published June 16, 2016

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

Subject: **Safety Recall G0F – *Remedy Notice***
2006 - 2012 Model Year RAV4
2012 - 2014 Model Year RAV4 EV
Rear Outboard Seatbelts

On February 17, 2016, 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 2006 - 2012 model year RAV4 vehicles and 2012 - 2014 model year RAV4 EV vehicles.

Condition

The subject vehicles are equipped with lap-shoulder seatbelts in both second-row outboard seats. There is a possibility that, in the event of a very severe frontal crash, the lap belt webbing could contact a portion of the metal seat cushion frame, become cut, and separate. If this occurs, the seat belt may not properly restrain the occupant, which could increase the risk of injury.

Remedy repair preparations are complete and Toyota will begin notifying owners of covered vehicles.

Remedy

Toyota dealers will install plastic covers over the metal seat frame at **NO CHARGE**.

Covered Vehicles

There are approximately 1,123,800 vehicles covered by this Safety Recall.

Model Name	Model Year	UIO	Production Period
RAV4	2006 – 2012	1,121,300	Late July, 2005 – Mid-December, 2012
RAV4 EV	2012 – 2014	2,500	Late July, 2012 – Late August, 2014

Owner Letter Mailing Date

Toyota will send a notification by first class mail to owners of covered vehicles starting late June, 2016. Letters will be mailed in quantities consistent with parts availability and dealer repair capacity, and are expected to be completed in early October, 2016.

Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety (Noncompliance) 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 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.

Pre-Owned Vehicles in Dealer Inventory

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the defect has been remedied.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be sold or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

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 (any classification)
- Expert Technician (any classification)
- Master Technician
- Master Diagnostic Technician

Always check which technicians can perform the recall remedy 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

Please 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.

Parts Ordering Process - Non SET and GST Parts Ordering Process

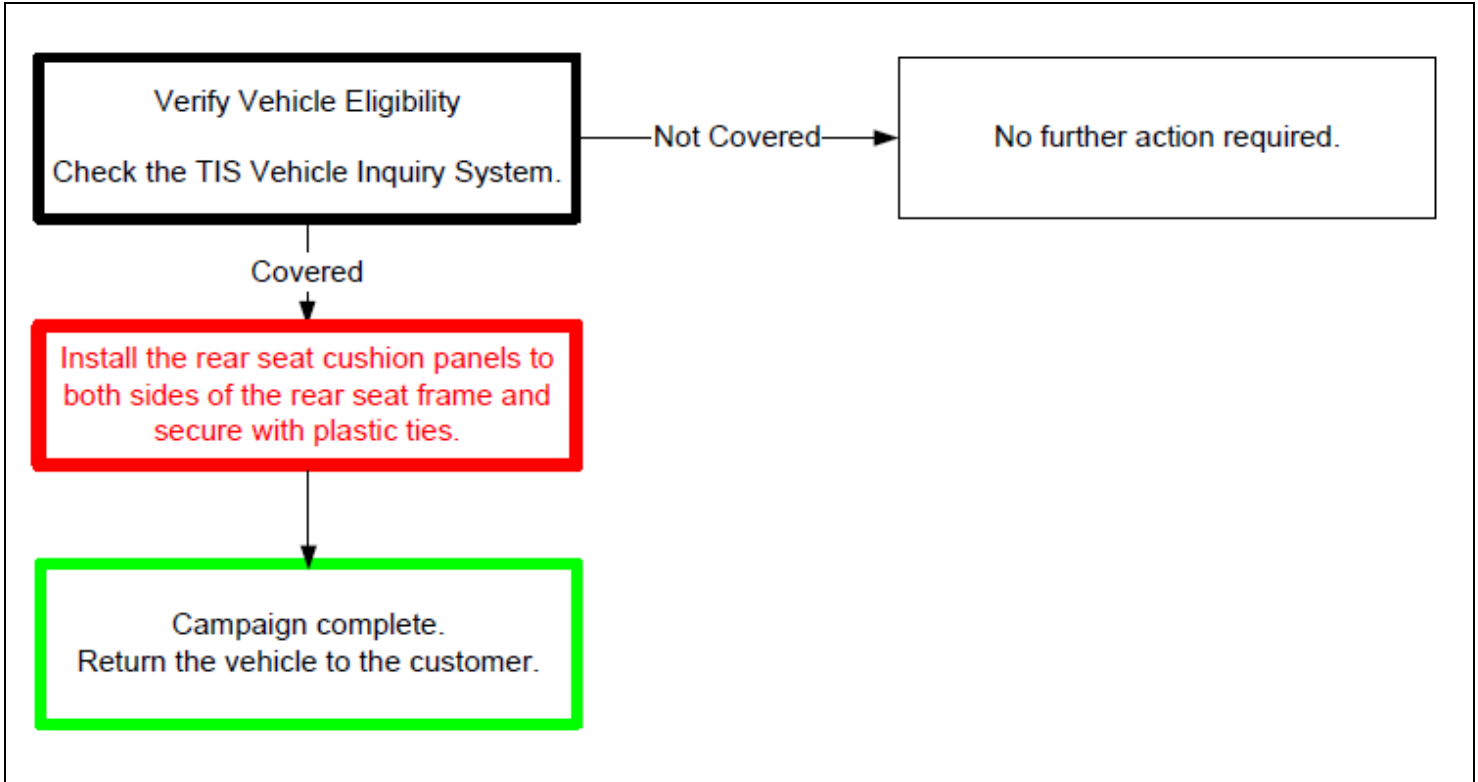
Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most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

