Vibration in steering wheel at highway speeds



TQCN DOC# Affiliate		Dept.	Source	Location	Ref	Date			
TQCN_FTR-08114	TQCN_FTR-081140037 TMS		QAChassis	FPE	TMS	81195092	04/29/2008		
Problem Area	Primary Model		Model Year	Production Date	Odometer VIN (confirm 17 characters):		ters):		
Base Vehicle Corolla		2009	2008-02-13	277	JTDBL40E299				
Condition Title									

Do not type in YELLOW shaded fields - Input data from Web page or RDM:

Repair Date	Optional Ref.	Optional Approval
4/23/2008		

Condition Description

Customer states vibration from car at highway speeds.

Diagnostic Steps:

- Technician verified the customer's complaint
- Car had shake in steering wheel from 65 to 75 mph
- Tires on car are Goodyear Eagle LS 195/64 R15 89S
- Tech checked tire pressures 32 psi
- Tech checked tire balance 2 of 4 tires were out of balance (see info below).
- Tech checked RFV of all tires left front tire had 25 lbs RFV. Tech tried to phase-match but best RFV tech could get with original tire was 23 lbs.
- The rest of the tires had acceptable RFV values
- Balance and RFV Data for every tire attached below.

Probable Cause

Two of four tires not balanced to '0' and one Goodyear tire had high RFV.

Part # 1:	Part # 2:	Part # 3:	Parts Disposition:	Parts Shipping Destination:
GOODYEAR EAGLE			Have part / will ship	CQE

Repair Process

The technician replaced the left front tire, and rebalanced others to remedy condition. Part was shipped UPS for quality evaluation purposes to TMS



Hunter RFV Balance used



TQCN DOC# Affiliate		Affiliate	Dept. Source		Location	Ref	Date			
TQCN_FTR-081140037 TMS		QAChassis FPE		TMS	81195092	04/29/2008				
Problem Area	roblem Area Primary Model		Model Year	Production Date	Odometer	VIN (confirm 17 characters):				
Base Vehicle	se Vehicle Corolla		2009	2008-02-13	277	JTDBL40E299				
Condition Title	Condition Title									
Vibration in steering	ng wheel	at highway spee	eds							



Hunter fingers and cones used for RFV.

Left_Rear0001.pdf

LEFT REAR WHEEL

Original measurements: RFV – 7 lbs Balance 0

No adjustment required



TQCN DOC# Affiliate		Dept. Source		Location	Ref	Date			
TQCN_FTR-0811	40037	TMS	QAChassis FPE		TMS	81195092	04/29/2008		
Problem Area	Area Primary Model		Model Year	Production Date	Odometer	VIN (confirm 17 characters):			
Base Vehicle	ehicle Corolla		2009	2008-02-13	277	JTDBL40E299			
Condition Title									
Vibration in steering	ng wheel	at highway spee	eds						

	,
Right_Rear0001.pdf	RIGHT REAR WHEEL Original measurements: RFV – 11 lbs Balance - 0 inside, 15g outside Tech rebalanced wheel to 0
Right_Front0001.pdf	RIGHT FRONT WHEEL Original measurements: RFV – 2 lbs Balance – 10g inside, 20g outside Tech rebalanced wheel to 0
Left_Front0001.pdf	LEFT FRONT WHEEL Original measurements: RFV – 24 lbs Balance 0 Tech measured rim run-out and phase-matched tire to rim – RFV dropped to 23 lbs Tech replaced tire, phase-matched and balanced to 0. RFV - 13lbs

Attachment 1: PRCS



TQCN DOC# Affiliate		Dept.	Source	Location	Ref	Date			
TQCN_FTR-081140037 TMS		QAChassis	FPE	TMS	81195092	04/29/2008			
Problem Area	Primary Model		Model Year	Production Date	Odometer	VIN (confirm 17 characters):			
Base Vehicle	Corolla		2009	2008-02-13	277	JTDBL40E299			
Condition Title									
Vibration in steeri	na wheel	at highway spee	eds						

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN



Do not type in SHADED fields. If the **Final Destination** field below is Doc No. "scrap", properly dispose of the part. SETR#: CQE Eng: N/A Final Destination: CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Only) Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Parts Value Part Description Used Part Value Each Qty. GOODYEAR EAGLE LS n/a 0.00 DOT # M6C6 011R 4307 Comments: Part # 2: Part Description Qty. **Used Part Value Each** 2 Comments: Part # 3: Used Part Value Each Part Description Qty. 3 Comments: Part # 4: Qty. Used Part Value Each Part Description Comments: Used Part Value Each Part # 5: Part Description Qty. 5 Comments:



TQCN DOC#	Affiliate	Dept.		Source		Dealer Code	Ref	Date	
TQCN_DPR-080860015	TMS	QAChassis MI		MDT/DS	MDT/DS		81195092	04/30/2008	
Dealer Name Dealer City			State		Region				
NORM WAGNER TOYOTA LANCASTER				MA		4	BOS		
Primary Model		Model Year	Prod	Production Date Odd		ometer	VIN		
Corolla		2009	21-JAN-08		1146 mi		JTDBL40E099		
Condition Title									
Vibration at highway speed									

Banais Data	Ontional Bat	Applicable DTO Octo/)									
Repair Date 3/25/2008	Optional Ref.	Applicable DTC Code(s)									
Condition Description											
Customer complain	ned of vibration at h	ighway speeds.									
Diagnostic Steps:											
	ures and fluids										
Checked tire pressures and fluids											
Probable Cause											
Found 4 tires to be	out of balance										
	out or balance										
Part # 1:	Part # 2:	Part # 3:	Parts Available on Request:	Parts Shipping Destination:							
000000000			No part available	CQE							
Repair Process											
Balanced 4 tires w	ith RFV balancer										

TQCN_DPR 03/21/2008 Page 1 of 2 1



TQCN DOC#	Affiliate	Dept.		Source		Dealer Code	Ref	Date	
TQCN_DPR-080860015	TMS	QAChassis		MDT/DS	os		81195092	04/30/2008	
Dealer Name	Dealer City	s			te	Region	Region		
NORM WAGNER TOYOTA LANCASTER				MA		BOS			
Primary Model		Model Year	Production Date		Odometer		VIN		
Corolla		2009	21-JAN-08 1		11	46 mi	JTDBL40E099		
Condition Title									
Vibration at highway speed									

Do	not type in SHADED fields.	. If the Final De			Orig Tracking VIN Doc No.					
		CQE		SETR#:		CQEE		N/A		
	orter: (Applies to TMC SI		Delive			OGLL	···g· 住所:			
Onl	y)	·		. 101			12///			
Mr.	Mr. N. Okumura, Chief Expert			Attn: 宛先:						
	ality Div. Warranty Parts Ro		Tel:							
	YOTA MOTOR CORPORA oyota, Toyota-city, Aichi, 47		rei:				Tel:			
Jap	an									
										-11
T-S	TAR		ШЦ			, III II			Ш	
Note	e: If this FTR contains more t	than one VIN, cre	eate a tab	le in the report	containing VIN,	production da	ate, and o			FOR CUSTOMS USE: Used Parts Value Each
	Part # 1: 0000000000	Part Desc	ription					Qty.		Used Part Value Each
1	Comments:	<u>'</u>						<u> </u>		
	Part # 2:	Part Desc	ription					Qty		Used Part Value Each
2	Comments:								\$	
3	Part # 3:	Part Desc	ription					Qty	.	Used Part Value Each
3	Comments:							·		
	Part # 4:	Part Desc	ription					Qty		Used Part Value Each
4	Comments:								\$	
		<u> </u>						-		
_	Part # 5:	Part Desc	ription					Qty	.	Used Part Value Each
5	Comments:							•		
	Part # 6:	Part Desc	ription					Qty		Used Part Value Each
6	Comments:								\$	
	Commond.									

TQCN_DPR 03/21/2008 Page 2 of 2 2



TQCN DOC#		Affiliate	Dept.		Source		Location		Ref		Date
TQCN_FTR-081220033		TMS	QAC	AChassis F			REG-CAT		81265608		05/05/2008
Problem Area	n Area Primary Model			Model Year	Production Date		Odometer VIN (con		VIN (confirm 17 c	17 characters):	
Base Vehicle	ehicle Corolla			2009	2008-03-25		7		2T1BU40E09C		
Condition Title											
Steering Angle Se	nsor cau	sing lack of	comm	unication or	n CAN						

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date	Optional Ref.	Optional Approval
4/30/2008		

Condition Description

- Steering Angle Sensor causing lack of communication on CAN
- Original complaint was speedometer and gauges inoperative
- Techstream will not communicate with vehicle

Diagnostic Steps:

- Inspect DLC3 connector for pinfit issue, B+ and ground-OK
- Disconnect devices on CAN line one at a time
- Techstream will now connect to vehicle with Steering Angle Sensor disconnected
- Swap Steering Angle Sensor with Known Good Unit-All systems operate on vehicle. Problem condition moved to KGU

Probable Cause

Steering Angle Sensor shorted-root cause undetermined

Part # 1:	Part # 2:	Part # 3:	Parts Disposition:	Parts Shipping Destination:
8924502050			Have part / will ship	CQE

Repair Process

Replaced Steering Angle Sensor Part Number 89245-02050



Steering Angle Sensor Part Number 89245-02050



822C

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TQCN DOC#		Affiliate	Dept.		Source		Location		Ref		Date
TQCN_FTR-081220033		TMS	QAChassis		FTS		REG-CAT		81265608		05/05/2008
Problem Area Primary Model			Model Year		Prod	Production Date		neter	VIN (confirm 17 characters):		
Base Vehicle Corolla			2009			2008-03-25		7		2T1BU40E0	9C
Condition Title											
Steering Angle Se	ensor cau	sing lack of	comm	unication or	n CAN						

Do not type in SHADED fields. If the **Final Destination** field below is "**scrap**", properly dispose of the part.

Doc No.

		·								
Fi	nal Destination:	CQE		SETR#:		CQE E	ng:	N/A		
Imp Onl	orter: (Applies to TMC :	Shipments	Delive	er to:			住月	Ť:		
Qua	N. Okumura, Chief Expendity Div. Warranty Parts F YOTA MOTOR CORPOR Dyota, Toyota-city, Aichi, an	Room ATION	Attn: 宛先: Tel: Tel:							
T-S1	rar IIIIII						Ш		Ш	
Note	e: If this FTR contains more	e than one VIN, cre	eate a tab	le in the report	containing VIN, pr	oduction da	ate, an	d odometer		FOR CUSTOMS USE: Used Parts Value
1	Part # 1: 8924502050 Comments:	Part Desc SENSO		ERING					Qty. 1	Used Part Value Each \$ 53.10
2	Part # 2:	Part Desc	ription						Qty.	Used Part Value Each
_	Comments:									
3	Part # 3:	Part Desc	ription						Qty.	Used Part Value Each
3	Comments:									
4	Part # 4:	Part Desc	ription						Qty.	Used Part Value Each
4	Comments:	·								
F	Part # 5:	Part Desc	ription						Qty.	Used Part Value Each
5	Comments:									
_	Part # 6:	Part Desc	ription						Qty.	Used Part Value Each
6	Comments:	<u>'</u>								T .
	Part # 7:	Part Desc	ription						Qty.	Used Part Value Each
7	Comments:									ĮΨ
	i.									

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TQCN DOC# Affi		Affiliate	Dept.		Source		Location		Ref		Date
TQCN_FTR-081230015		TMS	QAC	hassis	FTS	REG-CHI		81265570			05/05/2008
Problem Area	Problem Area Primary Model			Model Year		Prod	duction Date Odo		meter VIN (confirm 17		haracters):
Base Vehicle	Base Vehicle Corolla			2009		200	2008-03-04		;	1NXBU40E9	92
Condition Title											
Power Steering M.I.L. Illuminated											

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date	Optional Ref.	Optional Approval
4/28/2008		

Condition Description

The customer stated that the Power Steering M.I.L. was illuminated and the vehicle is difficult to steer.

Diagnostic Steps:

- Diagnostic Code C1555 (Motor Relay Welding Failure) was stored
- The TIS Diagnostics state the only trouble area is the Power Steering ECU

Probable Cause

Power Steering EC	Power Steering ECU									
Part # 1:	Part # 2:	Part # 3:	Parts Disposition:	Parts Shipping Destination:						
8965002300			Have part / will ship	CQE						

Repair Process

A new Power Steering ECU was installed, and the system was recalibrated to correct the condition.







Power Steering ECU

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TQCN DOC# Affi		Affiliate	Dept.		Source		Location		Ref		Date
TQCN_FTR-081230015		TMS	QAC	hassis	FTS	REG-CHI		81265570			05/05/2008
Problem Area	Problem Area Primary Model			Model Year		Prod	duction Date Odo		meter VIN (confirm 17		haracters):
Base Vehicle	Base Vehicle Corolla			2009		200	2008-03-04		;	1NXBU40E9	92
Condition Title											
Power Steering M.I.L. Illuminated											

Attachment 1: Parts Recovery Control Sheet

Orig Tracking VIN

Do not type in SHADED fields. If the **Final Destination** field below is "**scrap**", properly dispose of the part.

oc No.

is "s	scrap", properly dispose	of the part.			DOC NO.		ШШ				
Fi	inal Destination:	CQE		SETR#:		CQE E	ng:	N/A	\		
Imp Onl	porter: (Applies to TMC ly)	Shipments	Deliver	r to:			住戶	ਜ :			
Qua	N. Okumura, Chief Expe ality Div. Warranty Parts I YOTA MOTOR CORPOR oyota, Toyota-city, Aichi, van	Room RATION	Attn:				宛分 Tel:				
T-S	TAR								ШШ	III	
Note	e: If this FTR contains more	e than one VIN, cre	eate a table	e in the report	containing VIN, pro	oduction da	ite, an	d odometer		FOR CUSTOMS USE Parts Value	: Used
1	Part # 1: 8965002300	Part Desc COMPL	-	SSY, POWER	R STEERING				Qty. 1	Used Part Value	Each 68.93
ı	Comments:										

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TQCN DOC#	Affiliate	Dept.	Dept. Source			Dealer Code	Ref	Date
TQCN_DPR-081200011	TMS	QAChassis		MDT/DS		42202	81336065	05/12/2008
Dealer Name		Dealer City			Sta	te	Region	
TOYOTA OF RICHARDSO	N	RICHARDSON			TX		GST	
Primary Model		Model Year	Production Date		Odometer		VIN	
Corolla		2009	01-APR-08		42 mi		1NXBU40E49Z	
Condition Title								
Steering feel								

Steering feel												
Repair Date 4/29/2008	Optional Ref.	Applicable DTC Code(s)										
Condition Description												
Customer states that the steering feels unstable especially at highway speeds												
Diagnostic Steps:												
	n to another like vehicle	e – condition was tl	he same for both vel	nicles								
Probable Cause				_								
Unknown												
Part # 1:	Part # 2:	Part # 3:	Parts Available on Request:	Parts Shipping Destination:								
4525012C30 Repair Process			No part available	CQE								
по герапз репопп	ed as condition is cha	raciensiic.										