Part Number	Description	Quantity
04006-01142	REAR SEAT CUSHION PANEL KIT	1
90468-16019 or 90468-18008	HOG RINGS	2

Important Note: Each repair will require 4 plastic ties (8" black) which must be sourced outside of the Toyota parts system.

Warranty Reimbursement Procedure



Opcode	Description	Flat Rate Hours
TBD	Install Left and Right Rear Seat Cushion Panels (Seat Frame Covers)	0.4

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- Dealers may claim the cost for 4 plastic ties at a maximum rate of \$1.00 per vehicle as sublet type “ZZ”.
- During the G0F (G1F)-Interim phase, if a customer did not feel comfortable driving his/her vehicle, the provided loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed as a sublet type “RT”. **Rentals greater than 4 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).**
- Warranty claim filing will be available within 10 days at which time the dealer letter will be updated with an Opcode.

Media Contacts

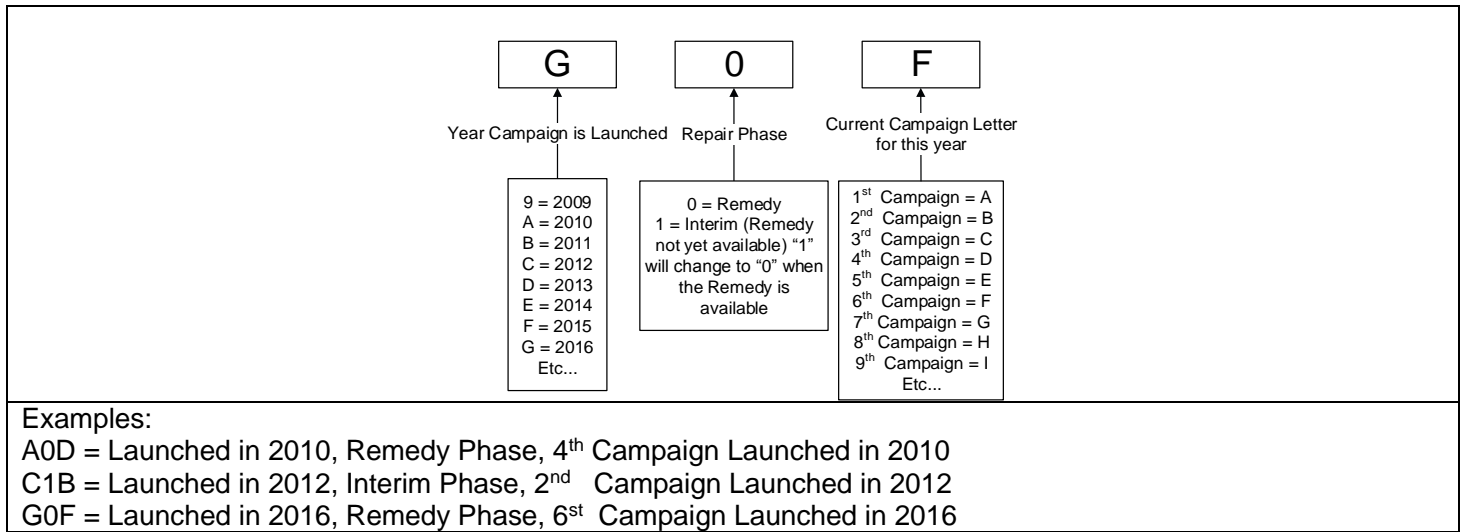
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 or Victor Vanov (859) 801-2592 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Contacts