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TQCN DOC#	Affiliate	Dept.		Source		Dealer Code	Ref	Date
TQCN_DPR-081200011	TMS	QAChassis		MDT/DS		42202	81336065	05/12/2008
Dealer Name		Dealer City			Sta	te	Region	
TOYOTA OF RICHARDSO	TOYOTA OF RICHARDSON RICHARDSON			TX		GST		
Primary Model		Model Year	Prod	luction Date	Ode	ometer	VIN	
Corolla		2009	01-APR-08		42 mi		1NXBU40E49Z	
Condition Title								
Steering feel								

Do	achment 1: Parts	ls. If the Final De			Orig Tracking VIN Doc No.	100000000000000000000000000000000000000			- 5505	200000000000000000000000000000000000000
	scrap", properly dispose	of the part.		SETR#:	DOC NO.					
Fi	nal Destination:		CQE E	ng:	N/A					
Imp Onl	oorter: (Applies to TMC y)	Shipments	Deliver	r to:			住所:			
Mr.	N. Okumura, Chief Expe	rt	Attn:				宛先:			
Qua	ality Div. Warranty Parts F	Room								
TO	YOTA MOTOR CORPOR	RATION	Tel:				Tel:			
1 To	oyota, Toyota-city, Aichi,	471-8571								
Jap	an									
T-S	ΓAR								П	
Note	e: If this FTR contains more	e than one VIN, cr	eate a table	e in the report	containing VIN,	production da	ate, and od	lometer		FOR CUSTOMS USE: Used Parts Value Each
	Part # 1:	Part Desc	•					Qty.	T	Used Part Value Each
1	4525012C30	COLUM	IN ASSY	, ELECTRIC	POWER ST	EERING		0	\$	175.12
-	Comments:									
	Part # 2:	Part Desc	ription					Qty.	\$	Used Part Value Each
2	Comments:	<u> </u>								
	Part # 3:	Part Desc	ription					Qty.	Ī.,	Used Part Value Each
3	Comments:								\$	
	Comments:									
	Part # 4:	Part Desc	ription					Qty.		Used Part Value Each
4									\$	
-	Comments:									
	Part # 5:	Part Desc	ription					Qty.		Used Part Value Each
5									\$	
	Comments:									
	Part # 6:	Part Desc	ription					Qty.		Used Part Value Each
6									\$	
	Comments:									

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TQCN DOC#	DC# Affiliate Dept.		Source	Source Dea		Ref	Date	
TQCN_DPR-081200013	TMS	QAChassis MDT/DS			42202	81336065	05/12/2008	
Dealer Name Dealer City			Si			te	Region	
TOYOTA OF RICHARDSO	RICHARDSON			TX		GST		
Primary Model		Model Year Production Date		Ode	ometer	VIN		
Corolla		2009	009 28-JAN-08		177 mi		1NXBU40E89Z	
Condition Title								
Steering feel								

Repair Date	Optional Ref.	Applicable DTC Code(s)
4/29/2008		

Condition Description

Customer states that the steering feels unstable especially at highway speeds. Customer backed out of car deal and would not purchase Corolla because of the condition. Customer did upgrade into a Camry

Diagnostic Steps:

- Confirm condition steering is difficult to return to center after steering correction without overcorrecting which causes the vehicle to go from side to side with the overcorrection.
- ♦ Test drive another like car same condition present

Probable Cause

Unknown

Part # 1:	Part # 2:	Part # 3:	Parts Avai	lable on Request:	Parts Shipping Destination:								
4525012C30			No part	available	CQE								
Repair Process		<u>.</u>											
No repair performed as	No repair performed as condition is characteristic.												
				I									

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TQCN DOC#	Affiliate	Dept.		Source		Dealer Code	Ref	Date
TQCN_DPR-081200013	TMS	QAChassis I		MDT/DS		42202	81336065	05/12/2008
Dealer Name	ealer Name Dealer City				Sta	te	Region	
TOYOTA OF RICHARDSON RICHARDSON				TX		GST		
Primary Model		Model Year Produ		luction Date	Ode	ometer	VIN	
Corolla		2009 28-JAN-08		JAN-08	17	7 mi	1NXBU40E89Z	
Condition Title								
Steering feel								

Do	cachment 1: Parts	ls. If the Final De			Orig Tracking VIN Doc No.					
is "s	scrap", properly dispose	of the part.			DOC NO.					
Fi	inal Destination:	CQE		SETR#:		CQE E	ng:	N/A		
lmp Onl	oorter: (Applies to TMC y)	Shipments	Delive	er to:			住所:			
Mr. N. Okumura, Chief Expert			Attn:				宛先:			
	ality Div. Warranty Parts F									
	YOTA MOTOR CORPOR		Tel:				Tel:			
Jap	oyota, Toyota-city, Aichi,	4/1-85/1								
Jap	all									
T-S	TAR								II	
Note	e: If this FTR contains more				containing VIN,	production da	ate, and od	ometer		FOR CUSTOMS USE: Used Parts Value Each
	Part # 1:	Part Desc	•					Qty.		Used Part Value Each
1	4525012C30 Comments:	COLUM	N ASSY	, ELECTRIC	POWER STI	EERING		0	\$	175.12
_	Comments:									
	Part # 2:	Part Desc	ription					Qty.	\$	Used Part Value Each
2	Comments:							<u> </u>	<u> </u>	
	Part # 3:	Part Desc	ription					Qty.		Used Part Value Each
3	Comments:								\$	
	Comments.									
	Part # 4:	Part Desc	ription					Qty.		Used Part Value Each
4									\$	
-	Comments:									
	Part # 5:	Part Desc	ription					Qty.		Used Part Value Each
5									\$	
Ĺ	Comments:									
	Part # 6:	Part Desc	ription					Qty.		Used Part Value Each
6	Comments:								\$	
	Comments:									

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TQCN DOC# Affiliate		Dept.		Source	Source		Ref	Date
TQCN_DPR-081200012	31200012 TMS QAChassis MDT/DS			42202	81366362	05/15/2008		
Dealer Name		Dealer City			State		Region	
TOYOTA OF RICHARDSO	N	RICHARDSON			TX		GST	
Primary Model		Model Year	Production Date		Odometer		VIN	
Corolla		2009	01-APR-08		25 mi		1NXBU40E49Z	
Condition Title								
Steering wheel off center								

Clocking which an earlie				
Repair Date	Optional Ref.	Applicable DTC Code(s)		
4/23/2008	Optional Ref.	Applicable DTC Code(s)		
Condition Description				
	S and found steering whee	el was off to the left by	90 degrees.	
	· ·	,	9	
Diagnostic Steps:				
Inspect for damage -				
Centered steering who	eel and count number of tur	ns from stop to stop -	equal # of turns left and	d right
Dunkahla Orona				
Probable Cause Unknown				
Olikilowii				
Part # 1: 8630012A00	Part # 2: F	Part # 3:	Parts Available on Request:	Parts Shipping Destination:
	9009914119		No part available	CQE
Repair Process Centered steering whe	nol .			
Centered steering with	, G I.			
İ				

TQCN_DPR 03/21/2008 Page 1 of 2 1



TQCN DOC#	Affiliate	Dept.		Source		Dealer Code	Ref	Date
TQCN_DPR-081200012	TMS	QAChassis I		MDT/DS	MDT/DS		81366362	05/15/2008
Dealer Name	Dealer City				State		Region	
TOYOTA OF RICHARDSO	TOYOTA OF RICHARDSON RICHARDSON				TX		GST	
Primary Model		Model Year Produ		luction Date	Od	ometer	VIN	
Corolla		2009 01-APR-08		25 mi		1NXBU40E49Z		
Condition Title								
Steering wheel off center								

Do	tachment 1: Parts R not type in SHADED fields. Iscrap", properly dispose of t	If the Final De			Orig Tracking VIN Doc No.	100000000000000000000000000000000000000			
		CQE		SETR#:		CQE E		N/A	
	porter: (Applies to TMC Sh		Deliver			0 4 2 2	住所:		
Mr. Qua	N. Okumura, Chief Expert ality Div. Warranty Parts Roc YOTA MOTOR CORPORAT oyota, Toyota-city, Aichi, 47	ION	Attn: Tel:				宛先: Tel:		
	TAR IIIIIII	an one VIN, cr			containing VIN,			dometer	FOR CUSTOMS USE: Used Parts Value Each
1	Part # 1: 8630012A00 Comments:	Part Desc ANTEN	•	/, AMPLIFIE	R			Qty.	Used Part Value Each \$ 35.9
2	Part # 2: 9009914119 Comments:	Part Desc O-RING	-					Qty.	Used Part Value Each \$ 0.1
3	Part # 3: Comments:	Part Desc	ription					Qty.	Used Part Value Each
4	Part # 4:	Part Desc	ription					Qty.	Used Part Value Each
_	Comments: Part # 5:	Part Desc	ription					Qty.	Used Part Value Each
5	Comments:								\$
6	Part # 6:	Part Desc	ription					Qty.	Used Part Value Each
	Comments:								

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QCN DOC# Affiliate Dept. Source			Dealer Code	Ref	Date		
TMS	QAChassis	s MDT/DS			31166	81366362	05/19/2008
	Dealer City			State		Region	
	AMITYVILLE			NY		NYR	
	Model Year Production Date		Odometer		VIN		
	2009	07-MAR-08		704 mi		2T1BU40E29C	
		TMS QAChassis Dealer City AMITYVILLE Model Year	TMS QAChassis Dealer City AMITYVILLE Model Year Proc	TMS QAChassis MDT/DS Dealer City AMITYVILLE Model Year Production Date	TMS QAChassis MDT/DS Dealer City Sta AMITYVILLE NY Model Year Production Date Odd	TMS QAChassis MDT/DS 31166 Dealer City State NY AMITYVILLE NY Model Year Production Date Odometer	TMS QAChassis MDT/DS 31166 81366362 Dealer City State Region AMITYVILLE NY NYR Model Year Production Date Odometer VIN

Repair Date	Optional Ref.	Applicable DTC Code(s)									
5/2/2008											
Condition Description											
Customer states vehic	le steering wheel is off ce	enter									
	-										
Diamastic Ctons											
Diagnostic Steps:											
Road tested vehicle or	level road										
Probable Cause											
Front toe out of adjustr	nent										
•											
Part # 1:	Part # 2:	Part # 3:	Parts Available on Request:	Parts Shipping Destination:							
4504609020			No part available	CQE							
Repair Process											
Performed 4 wheel alig	ınment										
	,										

TQCN_DPR 03/21/2008 Page 1 of 2 1



TQCN DOC#	Affiliate	Dept.		Source		Dealer Code	Ref	Date
TQCN_DPR-081290051	TMS	QAChassis		MDT/DS		31166	81366362	05/19/2008
Dealer Name		Dealer City			State		nte Region	
ATLANTIC TOYOTA		AMITYVILLE N'				1	NYR	
Primary Model		Model Year	Prod	duction Date	Ode	ometer	VIN	
Corolla		2009	07-	MAR-08	70	4 mi	2T1BU40E29C	
Condition Title								
Steering wheel off center								

Do	achment 1: Parts	ls. If the Final De			Orig Tracking VIN Doc No.	100000000000000000000000000000000000000				
	scrap", properly dispose	of the part.			DOC NO.					
Fi	nal Destination:	CQE	S	SETR#:		CQE E	ng:	N/A		
Imp Onl	orter: (Applies to TMC y)	Shipments	Deliver to	0:			住所:			
Mr.	N. Okumura, Chief Expe	rt	Attn:				宛先:			
Qua	ality Div. Warranty Parts F	Room								
TO	YOTA MOTOR CORPOR	RATION	Tel:				Tel:			
	oyota, Toyota-city, Aichi,	471-8571								
Jap	an									
T-S	ΓAR									
Note	e: If this FTR contains more	e than one VIN, cr	eate a table i	n the report	containing VIN,	production da	ate, and o	dometer		FOR CUSTOMS USE: Used Parts Value Each
	Part # 1:	Part Desc	•					Qt		Used Part Value Each
1	4504609020 Comments:	END SU	JB-ASSY, 1	HE ROD					1 \$	3.16
	Commonic.									
	Part # 2:	Part Desc	ription					Qty	y. \$	Used Part Value Each
2	Comments:								ĮΨ	
	Part # 3:	Part Desc	ription					Qty		Used Part Value Each
3	Comments:								\$	
	Comments.									
	Part # 4:	Part Desc	ription					Qt		Used Part Value Each
4									\$	
•	Comments:									
	Part # 5:	Part Desc	ription					Qty	y.	Used Part Value Each
5									\$	
	Comments:									
	Part # 6:	Part Desc	ription					Qty		Used Part Value Each
6									\$	
	Comments:									

TQCN_DPR 03/21/2008 Page 2 of 2 2



TQCN DOC# Affilia		Affiliate	Dept.		Source		Location		Ref		Date
TQCN_FTR-081300040		SET	QAC	Chassis FTS			REG-SET		81416599		05/20/2008
Problem Area Primary Model		odel		Model Year		Prod	Production Date		neter	VIN (confirm 17 characters):	
Base Vehicle	Base Vehicle Corolla			2009	200		08-02-16	2		JTDBL40E3	9.
Condition Title											
Steering (Power) - no assist											

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system: Repair Date Optional Ref. Optional Approval 5/1/2008 **Condition Description** No power steering **Diagnostic Steps:** Check for codes, no codes, no power steering **Probable Cause** Failure in power steering ecu Part # 1: Parts Disposition: Part # 2: Part # 3: Parts Shipping Destination: 8965012410 Have part / will ship CQE **Repair Process** Replace power steering ecm PLACE PICTURE # 1 HERE PLACE PICTURE # 2 HERE PLACE CAPTION # 1 HERE PLACE CAPTION # 2 HERE

TQCN_FTR 03/18/2008 ver. 1.0 Page 1 of 2 1



TQCN DOC# Affile		Affiliate	Dept.		Source		Location		Ref		Date
TQCN_FTR-081300040		SET	QAChassis		FTS		REG-SET		81416599		05/20/2008
Problem Area Primary Model			Model Year		Production Date		Odometer		VIN (confirm 17 characters):		
Base Vehicle	Corolla		2009			2008-02-16		2		JTDBL40E3	9.
Condition Title											
Steering (Power) - no assist											

Orig Tracking Attachment 1: Parts Recovery Control Sheet VIN

Do not type in SHADED fields. If the Final Destination field

	ow is " scrap ", properly dispos		art.		Doc No.					
Fi	nal Destination: CQE	=		SETR#:		CQE E	ng:	N/A	4	
Imp Onl	orter: (Applies to TMC Shipm y)	ents	Delive	r to:			住戶	τ́:		
Qua	N. Okumura, Chief Expert ality Div. Warranty Parts Roor YOTA MOTOR CORPORATION byota, Toyota-city, Aichi, 471-	N	Attn: Tel:				宛先 Tel:			
Jap										
T-S1	rar									
Note	e: If this FTR contains more than	one VIN, cre	ate a tab	le in the report	containing VIN, pr	oduction da	ate, an	d odometer		FOR CUSTOMS USE: Used Parts Value
_	Part # 1: 8965012410	Part Desc	•	SSY, POWE	R STEERING				Qty.	Used Part Value Each \$ 68.93
1	Comments:			·						14
	Part # 2:	Part Desc	ription						Qty.	Used Part Value Each
2	Comments:									14
	Part # 3:	Part Desc	ription						Qty.	Used Part Value Each
3	Comments:									ΙΨ
	Part # 4:	Part Desc	ription						Qty.	Used Part Value Each
4	Comments:									ĮΨ
	Part # 5:	Part Desc	ription						Qty.	Used Part Value Each
5	Comments:									 \$
	Part # 6:	Part Desc	ription						Qty.	Used Part Value Each
6	Comments:									 \$
	Part # 7:	Part Desc	ription						Qty.	Used Part Value Each
7	Comments:									 \$

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TQCN DOC#	TQCN DOC# Affilia		Dept.		Source		Location	on			Date
TQCN_FTR-081750002		GST	QAChassis		FTS		REG-GST		81789060		06/26/2008
Problem Area Primary Model			Model Year		Production Date		Odometer		VIN (confirm 17 c	haracters):	
Base Vehicle	Base Vehicle Corolla			2009		2008-05-01		110)4	1NXBU40E	(92
Condition Title											
Vehicle drifts, wan	/ehicle drifts, wanders										

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date	Optional Ref.	Optional Approval	
6/20/2008			

Condition Description

Customer complains of lack of straight line stability, vehicle wanders at 40 mph and above

Diagnostic Steps:

Dealer inspected the 4 Continental, 195/65-15, DOT 1LK63RH0308, tires for balance, tire pressure and RFV-all 4 tires were below 10 lbs RFV-dealer performed alignment and found the measurements to be as follows:

L R
Camber; -.4 -.6
Caster; 2.5 2.5
Toe; .05 deg total

Probable Cause

Tires

Part # 1:	Part # 2:	Part # 3:	Parts Disposition:	Parts Shipping Destination:
TIRE			Part(s) Available	CQE

Repair Process

Dealer replaced all 4 tires with Firestone brand and resolved the condition





TQCN_FTR 03/18/2008 ver. 1.0 Page 1 of 3 1



TQCN DOC# A		Affiliate	Dept.	Dept. So		urce Location		Ref			Date
TQCN_FTR-081750002		GST	QAC	nassis FTS			REG-GST	81789060			06/26/2008
Problem Area Primary Model			Model Year		Prod	duction Date		neter	VIN (confirm 17 characters):		
Base Vehicle	Base Vehicle Corolla			2009		200	008-05-01 110)4	1NXBU40E	(9Z
Condition Title	Condition Title										
Vehicle drifts, wanders											





Attachment 1: Parts Recovery Control Sheet

Orig Tracking

Doc No.

VIN

宛先:

N/A

Do not type in SHADED fields. If the **Final Destination** field below is "**scrap**", properly dispose of the part.

CQE Eng: Final Destination: CQE SETR#: Importer: (Applies to TMC Shipments Deliver to: 住所: Only)

Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571

Japan

Tel:

Attn:

Tel:

T-STAR

FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Parts Value Part # 1: Part Description Qty. **Used Part Value Each** TIRE 0.00 Comments: Part # 2: Part Description Qty. **Used Part Value Each** 2 Comments: Part # 3: Part Description Qty. **Used Part Value Each** 3 Comments:

Page 2 of 3 2 TQCN_FTR 03/18/2008 ver. 1.0



TQCN DOC# Aff		Affiliate	Dept.		Source		Location		Ref		Date	
TQCN_FTR-081750002		GST	QAChassis		FTS		REG-GST		81789060		06/26/2008	
Problem Area Primary Model				Model Year		Proc	roduction Date		neter	VIN (confirm 17 c	haracters):	
Base Vehicle	Base Vehicle Corolla			2009		2008-05-01		110)4	1NXBU40E	(9Z	
Condition Title												
Vehicle drifts, wan	Vehicle drifts, wanders											

4	Part # 4:	Part Description	Qty.	Used Part Value Each
4	Comments:			
5	Part # 5:	Part Description	Qty.	Used Part Value Each
)	Comments:			
6	Part # 6:	Part Description	Qty.	Used Part Value Each
0	Comments:			
7	Part # 7:	Part Description	Qty.	Used Part Value Each
′	Comments:			

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TQCN DOC# Affilia		Affiliate	Dept.		Source		Location		Ref		Date
TQCN_FTR-081750006		TMS	QAC	Chassis FT			REG-KAN	81195092		2	07/02/2008
Problem Area Primary Model			Model Year		Proc	duction Date Odd		ometer VIN (confirm 1		haracters):	
Base Vehicle	Base Vehicle Corolla			2009		2008-01-22		1062		JTDBL40E9	9.
Condition Title											
Vibration felt in car at speeds above 20 mph											

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date	Optional Ref.	Optional Approval
6/19/2008		

Condition Description

Customer complained of a vibration felt when driving the vehicle above 20 mph.

Diagnostic Steps:

- When driving the vehicle, the vibration frequency would vary from once per tire revolution
- The first dealership involved supposedly swapped tires from a known good vehicle to rule out tires as the source
- The first dealership then replaced wheel bearings, hubs, axle shafts and finally the transmission with no resolution.
- The vehicle was repurchased due to number of repair attempts.
- Region FTS checked tires and wheels on a Hunter GSP 9700 Road Force Balancer.
- The balance of all the tires and wheels was determined as good by the balancer.
- The Road Force Variation of the two right side tires was measured as .019" and .021", which was interpreted as good by the machine.
- During the Road Force Variation check of the two right side tires, the balance shook visibly once per revolution of the tires.
- Tires were Firestone Affinity Touring S4 P195/65R-15 DOT numbers W2C6 AA7 4707 and W2C6 AA7 5107

Probable Cause

- Although the Road Force Variation of the two right side tires was below maximum allowable, the vibration in the balancer indicated a variation in rolling resistance of the tires.
- Probable cause is variation in tread rolling resistance; a hard spot in the tread.

Part # 1: Part # 2:		Part # 3:	Parts Disposition:	Parts Shipping Destination:	
DT00061923FS			Part(s) Available	CQE	

Repair Process

The two tires were replaced with two new tires.

Repair was verified.	
C:*Documents and Settings*robinsk*Desk	C: \text{\text{\text{Pocuments and}}} Settings \text{\text{\text{\text{robinsk}\text{\text{\text{Desk}}}}}
Video of balancer vibrating during RFV test.	Video of vibration. Camera placed on balancer monitor.

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Comments:



TQCN DOC# Affiliate		Affiliate	Dept.		Source		Location	Ref			Date
TQCN_FTR-0817	TQCN_FTR-081750006 TMS QACH		hassis	ssis FTS		REG-KAN		81195092		07/02/2008	
Problem Area	Primary M	Primary Model		Model Year		Prod	duction Date Od		meter	VIN (confirm 17 cl	naracters):
Base Vehicle	se Vehicle Corolla			2009		200	2008-01-22		52	JTDBL40E99	9.
Condition Title	Condition Title										
Vibration felt in car at speeds above 20 mph											

Orig Tracking Attachment 1: Parts Recovery Control Sheet VIN Do not type in SHADED fields. If the Final Destination field below Doc No. is "scrap", properly dispose of the part. CQE Eng: Final Destination: CQE SETR#: N/A Importer: (Applies to TMC Shipments Deliver to: 住所: Only) Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Parts Value Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Part # 1: Part Description Qty. Used Part Value Each DT00061923FS P195/65R15 2 1 Comments: 1 tire is available for shipping, 1 tire will be retained by Region for technician training. Part # 2: Used Part Value Each Part Description Qty. 2 Comments: Part # 3: Part Description Qty. Used Part Value Each 3 Comments: Part # 4: Part Description Qty. Used Part Value Each 4 Comments: Used Part Value Each Part # 5: Part Description Qty. 5 Comments: Qty. Part # 6: Part Description **Used Part Value Each** 6 Comments: Part # 7: Part Description Qty. Used Part Value Each 7

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TQCN DOC#	Affiliate	Dept.		Source		Dealer Code	Ref	Date
TQCN_DPR-081920137	TMS	QAChassis		MDT/DS		29085	81960178	07/14/2008
Dealer Name		Dealer City			State		Region	
DCH BRUNSWICK TOYO	TA	NORTH BRUNSWICK			NJ		NYR	
Primary Model		Model Year	Prod	duction Date	Odometer		VIN	
Matrix		2009 03-MAY-08			21 mi		2T1KE40E09C	
Condition Title								
No Power Steering								

Repair Date	Optional Ref.	Applicable DTC Code(s)
6/30/2008		

Condition Description

PDI Technician states no power steering assist.

Diagnostic Steps:

- 1. MDT inspected and confirmed the concern.
- 2. MDT states he can not communicate with the EPS ECU.
- 3. MDT checked for proper battery voltage and ground at the EPS ECU. (O.K.)
- 4. MDT states there is a small dent on the top of the EPS ECU.

Probable Cause

EPS ECU

Part # 1:	Part # 2:	Part # 3:	Parts Available on Request:	Parts Shipping Destination:
8965002320			Available upon request	CQE

Repair Process

1. MDT replaced EPS ECU.





Small dent in the EPS ECU cover.

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TQCN DOC#	Affiliate	Dept. So		Source [Dealer Code	Ref	Date
TQCN_DPR-081920137	TMS	QAChassis		MDT/DS		29085	81960178	07/14/2008
Dealer Name		Dealer City			State		Region	
DCH BRUNSWICK TOYO	TA	NORTH BRUN	ICK	NJ	J	NYR		
Primary Model		Model Year	Prod	luction Date	Ode	ometer	VIN	
Matrix	2009 03-MAY-08				21	mi	2T1KE40E09C	
Condition Title								
No Power Steering								

Do	Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below is "serrer" propostly dispose of the part.									
is "s	scrap", properly dispose	of the part.			Doc No.					
Fi	inal Destination:	CQE		SETR#:		CQE E	ng:	N/A		
Imp Onl	oorter: (Applies to TMC y)	Shipments	Delive	r to:			住所:			
	N. Okumura, Chief Expe		Attn:				宛先:			
TO	ality Div. Warranty Parts F YOTA MOTOR CORPOR oyota, Toyota-city, Aichi,	RATION	Tel:				Tel:			
Jap		471-0371								
T-S	TAR								II	III
Note	e: If this FTR contains more	e than one VIN, cr	eate a tab	le in the report	containing VIN, p	production da	ate, and oc	dometer		FOR CUSTOMS USE: Used Parts Value Each
1	Part # 1: 8965002320	Part Desc COMPU	•	SSY, POWER	STEERING			Qty.	\$	Used Part Value Each 70.46
•	Comments:									
	Part # 2:	Part Desc	ription					Qty.	\$	Used Part Value Each
2	Comments:	'						<u> </u>	1	
_	Part # 3:	Part Desc	ription					Qty.	\$	Used Part Value Each
3	Comments:									
_	Part # 4:	Part Desc	ription					Qty.	\$	Used Part Value Each
4	Comments:							·		
_	Part # 5:	Part Desc	ription					Qty.	\$	Used Part Value Each
5	Comments:									
6	Part # 6:	Part Desc	ription					Qty.	\$	Used Part Value Each
6	Comments:									

TQCN_DPR 03/21/2008 Page 2 of 2 2



TQCN DOC# Affiliate Dep		Dept.	ept. Sour		ce Location			Ref		Date	
TQCN_FTR-081990055 TMS QAC		nassis FPE			TMS		82131465		07/31/2008		
Problem Area	Primary M	mary Model N		Model Year	Pro		duction Date	Odometer		VIN (confirm 17 characters):	
Base Vehicle	cle Corolla			2009 200		200	08-06-12 708		3	1NXBU40E7	92
Condition Title											
Squeak noise from EPS column											

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date	Optional Ref.	Optional Approval	
6/24/2008			

Condition Description

Customer hears "soft squeal sound" when turning steering wheel back and forth.

Diagnostic Steps:

Technician confirmed squeak sound when rocking steering wheel (see attached video to hear sound).

- Sound is coming from EPS column.
- Sound recorded with camera held near motor/drive unit.

Probable Cause

Unidentified.

Part # 1:	Part # 2:	Part # 3:	Parts Disposition:	Parts Shipping Destination:
4525002820			Part(s) Available	CQE

Repair Process

Dealer replaced Electric Power Steering column assembly to correct condition.



JTEKT
86040587

Double click icon (left) to see/hear squeak sound.

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TQCN DOC# Affiliate		Dept.		Source		Location		Ref		Date	
TQCN_FTR-081990055		TMS	QAC	hassis FPE			TMS		82131465		07/31/2008
Problem Area	ea Primary Model		Model Year Pro		Prod	luction Date	ate Odometer		VIN (confirm 17 c	haracters):	
Base Vehicle	se Vehicle Corolla			2009 2		200	08-06-12	708	3	1NXBU40E7	792
Condition Title											
Squeak noise from EPS column											



Additional tag found on EPS column.

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN

N/A

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

CQE

Doc No.

SETR#:

Deliver to:

Attn:

住所:

宛先:

CQE Eng:

Mr. N. Okumura, Chief Expert

Importer: (Applies to TMC Shipments

Quality Div. Warranty Parts Room

Final Destination:

Only)

Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Parts Value Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Qty. Part # 1: **Used Part Value Each** Part Description 4525002820 COLUMN ASSY, ELECTRIC POWER STEERING 178.70 1 Comments: Part # 2: Part Description Qty. **Used Part Value Each** 2 Comments: Part # 3: Part Description Qty. **Used Part Value Each** 3 Comments:

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TQCN DOC# Affiliate		Dept.		Source		Location		Ref		Date	
TQCN_FTR-082190020 GST		GST	QAC	AChassis FPE			REG-GST		82242169		08/11/2008
Problem Area	Primary Model		Model Year Pro		Prod	luction Date Odor		meter VIN (confirm 17 o		haracters):	
Base Vehicle	Corolla			2009 2		200	008-02-07 191		3	1NXBU40E3	39 Z
Condition Title											
TPWS Sensor Inoperative											

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date	Optional Ref.	Optional Approval
5/17/2008		

Condition Description

TPWS MIL is flashing when first started then stays on solid

Diagnostic Steps:

- Confirm condition MIL is on
- Inspect data list data shows correct for temp for 4 sensor and correct for pressure for 3 sensor. 4th sensor reads 76 PSI and measured pressure is 35 PSI
- Use TPWS SST to determine incorrect sensor -
- Measure tire pressure for sensor reading 76 PSI actual pressure is 35 PSI
- Check sensor with TPWS SST shows correct temp but shows 52.9 PSI with sensor at atmospheric pressure

Probable Cause

Unknown

Part # 1:	Part # 2:	Part # 3:	Parts Disposition:	Parts Shipping Destination:
4260706011			Part(s) Available	CQE

Repair Process

• Replace VALVE SUB-ASSY, TIRE PRESSURE MONITOR



VALVE SUB-ASSY, TIRE PRESSURE MONITOR



Marking above ID code: 07A1712561

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TQCN DOC# Affiliate		Affiliate	Dept.	Dept.			Location		Ref		Date
TQCN_FTR-0821	90020	GST	QAChassis FPE REG-GST 8224216		82242169		08/11/2008				
Problem Area	Area Primary Model			Model Year	Model Year		Production Date		meter	VIN (confirm 17 characters):	
Base Vehicle	Corolla			2009		200	2008-02-07		3	1NXBU40E3	39Z
Condition Title											
TPWS Sensor Inoperative											

Attachment 1: Parts Recovery Control Sheet

Orig Tracking VIN

Do not type in SHADED fields. If the Final Destination field below Doc No. is "scrap", properly dispose of the part. CQE Eng: N/A Final Destination: SETR#: Importer: (Applies to TMC Shipments Deliver to: 住所: Only) Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Qty. Used Part Value Each Part Description 4260706011 VALVE SUB-ASSY, TIRE PRESSURE MONITOR 16.00 1 Comments: Part # 2: Part Description Qty. Used Part Value Each 2 Comments: Part # 3: Qty. Part Description **Used Part Value Each** 3 Comments: Part # 4: Part Description Qty. Used Part Value Each 4 Comments: Part # 5: Qty. **Used Part Value Each** Part Description 5 Comments: Part # 6: Qty. Used Part Value Each Part Description 6 Comments: Part # 7: Part Description Qty. **Used Part Value Each** \$ 7 Comments:

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TQCN DOC# Affiliate		Dept.	Dept. S			Location		Ref		Date	
TQCN_FTR-082200011 GST		GST	QAChassis FPI		FPE		REG-GST		82242169		08/11/2008
Problem Area	Primary Model		Model Year Pro		Prod	luction Date Odor		meter VIN (confirm 17 c		haracters):	
Base Vehicle	Vehicle Corolla			2009		200	08-01-24	226	60	1NXBU40E3	39Z
Condition Title											
TPWS Sensor Inoperative											

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date	Optional Ref.	Optional Approval
7/17/2008		

Condition Description

· Customer states that TPWS light is on

Diagnostic Steps:

- ♦ Confirm condition MIL is on
- ♦ Check techstream TPWS data list found one sensor showing 0 PSI
- Use TPWS SST to determine defective sensor –SST reads sensor and shows 0.0 PSI. Temp and battery level
 is correct
- ♦ Check actual tire pressure with gauge gauge indicates 30 PSI while SST shows 0.0 PSI

Probable Cause

Unknown

Part # 1:	Part # 2:	Part # 3:	Parts Disposition:	Parts Shipping Destination:
4260706011			Part(s) Available	CQE

Repair Process

• Replace VALVE SUB-ASSY, TIRE PRESSURE MONITOR







Marking above ID code: 0792500561

TQCN_FTR 03/18/2008 ver. 1.0 Page 1 of 2 1



TQCN DOC# Affiliate		Dept.		Source		Location		Ref		Date	
TQCN_FTR-082200011 GST		GST	QAChassis		FPE		REG-GST		82242169		08/11/2008
Problem Area	Primary Model		Model Year Pro		Prod	luction Date Odor		ometer VIN (confirm 17		haracters):	
Base Vehicle	Corolla			2009		2008-01-24		226	60	1NXBU40E3	89Z
Condition Title											
TPWS Sensor Inoperative											

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

Doc No.