Customers may contact your dealership with questions regarding the Safety Recall remedy. 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).

Campaign Designation 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 G0F – *Remedy Notice*
2006 - 2012 Model Year RAV4
2012 - 2014 Model Year RAV4 EV
Rear Outboard Seatbelts

Frequently Asked Questions
Published June 16, 2016

Q1: *What is the condition?*

A1: The subject vehicles are equipped with lap-shoulder seatbelts in both second-row outboard seats. There is a possibility that, in the event of a very severe frontal crash, the lap belt webbing could contact a portion of the metal seat cushion frame, become cut, and separate. If this occurs, the seat belt may not properly restrain the occupant, which could increase the risk of injury.

Q2: *What is Toyota going to do?*

A2: ***Remedy repair preparations are complete.*** Toyota will send a notification by first class mail to owners of covered vehicles starting late June, 2016. Letters will be mailed in quantities consistent with parts availability and dealer repair capacity, and are expected to be completed in early October, 2016.

Any authorized Toyota dealer will install plastic covers over the metal seat frame at **NO CHARGE**.

We urge you and all your passengers to wear your seatbelts at all times, because they help reduce the risk of injury in many types of crashes.

Q3: *Which and how many vehicles are covered by this campaign?*

A3: There are approximately 1,123,800 vehicles covered by this Safety Recall.

Model Name	Model Year	UIO	Production Period
RAV4	2006 – 2012	1,121,300	Late July, 2005 – Mid-December, 2012
RAV4 EV	2012 – 2014	2,500	Late July, 2012 – Late August, 2014

Q3a: *Are there any other Toyota/Lexus/Scion vehicles covered by this Safety Recall in the U.S.?*

A3a: No, there are no other Toyota/Lexus/Scion vehicles covered by this Safety Recall.

Q4: *How long will the repair take?*

A4: The repair takes approximately one hour; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q5: *How does Toyota obtain my mailing information?*

A5: 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.

Q6: *What if I have additional questions or concerns?*

A6: If you have additional questions or concern, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday – Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

2006 - 2012 Model Year RAV4
2012 - 2014 Model Year RAV4 EV
Rear Outboard Seatbelts
SAFETY RECALL NOTICE (Remedy Notice)
NHTSA Recall No. 16V-096

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 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 2006-2012 model year RAV4 and 2012-2014 model year RAV4 EV 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 lap-shoulder seatbelts in both second-row outboard seats. There is a possibility that, in the event of a frontal crash, the lap belt webbing could contact a portion of the metal seat cushion frame, become cut, and separate. If this occurs, the seat belt may not properly restrain the occupant, which could increase the risk of injury.

What will Toyota do?

Any authorized Toyota dealer will install plastic covers over the metal seat frame at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

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

The remedy will take approximately one hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

We urge you and all your passengers to wear your seatbelts at all times, because they help reduce the risk of injury in many types of crashes.

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 to 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>.

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.

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.

SAMPLE