VIN

N/A

Do not type in SHADED fields. If the **Final Destination** field below is "**scrap**", properly dispose of the part. **Final Destination:** CQE SETR#:

Deliver to: 住所:

Mr. N. Okumura, Chief Expert

Quality Div. Warranty Parts Room

TOYOTA MOTOR CORPORATION

Tel:

1 Toyota, Toyota-city, Aichi, 471-8571 Japan

Importer: (Applies to TMC Shipments

CQE Eng:

宛先:

Tel:

T-STAR

Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value

Part #1:Part DescriptionQty.Used Part Value Each4260706011VALVE SUB-ASSY, TIRE PRESSURE MONITOR1\$ 16.00

Comments:

1

Only)

TQCN_FTR 03/18/2008 ver. 1.0 Page 2 of 2 2



TQCN DOC# Affiliate		Dept.		Source		Location		Ref		Date	
TQCN_FTR-082410027 GST		GST	QAC	QAChassis FPE			REG-GST		82242169		08/29/2008
Problem Area	Primary Model		Model Year Prod		Prod	uction Date Odometer		neter	VIN (confirm 17 characters):		
Base Vehicle	Corolla			2009		2008-02-01		166	51	1NXBU40E0	92
Condition Title											
TPWS MIL On											

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date	Optional Ref.	Optional Approval
7/9/2008		

Condition Description

• Tire pressure warning light is on

Diagnostic Steps:

- ♦ Confirm condition warning light flashes then remains on while driving
- ♦ Use techstream to view data list one sensor not outputting a value
- ♦ Use TPWS SST to identify inoperative sensor
- ◆ Use TPWS SST to check inoperative sensor add air pressure t 30 PSI and drop to 20 PSI, allow SST to time out with no sensor detected and repeat process. Both times SST would time out with no sensor detected

Probable Cause

Unknown

Part # 1:	Part # 2:	Part # 3:	Parts Disposition:	Parts Shipping Destination:
4260706011			Part(s) Available	CQE

Repair Process

• Replace TPWS sensor







Number above ID code: 07S2512361

1

TQCN_FTR 03/18/2008 ver. 1.0 Page 1 of 2



TQCN DOC#		Affiliate	Dept.		Source		Location		Ref		Date
TQCN_FTR-0824	_FTR-082410027		QAC	Chassis FPE			REG-GST		82242169		08/29/2008
Problem Area	Primary Model		Model Year Pro		Prod	luction Date Odo		neter	VIN (confirm 17 characters):		
Base Vehicle	Vehicle Corolla		2009		200	2008-02-01 16		1	1NXBU40E0	92	
Condition Title											
TPWS MIL On											

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN

Do not type in SHADED fields. If the Final Destination field below Doc No. is "scrap", properly dispose of the part. CQE Eng: Final Destination: CQE SETR#: N/A Importer: (Applies to TMC Shipments Deliver to: 住所: Only) Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Parts Value Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Part # 1: Part Description Qty. Used Part Value Each 4260706011 VALVE SUB-ASSY, TIRE PRESSURE MONITOR \$ 1 Comments:

TQCN_FTR 03/18/2008 ver. 1.0 Page 2 of 2 2



TQCN DOC# Affiliate		Affiliate	Dept.		Source		Location		Ref		Date
TQCN_FTR-0824	20034	SET	QAC	hassis	FPE		REG-SET		81336065 0		09/12/2008
Problem Area	Primary Model		Model Year	el Year Pro		luction Date	Odoi	neter	VIN (confirm 17 characters):		
Base Vehicle	se Vehicle Corolla		2009 2		200	08-01-22 507		72 1NXBU40E8		89Z	
Condition Title											
Steering On-Center Feel											

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date	Optional Ref.	Optional Approval
7/1/2008		

Condition Description

Customer states that when driving above 50 mph, vehicle feels "squirrelly". States it wanders back and forth across the lane. He is constantly correcting the steering and feels it is unsafe. The customer is not happy.

Diagnostic Steps:

Tech confirmed characteristics described by the customer. Tire pressures were checked, as was the alignment. All were within specifications. Tech drove another similar vehicle with OEM Firestone tires, it did not exhibit as severe a driving characteristic as the vehicle previously had. Vehicle is currently equipped with Goodyear LS tires, size P197/65R15.

Probable Cause

Yet to be determined

Part # 1:	Part # 2:	Part # 3:	Parts Disposition:	Parts Shipping Destination:
GY12119655			No Part(s) Available	CQE

Repair Process

No repairs were performed.





TQCN_FTR 03/18/2008 ver. 1.0 Page 1 of 2 1



TQCN DOC# Af		Affiliate	Dept.		Source		Location		Ref		Date
TQCN_FTR-082420034		SET	QAChassis		FPE		REG-SET		81336065		09/12/2008
Problem Area Primary Model			Model Year		Prod	Production Date		neter	VIN (confirm 17 characters):		
Base Vehicle	Corolla			2009		200	2008-01-22		'2	1NXBU40E8	89Z
Condition Title											
Steering On-Cente	er Feel										

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN Do not type in SHADED fields. If the Final Destination field below is Doc No. "scrap", properly dispose of the part.

Fi	nal Destination:	CQE		SETR#:		CQE E	ng:	N/A	A	
lmp Onl	orter: (Applies to TMC)	Shipments	Delive	er to:			住戶	ī:		
Qua TO\	N. Okumura, Chief Expert lity Div. Warranty Parts Ro OTA MOTOR CORPORA Oyota, Toyota-city, Aichi, 4'	ATION	Attn: 宛先: Tel: Tel:							
T-S1										FOR CUSTOMS USE: Used
Note	e: If this FTR contains more			le in the report	containing VIN, pr	oduction da	ite, an	d odometer		Parts Value
_	Part # 1: GY12119655	Part Desc n/a	ription						Qty.	Used Part Value Each 0.00
1	Comments:	11/4								<u>, φ</u>
	Part # 2:	Part Desc	ription						Qty.	Used Part Value Each
2	Comments:									\$
	Part # 3:	Part Desc	ription						Qty.	Used Part Value Each
3	Comments:									Ψ
_	Part # 4:	Part Desc	ription						Qty.	Used Part Value Each
4	Comments:									ΙΨ
	Part # 5:	Part Desc	ription						Qty.	Used Part Value Each
5	Comments:									ΙΨ
	Part # 6:	Part Desc	ription						Qty.	Used Part Value Each
6	Comments:									ĮΨ
	Part # 7:	Part Desc	ription						Qty.	Used Part Value Each
7	Comments:									ĮΨ

TQCN_FTR 03/18/2008 ver. 1.0 Page 2 of 2 2



TQCN DOC#	Affiliate	Dept.		Source		Dealer Code	Ref	Date
TQCN_DPR-082260030	TMS	QAChassis		MDT/DS		19063	81265570	09/22/2008
Dealer Name		Dealer City			Sta	te	Region	
DARCARS TOY. OF FREE	DERICK	FREDERICK			MI	D	CAT	
Primary Model		Model Year	Production Date O			ometer	VIN	
Corolla		2009 21-MAY-08		3500 mi		1NXBU40E39Z		
Condition Title								
Steering								

Repair Date	Optional Ref.	Applicable DTC Code(s)
8/13/2008		U0100

Condition Description

• Customer states that vehicle started shaking then check engine light came on along with VSC light.

Diagnostic Steps:

Hooked scan tool up and retrieved codes. When codes were retrieved only code was for EMPS. No engine
codes or any other codes were found.

Probable Cause

Unknown.				
Part # 1:	Part # 2:	Part # 3:	Parts Available on Request:	Parts Shipping Destination:
rait# i.	Part# 2.	Part # 3.	Parts Available on Request.	Parts Shipping Destination.
8965002300			No part available	CQE

Repair Process

1100000		
Cleared codes test drove. Code	e did not come back.	

TQCN_DPR 03/21/2008 Page 1 of 2 1



TQCN DOC#	Affiliate	Dept.		Source		Dealer Code	Ref	Date
TQCN_DPR-082260030	TMS	QAChassis		MDT/DS		19063	81265570	09/22/2008
Dealer Name		Dealer City			Sta	te	Region	
DARCARS TOY. OF FREE	DERICK	FREDERICK	(N			D	CAT	
Primary Model		Model Year	Prod	oduction Date C		ometer	VIN	
Corolla		2009 21-MAY-08			3500 mi		1NXBU40E39Z	
Condition Title								
Steering								

Do	achment 1: Parts	ls. If the Final De			Orig Tracking VIN					
is "s	scrap", properly dispose	of the part.			Doc No.					
Fi	inal Destination:	CQE		SETR#:		CQE Eng: N				
lmp Onl	orter: (Applies to TMC y)	Shipments	Delive	r to:			住所:			
	N. Okumura, Chief Expe ality Div. Warranty Parts F		Attn:				宛先:			
TO	YOTA MOTOR CORPOR	RATION	Tel:				Tel:			
Jap										
T-S	TAR IIII									
Note	e: If this FTR contains more	e than one VIN, cr	eate a tab	le in the report	containing VIN, p	production da	ate, and oc	lometer		FOR CUSTOMS USE: Used Parts Value Each
1	Part # 1: 8965002300	Part Desc COMPU	•	SSY, POWER	R STEERING			Qty	'. 1 \$	Used Part Value Each 70.46
•	Comments:									
	Part # 2:	Part Desc	ription					Qty	·. \$	Used Part Value Each
2	Comments:	'						<u>'</u>		
	Part # 3:	Part Desc	ription					Qty	'. \$	Used Part Value Each
3	Comments:							·		
	Part # 4:	Part Desc	ription					Qty	'. \$	Used Part Value Each
4	Comments:	•						•		
_	Part # 5:	Part Desc	ription					Qty	'. \$	Used Part Value Each
5	Comments:								IΨ	
e	Part # 6:	Part Desc	ription					Qty	'. \$	Used Part Value Each
6	Comments:									

TQCN_DPR 03/21/2008 Page 2 of 2 2



TQCN DOC# A		Affiliate	Dept.		Source		Location		Ref		Date
TQCN_FTR-082620002		TMS	QAChassis		PE		TMS		82242169		09/25/2008
Problem Area	Problem Area Primary Model			Model Year		Proc	oduction Date		neter	VIN (confirm 17 c	haracters):
Base Vehicle	cle Corolla			2009		200	2008-01-22		5	1NXBE40E2	292
Condition Title											
TPWS Light ON											

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date	Optional Ref.	Optional Approval
9/15/2008		

Condition Description

• TPWS Light ON

Diagnostic Steps:

- Inspected Vehicle
- Confirmed Condition
- DTC: C2142-Transmitter ID2 Error
- Found TPWS Transmitter ID2 Reading 79.9 PSI Using TPWS Reader/Tester Tool, Tire Pressure Was At 32 PSI Using Tire Pressure Gauge
- Vehicle Has Factory Allow Wheels

Probable Cause

 Unknown 				
Part # 1:	Part # 2:	Part # 3:	Parts Disposition:	Parts Shipping Destination:
4260706011			Part(s) Available	CQE

Repair Process

- Replaced TPWS Sensor
- Registered Sensor
- Initialized TPWS
- Problem Eliminated.
- Recovered TPWS Sensor



TPWS Sensor ID Numbers On Sensor: 0792511561 C8B52F4

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TQCN DOC# Af		Affiliate	Dept.		Source		Location		Ref		Date
TQCN_FTR-082620002		TMS	QAChassis		PE		TMS		82242169		09/25/2008
Problem Area	Problem Area Primary Model			Model Year		Proc	oduction Date		neter	VIN (confirm 17 c	haracters):
Base Vehicle	cle Corolla			2009		200	2008-01-22		5	1NXBE40E2	292
Condition Title											
TPWS Light ON											

Attachment 1: Parts Recovery Control Sheet

Orig Tracking VIN

Tel:

Do not type in SHADED fields. If the **Final Destination** field below is "**scrap**", properly dispose of the part.

Tel:

Doc No.

Final Destination: CQE SETR#: CQE Eng: N/A

Importer: (Applies to TMC Shipments Only)

Mr. N. Okumura, Chief Expert

Attn: 宛先:

Mr. N. Okumura, Chief Expert
Quality Div. Warranty Parts Room
TOYOTA MOTOR CORPORATION
1 Toyota, Toyota-city, Aichi, 471-8571
Japan

T-STAR

Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

Parts Value
Parts Value

Part # 1:
4260706011
Comments:

Part Description
VALVE SUB-ASSY, TIRE PRESSURE MONITOR

Qty.
1 Sed Part Value Each
1 \$ 16.00

TQCN_FTR 03/18/2008 ver. 1.0 Page 2 of 2 2



TQCN DOC#		Affiliate Dept.			Source		Location		Ref		Date
TQCN_FTR-0824	90013	GST	GST QAEle		FTS		REG-GST		82805493		10/06/2008
Problem Area	Primary M	del Model Year				Production Date		Odo	Odometer VIN (confirm 1		haracters):
Base Vehicle	Corolla	orolla		2009 200		08-08-06	455		1NXBU40E6	69Z	
Condition Title											
Noise When Turning Steering Wheel - Spiral Cable											

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date	Optional Ref.	Optional Approval	
9/3/2008			

Condition Description

Click/grind type noise heard when turning the steering wheel. Noise gets louder with temperature.

Diagnostic Steps:

- Problem was isolated to the upper part of the steering column.
- Clearance between the steering wheel and the column covers was inspected and no interference was found.
- Steering wheel was removed and the spiral cable removed and the vehicle was re-assembled and driven. The noise was not present.

Probable Cause

Unknown

Part # 1:	Part # 2:	Part # 3:	Parts Disposition:	Parts Shipping Destination:
843060E010			Manual Part Return	CQE

Repair Process

Replacing the spiral cable corrected the concern.



A03 77A236 0E010

WZP E85 0266

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7

Comments:



TQCN DOC#		Affiliate Dept.		Source			Location		Ref		Date
TQCN_FTR-0824	90013	GST	Γ QAElect		FTS		REG-GST		82805493		10/06/2008
Problem Area	Primary M	del Mod		Model Year	Proc		luction Date	Odometer		VIN (confirm 17 characters):	
Base Vehicle	Corolla	a		2009 20		200	08-08-06	-08-06 455		1NXBU40E69Z	
Condition Title											
Noise When Turning Steering Wheel - Spiral Cable											

Attachment 1: Parts Recovery Control Sheet

Orig Tracking VIN

Do not type in SHADED fields. If the **Final Destination** field below is "**scrap**", properly dispose of the part.

Doc No.

CQE Eng: N/A **Final Destination:** SETR#: CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Only) Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: TOYOTA MOTOR CORPORATION Tel: 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Parts Value Qty. Part # 1: Part Description Used Part Value Each 843060E010 CABLE SUB-ASSY, SPIRAL 40.96 1 Comments: Qty. Used Part Value Each Part # 2: Part Description 2 Comments: Qty. Used Part Value Each Part # 3: Part Description 3 Comments: Qty. Used Part Value Each Part # 4: Part Description 4 Comments: Part # 5: Qty. Used Part Value Each **Part Description** 5 Comments: Part # 6: **Part Description** Qty. **Used Part Value Each** 6 Comments: Part # 7: Part Description Qty. Used Part Value Each \$

TQCN_FTR 03/18/2008 ver. 1.0 Page 2 of 2 2



TQCN DOC#	Affiliate Dept.			Source		Dealer Code	Ref	Date
TQCN_DPR-082460017	TMS	QAChassis		MDT/DS	IDT/DS		81356264	10/07/2008
Dealer Name Dealer City			State		Region			
KENDALL TOYOTA-SCION EUGENE			OR		PTL			
Primary Model		Model Year	Prod	luction Date	ction Date Odometer		VIN	
Corolla		2009	23-	JAN-08	5077 mi		1NXBU40E89Z	
Condition Title								
Steering clunk noise								

Repair Date	Optional Ref.	Applicable DTC Code(s)
8/29/2008		

Condition Description

• CUSTOMER STATES THAT THERE IS A "CLUNK" IN THE STEERING WHEEL AS THE STEERING WHEEL WAS TURNED.

Diagnostic Steps:

- INSPECTED STEERING RACK AND MOUNTS TO SUB FRAME AND NO OBVIOUS PROBLEM COULD BE SEEN
- ALSO INSPECTED INTERMEDIATE STEERING SHAFT BUT NO PROBLEM FOUND.

Probable Cause

UNKNOWN CAUSE FOR THE CONDITION.							
Part # 1:	Part # 2:	Part # 3:	Parts Available on Request:	Parts Shipping Destination:			
4522102070	4525002820	4589712020	Available upon request	CQE			

Repair Process

TQCN_DPR 03/21/2008 Page 1 of 2 1



TQCN DOC#	Affiliate Dept.			Source		Dealer Code	Ref	Date
TQCN_DPR-082460017	TMS	QAChassis	MDT/DS			36085	81356264	10/07/2008
Dealer Name Dealer City					Sta	te	Region	
KENDALL TOYOTA-SCION EUGENE			OR		PTL			
Primary Model		Model Year	Prod	duction Date	Odometer		VIN	
Corolla	Corolla 2009 23		23-	JAN-08	5077 mi		1NXBU40E89Z	
Condition Title								
Steering clunk noise								

Do	achment 1: Parts	ls. If the Final De		Orig Tracking VIN							
	scrap", properly dispose	Doc No.									
Fi	nal Destination:	CQE	CQE SETR#:			CQE E	ng:	N/A			
Importer: (Applies to TMC Shipments Only)				r to:			住所:				
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room			Attn:	Attn: 宛先:							
TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571			Tel:	Tel:							
Jap											
T-S	TAR IIII								Ш		
Note	e: If this FTR contains more	e than one VIN, cr	eate a tabl	e in the report	containing VIN,	production da	ate, and o	dometer		FOR CUSTOMS USE: Used Parts Value Each	
1	Part # 1: 4522102070	Part Desc SHAFT,	•	ING INTERN	MEDIATE			Qty.		Used Part Value Each 25.53	
•	Comments:										
	Part # 2: 4525002820	Part Desc	•	. ELECTRIC	POWER ST	EERING		Qty.		Used Part Value Each	
2	Comments:			,					Į.		
	Part # 3:	Part Desc	•	10.1.001/				Qty.		Used Part Value Each	
3	4589712020 Comments:	BOLI, S	SIEEKIN	IG LOCK					\$	0.48	
	Part # 4:	Part Desc	ription					Qty.		Used Part Value Each	
4	Comments:								\$		
	Part # 5:	Part Desc	ription					Qty.		Used Part Value Each	
5	Comments:								\$		
6	Part # 6:	Part Desc	ription					Qty.	.	Used Part Value Each	
Comments:											

TQCN_DPR 03/21/2008 Page 2 of 2 2



TQCN DOC#	Affiliate		Dept.	Source	Location	Ref Date	
TQCN_FTR-082730071 TMS		QAChassis	FPE	TMS	81195092	10/07/2008	
Problem Area	Primary Model		Model Year	Production Date	Odometer	VIN (confirm 17 characters):	
Base Vehicle	Corolla		2009	2008-06-25	1834	2T1BU40E49C	
Condition Title							
Tire Vibration at Highway Speeds							

Do not type in YELLOW shaded fields - Input data from Web page or RDM:

	- 71	The second secon					
Repair Date	Optional Ref.	Optional Approval					
9/10/2008							

Condition Description

Customer states car shakes at highway speeds

Diagnostic Steps:

- 1. Technician verified the customer's complaint
- 2. Tech inspected wheel assemblies. All weights were on wheels and wheels did not look damaged
- 3. Tech checked balance and RFV of all 4 wheels
- 4. Below measurements before repair

Wheel	Inner	Outer	RFV
RF	25g	45g	10 lbs
LF	10g	30g	9 lbs
RR	0	0	11 lbs
LR	60g	70g	9 lbs

Probable Cause

Unknown

Part # 1:	Part # 2:	Part # 3:	Parts Disposition:	Parts Shipping Destination:
N/A			No Part(s) Available	CQE

Repair Process

Tech balanced all wheels to '0'.

No RFV adjustment was necessary



PDF printouts of balance/RFV data before and after adjustment.

Attachment 1: PRCS



TQCN DOC# Affiliate		Dept.	Source	Location	Ref	Date		
TQCN_FTR-082730071		TMS	QAChassis	FPE	TMS	81195092	10/07/2008	
Problem Area Primary Model		Model Year	Production Date	Odometer	VIN (confirm 17 characters):			
Base Vehicle	Base Vehicle Corolla		2009	2008-06-25	1834	2T1BU40E49C		
Condition Title	Condition Title							
Tire Vibration at H	lighway S	speeds						

Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN



Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Doc No

"sci	ap", properly dispose of	the part.			DOC NO.					
Fi	nal Destination:	CQE		SETR#:		CQE E	ng:	N/A	4	
lmp Onl	orter: (Applies to TMC : y)	Shipments	Delive	Deliver to: 住所:						
Qua	N. Okumura, Chief Exper lity Div. Warranty Parts F	Room	Attn:	7676						
	OTA MOTOR CORPOR		1 61.				Tel:			
	oyota, Toyota-city, Aichi,	471-8571								
Japa	an									
T-S1	AR III									
Note	e: If this FTR contains more	e than one VIN, cre	eate a tab	le in the report	containing VIN, pro	oduction da	te, and o	dometer		FOR CUSTOMS USE: Used Parts Value
	Part # 1:	Part Desc	ription						Qty.	Used Part Value Each
1	N/A Comments:	n/a							1	\$ 0.00
	Comments.									
_	Part # 2:	Part Desc	cription						Qty.	Used Part Value Each
2	Comments:								•	
	Part # 3:	Part Desc	ription						Qty.	Used Part Value Each
3	O a mara a mata a									\$
	Comments:									
	Part # 4:	Part Desc	ription						Qty.	Used Part Value Each
4	Comments:									\$
	Part # 5:	Part Desc	ription						Qty.	Used Part Value Each
5										\$
	Comments:									



TQCN DOC#		Affiliate	Dept.		Source		Location		Ref		Date
TQCN_FTR-082800015		TMS	QAC	Chassis FTS			REG-LA		82815531		10/07/2008
Problem Area	Primary Model			Model Year Prod		luction Date	Odometer		VIN (confirm 17 characters):		
Base Vehicle	Corolla			2009 20		200	08-07-16 2,22		23	1NXBU40E8	39Z
Condition Title											
Steering Column I	Rattle.										

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date	Optional Ref.	Optional Approval
9/5/2008		

Condition Description

• Customer states rattle noise can be heard from behind Dash Pad area while driving vehicle.

Diagnostic Steps:

- Test drove vehicle on rough roads to duplicate concern.
- Pinpointed noise to Steering Column Assy.
- Noise was coming from inside column.

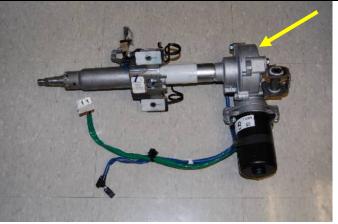
Probable Cause

Root cause unknown.										
Part # 1:	Part # 2:	Part # 3:	Parts Disposition:	Parts Shipping Destination:						
4525002820			No Part(s) Available	CQE						

Repair Process

Replaced Steering Column Assy.





Noise was from inside marked area.





TQCN_FTR 03/18/2008 ver. 1.0 Page 1 of 2 1



TQCN DOC#		Affiliate	Dept.		Source		Location		Ref		Date
TQCN_FTR-082800015		TMS	QAC	QAChassis			REG-LA		82815531		10/07/2008
Problem Area Primary Model				Model Year		Prod	Production Date		meter	VIN (confirm 17 characters):	
Base Vehicle	Corolla			2009 20		200	08-07-16 2,2		23	1NXBU40E8	89Z
Condition Title											
Steering Column I	Rattle.										

Attachment 1: Parts Recovery Control Sheet

Orig Tracking VIN

Doc No.

Do not type in SHADED fields. If the **Final Destination** field below is "**scrap**", properly dispose of the part.

CQE Eng: **Final Destination:** SETR#: N/A CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Only) Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: TOYOTA MOTOR CORPORATION Tel: 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Parts Value Qty. Part # 1: Part Description Used Part Value Each 4525002820 COLUMN ASSY, ELECTRIC POWER STEERING 178.70 1 Comments: Qty. Used Part Value Each Part # 2: Part Description 2 Comments: Qty. Used Part Value Each Part # 3: Part Description 3 Comments: Qty. Used Part Value Each Part # 4: Part Description 4 Comments: Part # 5: Qty. Used Part Value Each **Part Description** 5 Comments: Part # 6: **Part Description** Qty. **Used Part Value Each** 6 Comments: Part # 7: Part Description Qty. Used Part Value Each \$ 7 Comments:

TQCN_FTR 03/18/2008 ver. 1.0 Page 2 of 2 2



TQCN DOC#		Affiliate	Dept.		Source		Location		Ref		Date	
TQCN_FTR-082890017		GST	QAC	AChassis FPE			REG-GST		82242169		10/16/2008	
Problem Area Primary Model				Model Year P		Prod	duction Date Odd		neter	VIN (confirm 17 c	haracters):	
Base Vehicle	Vehicle Corolla			2009 2008-01-22			101	33	1NXBU40E1	192		
Condition Title												
TPWS Sensor	TPWS Sensor											

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date	Optional Ref.	Optional Approval
8/16/2008		

Condition Description

Customer states that the tire pressure warning light is on

Diagnostic Steps:

- ♦ Confirm condition warning light flashes then remains on while driving
- ♦ Use techstream to view data list one sensor not outputting a value
- ♦ Use TPWS SST to identify inoperative sensor
- ♦ Use TPWS SST to check inoperative sensor add air pressure to 30 PSI and drop to 20 PSI, allow SST to time out with no sensor detected and repeat process. Both times SST would time out with no sensor detected

Probable Cause

Unknown

Part # 1:	Part # 2:	Part # 3:	Parts Disposition:	Parts Shipping Destination:
4260706011			Manual Part Return	CQE

Repair Process

• Replace TPWS Sensor







Marking above ID # 0792511561

TQCN_FTR 03/18/2008 ver. 1.0 Page 1 of 2 1



TQCN DOC#		Affiliate	Dept.		Source		Location		Ref		Date
TQCN_FTR-082890017		GST	QAC	AChassis FPE			REG-GST		82242169		10/16/2008
Problem Area Primary Model				Model Year Prod		luction Date	ate Odometer		VIN (confirm 17 c	haracters):	
Base Vehicle	Corolla			2009 2008-01-22			101	33	1NXBU40E1	92	
Condition Title											
TPWS Sensor											

Attachment 1: Parts Recovery Control Sheet

Orig Tracking VIN

Do not type in SHADED fields. If the **Final Destination** field below is "**scrap**", properly dispose of the part.

Doc No.

	c.up , proporty alopses	<u> </u>			5		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
Fi	nal Destination:	CQE		SETR#:		CQE E	ng: N/	Ą	
Imp Onl	orter: (Applies to TMC y)	Shipments	Delive	er to:			住所:		
	N. Okumura, Chief Expe		Attn:				宛先:		
TO	ality Div. Warranty Parts I YOTA MOTOR CORPOR Dyota, Toyota-city, Aichi,	RATION	Tel:			Tel:			
Japan									
T-S	TAR IIIII								
Note	e: If this FTR contains more	e than one VIN, cre	eate a table in the report containing VIN, production date, and						FOR CUSTOMS USE: Used Parts Value
4	Part # 1: 4260706011	Part Desc VALVE		SSY, TIRE PI	RESSURE MOI	NITOR		Qty.	Used Part Value Each \$ 16.00
	Comments:								

TQCN_FTR 03/18/2008 ver. 1.0 Page 2 of 2 2



TQCN DOC#		Affiliate	Dept.	Sour			Location		Ref		Date
TQCN_FTR-082900019		GST	QAC	QAChassis			REG-GST		82242169		10/16/2008
Problem Area Primary Model			Model Year Pro		Proc	duction Date	Odometer		VIN (confirm 17 characters):		
Base Vehicle	Base Vehicle Corolla			2009		200	008-01-29 67		6747 1NXBE40E		92
Condition Title	Condition Title										
Tire Pressure War	Tire Pressure Waning System MIL										

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date	Optional Ref.	Optional Approval
8/26/2008		

Condition Description

• Customer states that the tire pressure warning light is on.

Diagnostic Steps:

- ♦ Confirm condition warning light flashes then remains on while driving
- ♦ Use techstream to view data list one sensor not outputting a value
- ♦ Use TPWS SST to identify inoperative sensor
- ◆ Use TPWS SST to check inoperative sensor Inflate tire to 30 psi sensor ID output and pressure shows 79.9 PSI, check at 20 PSI – output pressure of 79.9 PSI, drop pressure 0 PSI and reading is still 79.9 PSI. Temp shows correct temperature and battery shows OK.

Probable Cause

Unknown

Part # 1:	Part # 2:	Part # 3:	Parts Disposition:	Parts Shipping Destination:
4260706011			Manual Part Return	CQE

Repair Process

• Replace tire pressure sensor



Tire pressure sensor



Number above ID#: 0792512361

TQCN_FTR 03/18/2008 ver. 1.0 Page 1 of 2 1



TQCN DOC#	Affiliate	Dept.		Source		Location		Ref		Date		
TQCN_FTR-0829	GST	QAC	QAChassis			REG-GST		82242169		10/16/2008		
Problem Area Primary Model				Model Year		Prod	Production Date		Odometer VIN (confirm 1		haracters):	
Base Vehicle	Corolla		2009			200	2008-01-29		7	1NXBE40E9	92	
Condition Title	Condition Title											
Tire Pressure War	Tire Pressure Waning System MIL											

Orig Tracking Attachment 1: Parts Recovery Control Sheet VIN Do not type in SHADED fields. If the Final Destination field below Doc No. is "scrap", properly dispose of the part. CQE Eng: Final Destination: CQE SETR#: N/A Importer: (Applies to TMC Shipments Deliver to: 住所: Only) Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Parts Value Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Part # 1: Part Description Qty. Used Part Value Each 4260706011 VALVE SUB-ASSY, TIRE PRESSURE MONITOR 1 Comments: Part # 2: Used Part Value Each Part Description Qty. 2 Comments: Part # 3: Part Description Qty. Used Part Value Each 3 Comments: Part # 4: Part Description Qty. Used Part Value Each 4 Comments: Used Part Value Each Part # 5: Part Description Qty. 5 Comments: Qty. Part # 6: Part Description **Used Part Value Each** 6 Comments: Part # 7: Part Description Qty. Used Part Value Each 7 Comments:

TQCN_FTR 03/18/2008 ver. 1.0 Page 2 of 2 2



TQCN DOC#		Affiliate	Dept.		Source		Location		Ref		Date
TQCN_FTR-082950040		GST	QAC	hassis	sis FPE		REG-GST		82242169		10/24/2008
Problem Area	Problem Area Primary Model		Model Year Prod		luction Date	Odometer		VIN (confirm 17 characters):			
Base Vehicle	Base Vehicle Corolla			2009		200	2008-06-03		'9	1NXBU40E4	·9Z
Condition Title											
TPWS Sensor											

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date	Optional Ref.	Optional Approval
8/14/2008		

Condition Description

• Customer states that the tire pressure warning light is on.

Diagnostic Steps:

- ♦ Confirm condition warning light flashes then remains on while driving
- ♦ Use techstream to view data list one sensor not outputting a value
- ♦ Use TPWS SST to identify inoperative sensor
- ◆ Use TPWS SST to check inoperative sensor add air pressure to 30 PSI and drop to 20 PSI, allow SST to time out with no sensor detected and repeat process twice. All three times SST would time out with no sensor detected

Probable Cause

Unknown

Part # 1:	Part # 2:	Part # 3:	Parts Disposition:	Parts Shipping Destination:
4260706011			Manual Part Return	CQE

Repair Process

• Replace tire pressure sensor



TPWS Sensor



Marking on sensor: 0821311361 A904377

TQCN_FTR 03/18/2008 ver. 1.0 Page 1 of 2 1



TQCN DOC#		Affiliate	Dept.	Sou			Location		Ref		Date
TQCN_FTR-082950040		GST	QAC	QAChassis			REG-GST		82242169		10/24/2008
Problem Area	Problem Area Primary Model			Model Year Pro		Prod	uction Date Odon		neter	VIN (confirm 17 c	haracters):
Base Vehicle	Base Vehicle Corolla			2009 2		200	08-06-03 17		1779 1NXBU40E		92
Condition Title											
TPWS Sensor											

Attachment 1: Parts Recovery Control Sheet

Orig Tracking VIN

Do not type in SHADED fields. If the Final Destination field below

Doc No. is "scrap", properly dispose of the part. CQE Eng: SETR#: N/A

Final Destination: Importer: (Applies to TMC Shipments Deliver to: 住所: Only) Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Part Description Qty. Used Part Value Each VALVE SUB-ASSY, TIRE PRESSURE MONITOR 4260706011 16.00 1 Comments:

Page 2 of 2 2 TQCN_FTR 03/18/2008 ver. 1.0



TQCN DOC#	Affiliate	Dept.	Source			Dealer Code	Ref	Date
TQCN_DPR-082900033	TMS	QAChassis		MDT/DS		31035	81195084	10/24/2008
Dealer Name	Dealer City			Sta	te	Region		
NORTHWAY MOTOR CAR	₹	LATHAM			N	1	NYR	
Primary Model		Model Year Production Date			Odometer		VIN	
Corolla		2009	9 12-SEP-08		202 mi		1NXBU40E59Z	
Condition Title								
noise from EPS motor								

Repair Date	Optional Ref.	Applicable DTC Code(s)
10/16/2008		N, NNE

Condition Description

Customer states metallic scrape noise in steering wheel at slow speeds in parking lot maneuvers.

Diagnostic Steps:

- 1. Technician road tested vehicle and verified customer concern.
- 2. Technician found very faint noise from electric motor when turning wheel.
- 3. Technician compared to like vehicle and found same condition occurring.

Probable Cause

Characteristic of vehicle

Part # 1:	Part # 2:	Part # 3:	Parts Available on Request:	Parts Shipping Destination:									
4525002820			No part available	CQE									
Repair Process													
Technician did not perform any repairs as this appears to be a characteristic of design however customer was still													
concerned with noise.													

TQCN_DPR 03/21/2008 Page 1 of 2 1



TQCN DOC#	Affiliate	Dept.		Source		Dealer Code	Ref	Date
TQCN_DPR-082900033	TMS	QAChassis	MDT/DS			31035	81195084	10/24/2008
Dealer Name		Dealer City		Sta	te	Region		
NORTHWAY MOTOR CAI	3	LATHAM			N	(NYR	
Primary Model		Model Year	Production Date		Ode	ometer	VIN	
Corolla		2009	12-	SEP-08	20	2 mi	1NXBU40E59Z	
Condition Title								
noise from EPS motor								

Do	Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.				Orig Tracking VIN Doc No.	200000000000000000000000000000000000000				
		-			DOC NO.					
Fi	inal Destination:	CQE		SETR#:		CQE E	ng:	N/A		
Imp Onl	oorter: (Applies to TMC : y)	Shipments	Delive	r to:			住所:			
Mr.	N. Okumura, Chief Expe	rt	Attn:				宛先:			
Qua	ality Div. Warranty Parts F	Room								
TO'	YOTA MOTOR CORPOR	ATION	Tel:				Tel:			
	oyota, Toyota-city, Aichi,	471-8571								
Jap	an									
	~									-10
T-S	TAR								Ш	
Note	e: If this FTR contains more	e than one VIN, cr	eate a tab	le in the report	containing VIN,	production da	ite, and od	ometer		FOR CUSTOMS USE: Used Parts Value Each
	Part # 1:	Part Desc	•	, EL ESTRIS				Qty.		Used Part Value Each
1	4525002820 Comments:	COLUM	N ASSY	, ELECTRIC	POWER ST	EERING		1	\$	178.7
	Commonic.									
	Part # 2:	Part Desc	ription					Qty.	\$	Used Part Value Each
2	Comments:								ĮΨ	
	Part # 3:	Part Desc	ription					Qty.		Used Part Value Each
3	Comments:								\$	
	Comments:									
	Part # 4:	Part Desc	ription					Qty.		Used Part Value Each
4									\$	
•	Comments:									
	Part # 5:	Part Desc	ription					Qty.		Used Part Value Each
5									\$	
	Comments:									
	Part # 6:	Part Desc	ription					Qty.		Used Part Value Each
6									\$	
	Comments:									

TQCN_DPR 03/21/2008 Page 2 of 2 2



TQCN DOC#			Affiliat	е	Dept.				Date
TQCN_FTR-083190043			TMS		QAChassis				11/19/2008
Primary Model		Model Yea	ır	Produ	ction Date	Odometer	VIN (confirm 17 characte	ers):	
Corolla 2009				2008	3-09-02	6	JTDBL40E49J		
Source Location				Pr	roblem Area		Repair Date		
FPE	TMS			В	ase Vehicle	Э	10/6/2008		
Part # 1:	Part # 2:			Pa	art # 3:		Parts Destination:	Pa	rts Available:
8965012410							CQE	Pa	art(s) Available
Condition Title							Ref		
EPS DTCs: C1552, C1554	PIG Powe	er Supply Voltage Malfunction)				8141	6599		

Condition Description

PDI tech noted poor steering assist and multiple warning lights.

Diagnostic Steps:

- 1) Techstream was used to recover DTCs: C1552, C1554, and C1555.
- 2) DTCs indicated "PIG" power supply concern.
- 3) Check of live data revealed PIG = 0V.
- 4) Fuses were checked and were found OK.
- 5) Voltage at PIG terminal of EPS ECU was checked by backprobing with a voltmeter and indicted 13.92 volts. GND at EPS ECU was also found OK using a voltmeter.
- 6) PIG and GND terminals at EPS ECU were inspected and appeared to be making good contact with ECU pins.

Probable Cause

EPS ECU internal failure

Repair Process

EPS ECU was replaced to correct the concern.





EPS ECU Supplier/Serial

8 K 29

EPS ECU date code

13.92 V was measured at PIG terminal of EPS ECU. GND also checked OK.

EPS ECU (above) was replaced to eliminate the DTCs.

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Part # 7:

Comments:



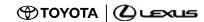
Qty.

Used Part Value Each

FIE	IELD TECHNICAL REPORT													
TQCN	DOC#			Con	dition Title							Date		
TQC	N_FTR-083190043			EP	S DTCs: C	1552,	C1554, C	1555	(PIG Po	ower Supp	oly	11/	19/2008	
	ry Model		Model Year		Production D		Odometer			rm 17 charac	ters):			
Cord	olla	2	2009		2008-09-	02	6		JTDBL	40E49J				
						Orig	g cking							
							-	III				11111111	111 11 111	
Att	tachment 1: Parts	Recover	ry Con	tro	Sheet	VIN		. I I.						
	not type in SHADED field scrap", properly dispose		al Destina	ation	field below	Doc	: No.	I						
15 3	scrap , properly dispose	or trie part.						į.					11 11 11 11 11	
Fi	nal Destination:	CQE			SETR#:			CQ	E Eng:	N.	/A			
	orter: (Applies to TMC	Shipments	Del	iver	to:				併	<u>-</u> 听: [
Onl	ly)													
			Attr	า:[宛	七:[]				
	N. Okumura, Chief Expe													
	ality Div. Warranty Parts I YOTA MOTOR CORPOR		Tel:	:					Te	l:[]				
	oyota, Toyota-city, Aichi,													
Jap	•	471 0071												
T-S	TAR III													
	sillul			ш				-					-	
Note	e: If this FTR contains more	e than one VIN	N, create a	table	e in the report	conta	ining VIN, p	roduct	tion date,	and odomet	er	FOR	CUSTOMS USE Parts Value	: Used
1	Part # 1:		Description								Qty.		sed Part Value	e Each
'	8965012410	CON	MPUTE	R A	SSY, POV	VER :	STEERIN	NG			1	\$	70.46	<u>`</u>
	Comments:													
2	Part # 2:	Part I	Descriptio	n							Qty.		sed Part Value	e Each
_	Comments:											\$		
3	Part # 3:	Part I	Descriptio	n							Qty.		sed Part Value	e Each
	Comments:											\$		
4	Part # 4:	Part I	Descriptio	n							Qty.	\$	sed Part Value	e Each
	Comments:											Ψ		
			.								0.			
5	Part # 5:	Part	Descriptio	n							Qty.	\$	sed Part Value	e Each
	Comments:											Ψ		
	Port # 6:	Dort I	Dogorinti-	<u> </u>							Oty	11.	and Bort Value	o Fook
6	Part # 6:	Part	Descriptio	11							Qty.	\$	sed Part Value	# Each
	Comments:											Ψ		

Page 2 of 2 TQCN_FTR 09/25/2008 ver. 2.1C

Part Description



TQCN DOC#			Affiliat	е	Dept.				Date
TQCN_FTR-083430058			GST		QAChas	sis			12/16/2008
Primary Model		Model Yea	ır	Produc	ction Date	Odometer	VIN (confirm 17 characte	ers):	•
Corolla 200				2008	3-01-28	2449	2449 1NXBU40E89Z		
Source Location				Pr	roblem Area	blem Area Repa			
FPE	REG-GS	T		В	ase Vehicle	Э	9/20/2008		
Part # 1:	Part # 2:			Pa	art # 3:		Parts Destination:	Pa	rts Available:
4260706011							2790	М	anual Part Return
Condition Title								Ref	
TPMS MIL "ON"								8224	12169

Condition Description

Customer states that the tire pressure warning light is on

Diagnostic Steps:

- ♦ Confirm condition warning light flashes then remains on while driving
- ♦ Use Techstream to view data list one sensor not outputting a value
- ♦ Use TPMS SST to identify inoperative sensor

Use TPWS SST to check inoperative sensor – add air pressure to 30 PSI and drop to 20 PSI, allow SST to time out with no sensor detected and repeat process twice. All three times SST would time out with no sensor detected

Probable Cause

Unknown

Repair Process



TQCN_FTR 09/25/2008 ver. 2.1C Page 1 of 2



TQCN DOC#		Cond	dition Title			Date
TQCN_FTR-083430058		TPI	MS MIL "ON"			12/16/2008
Primary Model	Model Year		Production Date	Odometer	VIN (confirm 17 characters):	
Corolla	2009		2008-01-28	2449	1NXBU40E89Z	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below

VIN

is "scrap", properly dispose of the part.									Ш		I.		
Fi	nal Destination:	2790		SETR#:		CQE E	ng:	N/A					
lmp Onl	orter: (Applies to TMC y)	Shipments	Delive	er to:			住所	:[]					
Qua TO\	N. Okumura, Chief Expe dity Div. Warranty Parts OTA MOTOR CORPOF byota, Toyota-city, Aichi, an	Room RATION	Attn:]			宛先 Tel:						
T-S1	AR IIIII												
Note	e: If this FTR contains mor	e than one VIN, cr	eate a tal	ble in the report	t containing VIN, p	roduction d	ate, an	d odometer		FOR	CUSTOM Parts	S USE: Use /alue	ed
1	Part # 1: 4260706011 Comments:	Part Desc VALVE		ASSY, TIRE	PRESSURE	MONITO	OR	Q	ty. 1	\$ \$		Value Ea 6.00	ch
2	Part # 2:	Part Desc	cription					C	Qty.	υ \$	sed Part	Value Ea	ch
	Comments:												
3	Part # 3:	Part Desc	cription					G	Qty.	υ \$	sed Part	Value Ea	ch
	Comments:												
4	Part # 4:	Part Desc	cription					C	Qty.	υ \$	sed Part	Value Ea	ch
	Comments:							•					
5	Part # 5:	Part Desc	cription					G	Qty.	Մ \$	sed Part	Value Ea	ch
	Comments:	•											
6	Part # 6:	Part Desc	cription					G	Qty.	υ \$	sed Part	Value Ea	ch
	Comments:												
7	Part # 7:	Part Desc	cription					G	Qty.	υ \$	sed Part	Value Ea	ch
	Comments:												

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TQCN DOC#	Affiliate	Dept.	pt. Source			Dealer Code	Ref	Date
TQCN_DPR-083520065	TMS	QAChassis		MDT/DS		37065	81356264	12/18/2008
Dealer Name		Dealer City			Sta	te	Region	
THOMPSON TOYOTA		DOYLESTOWN			PA	١	CAT	
Primary Model		Model Year	Prod	luction Date	Odometer		VIN	
Corolla		2009	17-	JAN-08	45	34 mi	JTDBL40E49J	
Condition Title								
Steering I-Shaft Clunk								

	1					
Repair Date	Optional Ref.	Ap	pplicable DTC Code(s)			
12/17/2008						
Condition Description						
The customer states the	hat there is a clunk	feeling when	turning steering w	vheel.		
Diagnostic Steps:						
Applying pressure to the	he intermediate sh	aft while turni	ng steering wheel	stopped	the noise.	
Probable Cause						
Unknown issue in the	intermediate shaft					
Part # 1:	Part # 2:	Part # 3:	:	Parts Avail	lable on Request:	Parts Shipping Destination:
4526012620					le upon request	CQE
Repair Process						
The vehicle was repair	red by replacing th	e intermediat	o shaft			
The vernoie was repair	rea by replacing th	e intermediat	o onan.			

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TQCN DOC#	Affiliate	Dept.		Source		Dealer Code	Ref	Date
TQCN_DPR-083520065	TMS	QAChassis MDT/DS			37065	81356264	12/18/2008	
Dealer Name		Dealer City		State		Region		
THOMPSON TOYOTA		DOYLESTOW	N		PA	4	CAT	
Primary Model		Model Year	Proc	duction Date	Odometer		VIN	
Corolla		2009	17-	-JAN-08	45	34 mi	JTDBL40E49J	
Condition Title								
Steering I-Shaft Clunk								

Do	achment 1: Parts		Orig Tracking VIN							
is "s	scrap", properly dispose	of the part.			Doc No.					
Fi	inal Destination:	CQE		SETR#:		CQE E	ng:	N/A		
Imp Onl	orter: (Applies to TMC y)	Shipments	Deliver	to:			住所:			
Mr.	N. Okumura, Chief Expe	rt	Attn:				宛先:			
	ality Div. Warranty Parts F		l							
	YOTA MOTOR CORPOR oyota, Toyota-city, Aichi,		Tel:				Tel:			
Jap		471-0071								
·										
T-S	TAR									
Note	e: If this FTR contains more				containing VIN.			• • • • •		FOR CUSTOMS USE: Used
	Part # 1:	Part Desc			,				ty.	Parts Value Each Used Part Value Each
1	4526012620		•	TEERING IN	NTERMEDIA	TE, NO.2			1 \$	
'	Comments:									
_	Part # 2:	Part Desc	ription					Q	ty.	Used Part Value Each
2	Comments:	•						•		
	Part # 3:	Part Desc	ription					Q	ty.	Used Part Value Each
3	Comments:								\$	5
	Commonic.									
	Part # 4:	Part Desc	ription					Q	ty.	Used Part Value Each
4	Comments:								\$)
	Part # 5:	Part Desc	ription					Q	ty.	Used Part Value Each
5	Comments:								\$	
		<u></u>								
	Part # 6:	Part Desc	ription					Q	ty.	Used Part Value Each
6	Comments:								14	
	1									

TQCN_DPR 03/21/2008 Page 2 of 2 2



TQCN DOC#			Affiliate	е	Dept.				Date
TQCN_FTR-083510004			GST		QAChas	sis			12/18/2008
Primary Model		Model Yea	ır	Produc	ction Date	Odometer	VIN (confirm 17 characte	ers):	•
Matrix 200				2008	3-03-28	3444 2T1KU40E19C			
Source Location				Pr	roblem Area		Repair Date		
FPE	REG-GS	T		В	ase Vehicle	Э	10/6/2008		
Part # 1:	Part # 2:			Pa	art # 3:		Parts Destination:	Pa	rts Available:
4260706011							CQE	М	anual Part Return
Condition Title							Ref		
TPWS MIL On								8353	39459

Condition Description

• Customer states that the tire pressure warning light is on

Diagnostic Steps:

- ♦ Confirm condition warning light flashes then remains on while driving
- ♦ Use techstream to view data list one sensor not outputting a value
- Use TPWS SST to identify inoperative sensor
- ◆ Use TPWS SST to check inoperative sensor add air pressure to 30 PSI and drop to 20 PSI, allow SST to time out with no sensor detected and repeat process twice. All three times SST would time out with no sensor detected

Probable Cause

Unknown

Repair Process

• Replace TPWS sensor



TPWS Sensor



Number above ID #:07C1911861

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Part # 7:

Comments:

7



Used Part Value Each

Qty.

TQCN DOC#		Cond	dition Title	Date			
	TQCN_FTR-083510004		TP	WS MIL On	12/18/2008		
	Primary Model	Model Year		Production Date	Odometer	VIN (confirm 17 characters):	
	Matrix	2009		2008-03-28	3444	2T1KU40E19C	

Orig Tracking

Doc No.

VIN

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "**scrap**", properly dispose of the part.

CQE Eng: Final Destination: CQE SETR#: N/A Importer: (Applies to TMC Shipments 住所: Deliver to: Only) Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Used Part Value Each Part Description Qty. 1 4260706011 VALVE SUB-ASSY, TIRE PRESSURE MONITOR 16.00 Comments: Qty. Used Part Value Each Part # 2: **Part Description** 2 Comments: Part # 3: Part Description Qty. Used Part Value Each 3 Comments: Part # 4: Part Description Qty. Used Part Value Each 4 Comments: Part # 5: Part Description Qty. **Used Part Value Each** 5 Comments: Used Part Value Each Part # 6: **Part Description** Qty. 6 Comments:

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Part Description

TOYOTA	(Z) LEXUS
3 . .	9

TQCN DOC#	TQCN DOC#			Affiliate Dept.				Date		
TQCN_FTR-090140040		TMS QAChassis				01/20/2009				
Primary Model Yea		r Production Date		ction Date	Odometer	VIN (confirm 17 characters):				
Corolla 2009			2008-04-03		12682	JTDBL40E799				
Source Location			Problem Area			Repair Date				
PE	TMS		Base Vehicle		e	12/11/2008				
Part # 1:	Part # 2:			Pa	nrt # 3:		Parts Destination:	Pa	rts Available:	
DT00061923FS				CQE		M	Manual Part Return			
Condition Title				·					Ref	
Tire Wear								82805503		

Condition Description

Customer feels the vehicle's tires are prematurely worn.

Diagnostic Steps:

- Dealer inspected tires to verify concern: All 4 tires exhibited premature wear down to the wear bars
- Vehicle equipped with Firestone Affinity Touring S4 P195/65R15 (89S): DOT# W2C6AA70508 (same on all tires)
- Service records indicate tires were rotated at this dealer at 5,307 miles
- Tire pressure at the time of inspection: 30 PSI
- · Alignment was not measured

Probable Cause

Unknown

Repair Process

Dealer replaced (4) Firestone Affinity Touring S4 tires with Toyo to address the customer's concern.



Left Front Tire	Tread Depth (mm)
-----------------	------------------

				-1 - (,
nside	Groove	Groove	Groove	Groove	Outside
Shoulder	4	3	2	1	Shoulder
1.3	1.4	1.2	0.7	0.4	0.6

DOT #: W2C6AA70508



Right Front Tire -- Tread Depth (mm)

Cutside	Groove	Groove	Groove	Groove	Inside
Shoulder	1	2	3	4	Shoulder
1.4	1.2	1.5	1.9	1.9	1.3

DOT #: W2C6AA70508

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	TQCN DOC#			dition Title	Date		
	TQCN_FTR-090140040		Tire	e Wear	01/20/2009		
Ī	Primary Model	Model Year		Production Date	Odometer	VIN (confirm 17 characters):	
	Corolla	2009		2008-04-03	12682	JTDBL40E799	





Left Rear Tire -- Tread Depth (mm)

mside	Groove	Groove	Groove	Groove	Outside
Shoulder	4	3	2	1	Shoulder
1.5	1.6	2.2	2.4	1.7	2.6

DOT #: W2C6AA70508

Right Rear Tire -- Tread Depth (mm)

Outside	Groove	Groove	Groove	Groove	Inside
Shoulder	1	2	3	4	Shoulder
1.2	1.3	1.5	1.9	2.4	2.3

DOT #: W2C6AA70508

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below

VIN

Doc No. is "scrap", properly dispose of the part.

Fin	al Destination:	CQE		SETR#:		CQE Er	ng:	N/A	4			
Impo Only	orter: (Applies to TMC)	Delive	Deliver to: 白斯 []									
Mr. N. Okumura, Chief Expert			Attn:				宛先	; []				
Quali TOY(ity Div. Warranty Parts OTA MOTOR CORPOR vota, Toyota-city, Aichi,	Room RATION	Tel:									
Japai	11											
T-STA	AR IIII											
Note: If this FTR contains more than one VIN, create a				e a table in the report containing VIN, production date, and odomete						FOR CUSTOMS USE: Used Parts Value		
1 [DT00061923FS	i	• •									
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Part #1: Part #1: Qty. Used P						Parts Valu	lue					

TQCN_FTR 09/25/2008 ver. 2.1C Page 2 of 2



TQCN DOC#	Affiliate	Dept.		Source		Dealer Code	Ref	Date
TQCN_DPR-090150188	TMS	QAChassis		MDT/DS		48035	81416599	01/21/2009
Dealer Name		Dealer City			State		Region	
JON LANCASTER TOYOT	ΓA	MADISON			WI		СНІ	
Primary Model		Model Year	Proc	duction Date	Odometer		VIN	
Corolla		2009	24-	-OCT-08 271 mi		1NXBU40E19Z		
Condition Title	Condition Title							
Power steering inoperative								

Repair Date	Optional Ref.	Applicable DTC Code(s)
12/18/2008		

Condition Description

WHEN VEHICLE STARTED IN THE MORNINGS IT HAS NO POWER STEERING,

Diagnostic Steps:

- TRIED TO CONNECT WITH SCAN TOOL WOULD NOT COMMUNICATE WITH VEHICLE DID SOME MANUAL TESTING OF SYSTEMS WITH DVOM AND REPAIR MANUAL.
- FOUND WHEN STEERING ANGLE SENSOR UNPLUGGED ALL CIRCUITS WOULD WORK NORMALLY.
- TECHNICIAN SWAPPED IN KNOWN GOOD STEERING ANGLE SENSOR AND CONCERN FOLLOWED THE STEERING ANGLE SENSOR.

Probable Cause

UNKNOWN STEERING ANGLE SENSOR PROBLEM										
Part # 1:	Part # 2:	Part # 3:	Parts Available on Request:	Parts Shipping Destination:						
8924502050			Available upon request	CQE						
Repair Process										

REPLACED STEERING ANGLE SENSOR PARKED OUTSIDE OVER NIGHT TEST DROVE OK HAS BEEN 4 WEEKS NOW ALL OK.											

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TQCN DOC#	Affiliate	Dept. Source		Dealer Code		Ref	Date			
TQCN_DPR-090150188	TMS	QAChassis		MDT/DS		48035	81416599	01/21/2009		
Dealer Name		Dealer City S			State		Region			
JON LANCASTER TOYOT	JON LANCASTER TOYOTA MADISON				WI		CHI			
Primary Model		Model Year Production Date		Odometer		VIN				
Corolla	Corolla		2009 24-OCT-08		271 mi		1NXBU40E19Z			
Condition Title										
Power steering inoperative										

Do	cachment 1: Parts	Orig Tracking VIN								
is "scrap", properly dispose of the part.					Doc No.					
Fi	inal Destination:	CQE		SETR#:		CQE E	ng:	N/A		
lmp Onl	oorter: (Applies to TMC y)	Shipments	Delive	r to:			住所:		•	
	N. Okumura, Chief Expe		Attn:				宛先:			
	ality Div. Warranty Parts F		 				m 1			
	YOTA MOTOR CORPOR oyota, Toyota-city, Aichi,		Tel:				Tel:			
Jap		471-0571								
·										
T-S	TAR IIII								Ш	
Note	e: If this FTR contains more				containing VIN,	•11				FOR CUSTOMS USE: Used Parts Value Each
	Part # 1:	Part Desc						Qty.	T	Used Part Value Each
1	8924502050	SENSO	R, STEE	RING				1	\$	55.14
-	Comments:									
_	Part # 2:	Part Desc	ription					Qty.	\$	Used Part Value Each
2	Comments:	•						•		
	Part # 3:	Part Desc	ription					Qty.		Used Part Value Each
3	Comments:								\$	
	Commonto.									
	Part # 4:	Part Desc	ription					Qty.		Used Part Value Each
4	Comments:								\$	
	Part # 5:	Part Desc	ription					Qty.		Used Part Value Each
5 Comments:								\$		
	Comments.									
	Part # 6:	Part Desc	ription					Qty.		Used Part Value Each
6	Commonto								\$	
	Comments:									

TQCN_DPR 03/21/2008 Page 2 of 2 2



TQCN DOC#			Affiliate	е	Dept.				Date
TQCN_FTR-090220058			TMS	MS QAChassis					02/03/2009
Primary Model		Model Yea	r	Production Date Odometer VIN (confirm			VIN (confirm 17 characte	ers):	
Corolla 2009		2008-03-20		15,402	1NXBE40E19Z				
Source	Source Location			Problem Area R			Repair Date		
FTS	REG-SF		Base Vehicle 1/21/20			1/21/2009			
Part # 1:	Part # 2:			Pa	Part # 3: Parts Destination:			Pai	rts Available:
4525002620	4525002620 4526002110						CQE	Pa	art(s) Available
Condition Title								Ref	
Steering Column Rattle Noise								8281	5531

Condition Description

Customer states intermittent rattle in the dash.

Diagnostic Steps:

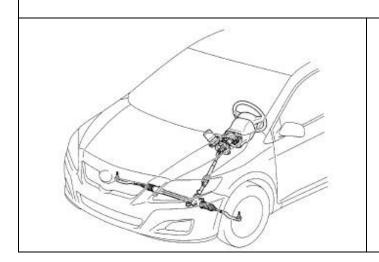
- Technician confirmed the customer concern of noise while driving over bumps at low speeds.
- The noise could be amplified when lightly applying the brake pedal and driving over a rough surface.
- The rattle noise was isolated to the steering column.

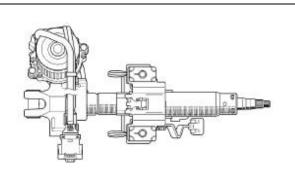
Probable Cause

Unknown

Repair Process

Replacing the Steering Column Assembly corrected the intermittent rattle from the dash.





Steering Column Assembly

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TQCN DOC#			Cond	dition Title	Date		
TQCN_FTR-090220058			Ste	eering Column Ra	ttle Noise		02/03/2009
	Primary Model	Model Year		Production Date	Odometer	VIN (confirm 17 characters):	
	Corolla	2009		2008-03-20	15,402	1NXBE40E19Z	

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap" properly dispose of the part

VIN

Doc No.

15 5	crap, properly dispose of	or the part.						
	nal Destination:	CQE	SETR#:		CQE Eng	ı: N	I/A	
lmp Onl	orter: (Applies to TMC (y)	Shipments	Deliver to:		1	新:[]		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan			Attn:[]			选 :[]		
T-S1	JUU							FOR CUSTOMS USE: Used
Note	e: If this FTR contains more	than one VIN, cr	eate a table in the report	containing VIN, pr	oduction date	e, and odome	eter	Parts Value
1	Part # 1: 4525002620	Part Desc	ription MN ASSY, ELECTF	RIC POWER S	STEERING	3	Qty.	Used Part Value Each \$ 182.26
	Comments:							
2	Part # 2: 4526002110	Part Desc SHAFT	cription ASSY, STEERING II	Qty.	Used Part Value Each \$ 32.33			
	Comments:							
3	Part # 3:	Part Desc	cription				Qty.	Used Part Value Each
	Comments:	<u>.</u>						
4	Part # 4:	Part Desc	cription				Qty.	Used Part Value Each
	Comments:	•					•	
5	Part # 5:	Part Desc	cription				Qty.	Used Part Value Each
	Comments:	•						
6	Part # 6:	Part Desc	cription				Qty.	Used Part Value Each
	Comments:	·						
7	Part # 7:	Part Desc	cription				Qty.	Used Part Value Each
	Comments:							

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TQCN DOC#			Affiliate		Dept.				Date
TQCN_FTR-083520041			TMS	TMS QAChassis				02/06/2009	
Primary Model		Model Yea	r Production Date Odometer VIN			VIN (confirm 17 characte	VIN (confirm 17 characters):		
Corolla 2009		2009	2008-03-06		3-03-06	8966	2T1BE40E49C	2T1BE40E49C	
Source Location			Problem Area			Repair Date			
PE	TMS		Base Vehicle			12/2/2008	12/2/2008		
Part # 1:	Part # 2:			Part # 3:		Parts Destination:	Pai	rts Available:	
DT00012062BS							CQE	M	anual Part Return
Condition Title		·				Ref			
Premature Tire Wear								8280	5503

Condition Description

Customer feels the vehicle's tires are prematurely worn.

Diagnostic Steps:

- Dealer inspected tires to verify concern: All 4 tires exhibited premature even wear down to the wear bars
- Vehicle equipped with Bridgestone Turanza EL400-O2 P215/45R17 (87W): DOT# OBDCPM20308 (same on all tires)
- Tire pressure at the time of inspection: 32 psi on all tires
- Alignment was not inspected as tires exhibited even wear

Probable Cause

Unknown

Repair Process

Dealer replaced all (4) Bridgestone Turanza EL400-O2 tires to address the customer's concern.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Orig Tracking

VIN

Doc No.

Fi	nal Destination:	CQE	SETR#	:	CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)			Deliver to:		住	所:[]	
Mr	N. Okumura, Chiaf Evna	4	Attn:		宛	先:[]	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571			Tel:[To	el:[]	
Jap							
T-S1	TAR IIIII						
Note	e: If this FTR contains mor	e than one VIN, cr	eate a table in the rep	oort containing VIN, p	and odometer	FOR CUSTOMS USE: Used Parts Value	
1	Part # 1: DT00012062BS	Part Desc 215/45	•			Qty.	Used Part Value Each \$ 44.50
	Comments:	•				•	

TQCN_FTR 09/25/2008 ver. 2.1C Page 1 of 1



TQCN DOC#	Affiliate	Dept. Source			Dealer Code	Ref	Date
TQCN_DPR-090150184	TMS	QAChassis	MDT/DS		09190	82131465	02/12/2009
Dealer Name	Dealer City S			ate	Region		
DAYTONA TOYOTA	DAYTONA BEACH			L	SET		
Primary Model		Model Year	Production Date		lometer	VIN	
Corolla		2009 21-MAY-08 1555 m			555 mi	1NXBU40EX9Z	
Condition Title							
Steering Noise							

Condition Title				
Steering Noise				
Repair Date 1/12/2009	Optional Ref.	Applicable DTC Code(s)		
Condition Description		<u> </u>		
Rubbing noise when to	ırning steering wheel.	Noise is more apparent in	park or when driving slo	W.
Diagnostic Steps:				
Verified rubbing noise electric steering motor		wheel. Sounds like plastic	rubbing but identified no	oise coming from
Probable Cause				
Compared noise to and	other Corolla and four	nd same noise. However, n	o noise was heard from	same MY Matrix.
Part # 1:	Part # 2:	Part # 3:	Parts Available on Request:	Parts Shipping Destination:
45250-02820			No part available	CQE
Repair Process No further repairs were	e performed after verif	iying noise as a characterist	tic of steering gear mode	ıl.

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TQCN DOC#	Affiliate	Dept.		Source	Source		Ref	Date
TQCN_DPR-090150184	TMS	QAChassis	AChassis MDT/DS		09190		82131465	02/12/2009
Dealer Name	aler Name Dealer City				State Region			
DAYTONA TOYOTA	DAYTONA BE	NA BEACH			<u> </u>	SET		
Primary Model		Model Year Production Date		Odometer		VIN		
Corolla		2009	21-	MAY-08	15	55 mi	1NXBU40EX9Z	
Condition Title								
Steering Noise								

Do	achment 1: Parts	ls. If the Final De			Orig Tracking VIN Doc No.	100000000000000000000000000000000000000			22-2-55	
	inal Destination:	CQE		SETR#:		CQE E		N/A		
	orter: (Applies to TMC		Deliver			OGLL	·····································	IV/A		
Onl	y)		-				12771 .			
Mr.	N. Okumura, Chief Expe	rt				宛先:				
	ality Div. Warranty Parts F					m 1				
	YOTA MOTOR CORPOR oyota, Toyota-city, Aichi,		Tel:				Tel:			
Jap										
T-S	TAR IIII								Ш	
Note	e: If this FTR contains more	e than one VIN, cr	eate a table	in the report	containing VIN,	production da	ate, and oc	lometer		FOR CUSTOMS USE: Used Parts Value Each
	Part # 1: 0000000000	Part Desc	ription					Qty.	\$	Used Part Value Each
1	Comments:								ĮΨ	
	Part # 2:	Part Desc	cription					Qty.		Used Part Value Each
2									\$	
	Comments:									
	Part # 3:	Part Desc	ription					Qty.	\$	Used Part Value Each
3	Comments:								ΙΨ	
	Part # 4:	Part Desc	cription					Qty.		Used Part Value Each
4									\$	
•	Comments:									
	Part # 5:	Part Desc	ription					Qty.	_	Used Part Value Each
5	Comments:								\$	
		[a . a						la:		
	Part # 6:	Part Desc	cription					Qty.	\$	Used Part Value Each
6	Comments:	•						•		

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TQCN DOC#	Affiliate	Dept.	Dept. Source			Dealer Code	Ref	Date
TQCN_DPR-090200025	TMS	QAChassis	MDT/DS		10117		81758677	02/17/2009
Dealer Name	ler Name Dealer City				State		Region	
VALDOSTA TOYOTA VALDOSTA				GA		SET		
Primary Model		Model Year	Proc	luction Date	Odometer		VIN	
Corolla		2009	27-	AUG-08	18	99 mi		
Condition Title								
Steering Feeling								

Corolla		2009	27-AUG-08	1899 mi	JTDBL40	E999					
Condition Title											
Steering Feeling											
Repair Date 1/20/2009	Optional Ref.		Applicable DTC Code(s)								
Condition Description											
Customer states, "At h Customer brought artic											
Diagnostic Steps:											
No repairs performed.											
Probable Cause											
Normal operation											
Part # 1:	Part # 2:		Part # 3:	Parts Available on		Parts Shipping Destination:					
45510-12450				No part availa	able	CQE					
Repair Process No repairs performed											

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TQCN DOC#	Affiliate	Dept.		Source	Source		Ref	Date
TQCN_DPR-090200025	TMS	QAChassis	s MDT/DS		10117		81758677	02/17/2009
Dealer Name Dealer City					State Region			
VALDOSTA TOYOTA	VALDOSTA	VALDOSTA			4	SET		
Primary Model		Model Year Produ		duction Date	Odometer		VIN	
Corolla		2009 27-AUG-08		AUG-08	1899 mi		JTDBL40E999	
Condition Title								
Steering Feeling								

Attachment 1: Parts Recovery (Orig Tracking VIN Doc No.	311 112 12 111 11 11 12 13			
is "scrap", properly dispose of the part.		DOC NO.			IIII	
Final Destination: CQE	SETR#:		CQE Eng:	N/A		
Importer: (Applies to TMC Shipments Only)	Deliver to:		住戶	所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room	Attn:		宛约	₺:		
TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571	Tel:		Tel	:		
Japan						
T-STAR					II	
Note: If this FTR contains more than one VIN, cre	eate a table in the report	containing VIN, pr	oduction date, ar	d odometer		FOR CUSTOMS USE: Used Parts Value Each
Part # 1: Part Desc 000000000 n/a	ription			Qty.	Ş	Used Part Value Each
Comments:						

TQCN_DPR 03/21/2008 Page 2 of 2 2



TQCN DOC#			Affiliate	Dept.				Ref	Date			
TQCN_FTR	-0904800)51	TMS	QAC	Chassis			81416599	02/	19/2009		
Primary Model			Production Date	Э	Odometer	VIN				Repair Date		
Corolla 2009 2		2008-06-16	3	4525 JTDBL40E19J				2/9	/2009			
Source Location Problem A		Problem Area		Parts Destination	DTC							
FTS	REG-Cl	⊣I	Base Vehicle)	CQE	C1511,0	1513					
Part # 1		Part # 1 Serial/D	ate Code		Part # 2		Part # 2 Serial/Dat	e Code		Parts Available		
4525012C3	1									Part(s) Available		
Condition Title												
Electric pow	lectric power steering performance											

Condition Description

• The customer complained that there was no steering assist at times.

Diagnostic Steps

- The technician test drove the vehicle and duplicated the condition in the parking lot.
- DTCs C1511 (Torque sensor) and C1513 (Torque sensor deviation excessive) were retrieved.
- The condition occurred at low speeds. It occurred only one time for about 2 hours, then operation returned to normal.
- The condition was intermittent. The wiring harness and connector were checked. No problem found.

Probable Cause

Cause unknown.

Repair Process

• A new electric power steering motor with steering column was installed to correct the condition.







TQCN DOC#	Cond	lition Title	Date			
TQCN_FTR-090480051	Elec	ctric power steeri	e	02/19/2009		
Primary Model Mo	odel Year	Production Date	Odometer	VIN (confirm 17 char		
Corolla 20	009	2008-06-16	4525	JTDBL40E19J		
CONTRACTOR OF THE PROPERTY OF		Control of the Contro		· · · · · · · · · · · · · · · · · · ·		





TQCN DOC#	Con	dition Title	Date		
TQCN_FTR-090480051	Ele	ectric power steer	02/19/2009		
Primary Model	Model Year	Production Date	VIN (confirm 17 char		
Corolla	2009	2008-06-16	4525	JTDBL40E19J	

Orig Tracking



Att	achment 1: Parts	s Recovery	eet	VIN					Ш		
Doı	not type in SHADED field scrap", properly dispose	ds. If the Final D	estination field	below	Doc No.						
Fi	nal Destination:	CQE	SET	R#:		CQE E	ng:	N/A	A		
lmp Onl	orter: (Applies to TMC y)	Shipments	Deliver to:				住所				
Qua TO\	N. Okumura, Chief Expe lity Div. Warranty Parts /OTA MOTOR CORPOF byota, Toyota-city, Aichi, an	Room RATION	Attn:[]				宛先 Tel:				
T-S1	TAR IIII										III
Note	e: If this FTR contains mor	re than one VIN, cı	reate a table in th	e report o	containing VIN, p	roduction d	ate, an	d odomete	r	F	OR CUSTOMS USE: Used Parts Value
	Part # 1:	Part Desc	ription						Qty.		Used Part Value Each
1	4525012C31		MN ASSY, EI	LECTR	IC POWER	STEERIN	NG		1	\$	
	Serial No. / Date Code	<u>'</u>	•		comments:						
2	Part # 2:	Part Des	cription						Qty.	_	Used Part Value Each
_	0 : 11 / 5 / 0 /			1-						\$	
	Serial No. / Date Code			C	comments:						
_	Part # 3:	Part Des	crintion						Qty.		Used Part Value Each
3	T dit ii O.	1 411 200	on phon						a.y.	\$	Cood I dit Value Lasii
	Serial No. / Date Code			С	comments:				1	Ψ	
4	Part # 4:	Part Des	cription						Qty.		Used Part Value Each
4										\$	
	Serial No. / Date Code			С	comments:						
	Part # 5:	Part Des	crintion						Qty.		Used Part Value Each
5	rait#J.	Tart Desi	сприон						Gty.	\$	Osed I alt Value Lacii
	Serial No. / Date Code			С	comments:					ĮΨ	
6	Part # 6:	Part Des	cription						Qty.		Used Part Value Each
O										\$	
	Serial No. / Date Code			C	comments:						
	Part # 7:	Part Des	crintion						Qty.		Used Part Value Each
7	rait#1.	rait Desi	ыршы						αιy.	\$	OSCU FAIL VAIUE EACH
	Serial No. / Date Code			C	comments:					Ψ	
					1						

Page 3 of 3 TQCN_FTR 12/12/2008 ver. 2.6



TQCN DOC#			Affiliate	Dept.			Ref	Date
TQCN_FTR-090540081			TMS	QAC	Chassis		90562097	02/25/2009
Primary Model		Model Year	Production Date	9	Odometer	VIN		Repair Date
Matrix		2009	2008-06-19)	3955	2T1KU40E19C		1/30/2009
Source	Location		Problem Area		Parts Destination	DTC		
FTS REG-LA			Base Vehicle)	CQE			
Part # 1	Part # 1 Part # 1 Serial/Date				Part # 2	Part # 2 Serial/Dat	e Code	Parts Available
8965002320)							Part(s) Available
Condition Title								
Vehicle Loo	ses Powe	r Steering A	Assist & P/S Ligh	nt "O	N"- Intemitent	; No Vehicle Comminica	ation.	

Condition Description

Customer complaint of steering wheel very tight - Intermittent.

Diagnostic Steps

- Technician was able to duplicate customer's concern Power steering assist comes and goes intermittently. Also witnessed P/S light "ON".
- Hooked up Techstream Unit and was unable to communicate with vehicle.
- Suspect wiring concern; validated circuit integrity to Steering ECU and DLC3 Connector = No trouble found.

Probable Cause

Unknown

Repair Process

Replaced Steering ECU (P/N 89650-02320) to resolve concern.



Steering ECU (P/N 89650-02320)



Toyota 89650-02320 JTEKT 991-37902 112900-2043 1Z EPS 12V DENSO Made in Japan



TQCN DOC#	Con	dition Title	Date			
TQCN_FTR-090540081	Ve	hicle Looses Pow	02/25/2009			
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 chara		
Matrix	2009	2008-06-19	3955	2T1KU40E19C		

Orig Tracking

Att	tachment 1: Parts	s Recovery	Contr	ol Sheet	VIN							
	not type in SHADED field scrap", properly dispose		estinatio	on field below	Doc No.							
Fi	nal Destination:	CQE		SETR#:		CQE E	ng:	N/	A			
Imp Onl	porter: (Applies to TMC ly)	Shipments	Delive	er to:			餠	f: []				
Mr.	N. Okumura, Chief Expe	ert	Attn:				宛先	5: []				
	ality Div. Warranty Parts YOTA MOTOR CORPOR		Tel:				Tel	:[]				
	oyota, Toyota-city, Aichi,											
Jap	an											
T-S1	TAR								Ш			
Note	e: If this FTR contains mor	e than one VIN, cr	eate a ta	ble in the report	containing VIN, p	roduction d	late, a	nd odomete	er	F	OR CUSTOMS USE: U Parts Value	sed
<u> </u>												
1	Part # 1:	Part Desc		1001/ 001	/ED 075501	10			Qty.	Φ.	Used Part Value Ea	ach
•	8965002320 Serial No. / Date Code	COMP	UIER		VER STEERIN	NG			1	\$	71.99	
	Geriai No. / Date Code				Comments:							
2	Part # 2:	Part Desc	cription						Qty.		Used Part Value E	ach
										\$		
	Serial No. / Date Code				Comments:							
	Part # 3:	Part Desc	cription						Qty.		Used Part Value Ea	ach
3										\$		
	Serial No. / Date Code				Comments:				•			
	David # As	la							0		Hand Box V. L	
4	Part # 4:	Part Desc	cription						Qty.	\$	Used Part Value E	acn
	Serial No. / Date Code				Comments:					[Ψ]		
									_			
5	Part # 5:	Part Desc	cription						Qty.	_	Used Part Value E	ach
	Serial No. / Date Code				Comments:					\$		
	2000 0000				Comments.							
6	Part # 6:	Part Desc	cription		1				Qty.		Used Part Value E	ach
O										\$		
	Serial No. / Date Code			Ī	Comments:							
<u> </u>	Part # 7:	Part Desc	cription						Qty.		Used Part Value E	ach
7		, un best								\$		
	Serial No. / Date Code				Comments:							
1					1							



TQCN DOC#			Affiliate	Dept.			Ref	Date			
TQCN_FTR-090620047			TMS	QAC	Chassis		81416599	03/04/2009			
Primary Model		Model Year	Production Dat	е	Odometer	VIN		Repair Date			
Corolla		2009	2008-10-1		2107	1NXBU40E79Z		1/6/2009			
Source	Location		Problem Area		Parts Destination	DTC					
FPE TMS Base			Base Vehicle	Э	CQE						
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Dat	e Code	Parts Available			
8965002300								Part(s) Available			
Condition Title											
Power Stee	Power Steering Assist Inoperative										

Condition Description

Vehicle was very difficult to steer left and right. Power Steering system appeared to be inoperative.

- EPS Warning light had illuminated on Combination Meter.
- No DTC data was stored in EPS ECU.

Vehicle was an LE Model equipped with Cruise Control, Remote Keyless Entry, and Power Windows/Door Locks (Option Codes CL, KE, and LE).

Diagnostic Steps

Technician examined all EPS Wire Harness Connectors and conducted diagnostic procedure in Repair Manual, but no obvious cause of malfunction was noted.

- Diagnostic process concluded that EPS ECU was possible source of malfunction.
- EPS ECU was replaced with a unit obtained from a properly functioning Vehicle, which corrected condition.

Probable Cause

Specific cause unknown.

Repair Process

EPS ECU assembly was replaced, correcting condition.



2009 Corolla EPS ECU that rendered EPS system inoperative.



Photo of manufactures markings on EPS ECU. Markings were:

7.K TOYOTA 89650 - 02300 15 JTEKT 991 - 36402 112900 - 1772 3B





TQCN DOC#	Con	dition Title	Date		
TQCN_FTR-090620047	Po	wer Steering Ass		03/04/2009	
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 chara	
Corolla	2009	2008-10-11	2107	1NXBU40E79Z	

Orig Tracking

VIN

Attachment 1: **Parts Recovery Control Sheet**Do not type in SHADED fields. If the **Final Destination** field below is "**scrap**", properly dispose of the part. Doc No.

Final Destination:	CQE	SETR#:		CQE Eng	: N/A			
Importer: (Applies to TMC Only)	Shipments	Deliver to:		ſ	住所:[]			
Mr. N. Okumura, Chief Expe	rt	Attn:[]	选:[]					
Quality Div. Warranty Parts TOYOTA MOTOR CORPOR 1 Toyota, Toyota-city, Aichi,	RATION	Tel:		Т	'el: []			
Japan								
T-STAR								
Note: If this FTR contains mor	e than one VIN, cr	reate a table in the repo	ort containing VIN, p	roduction date	, and odometer	FOR CUSTOMS USE: Used Parts Value		

							_
4	Part # 1:	Part Description			(Qty.	Used Part Value Each
1	8965002300	COMPUTER ASSY, PO	W	ER STEERING		1	\$ 71.99
	Serial No. / Date Code		С	Comments:			
2	Part # 2:	Part Description				Qty.	Used Part Value Each
							\$
	Serial No. / Date Code		С	Comments:			
3	Part # 3:	Part Description				Qty.	Used Part Value Each
3							\$
	Serial No. / Date Code		С	Comments:			
4	Part # 4:	Part Description				Qty.	Used Part Value Each
4							\$
	Serial No. / Date Code		С	Comments:			
5	Part # 5:	Part Description				Qty.	Used Part Value Each
3							\$
	Serial No. / Date Code		С	Comments:			
6	Part # 6:	Part Description				Qty.	Used Part Value Each
O							\$
	Serial No. / Date Code		С	Comments:			
7	Part # 7:	Part Description				Qty.	Used Part Value Each
′							\$
	Serial No. / Date Code		С	Comments:			



TQCN DOC#			Affiliate	Dept.				Ref	Date	
TQCN_FTR	TQCN_FTR-090630019		TMS	QAChassis			82805503	03/	05/2009	
Primary Model Year Model Year		Production Date	е	Odometer	VIN	_		Repa	air Date	
Corolla		2009	2008-05-27	7	15344	JTDBL4	0E19J		3/2	/2009
Source					Parts Destination	DTC				
FTS REG-CHI Base Veh			Base Vehicle	€	CQE					
Part # 1	Part # 1 Part # 1 Serial/Date Code				Part # 2		Part # 2 Serial/Da	te Code		Parts Available
DT00061923FS DOT # W2C6 AA7 - 10080										Part(s) Available
Condition Title										
Excessive T	ire Wear									

Condition Description

The customer states that the tires are wearing out prematurely.

Diagnostic Steps

- Vehicle is equipped with P195/65/R15 Firestone Affinity tires
- All 4 tires had a DOT number of W2C6 AA7 10080
- According to the dealer the tread depth was 2/32nds of an inch
- Rotations were done at 5K and 10K services
- Alignment was checked (see readings below)
- The customer mainly drives highway/freeways
- Tire pressure at time of inspection: Between 29 30 psi for all tires

Probable Cause

Unknown

Repair Process

All 4 Firestone tires were replaced with Dunlop tires.





Front Left			Front Right	
Actual	Before		Actual	Before
-0.4	-0.4	Camber	-0.7	-0.7
2.8	2.8	Caster	2.4	2.4
-0.04	0.13	Toe	0.03	-0.15
12.5	12.5	SAI	12.7	12.7
12.1	12.1	Included Angle	12	12
Rear Left			Rear Right	
Actual	Before		Actual	Before
-1.3	-1.4	Camber	-1.2	-1.2
0.2	0.18	Toe	0.18	0.18



TQCN DOC#	Co	ondition Title	Date		
TQCN_FTR-090630019	E	xcessive Tire Wear	03/05/2009		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 char	
Corolla	2009	2008-05-27	15344	JTDBL40E19J	

Orig Tracking

VIN

Attachment 1: **Parts Recovery Control Sheet**Do not type in SHADED fields. If the **Final Destination** field below is "**scrap**", properly dispose of the part.

Doc No.

Final Destination:	Final Destination: CQE				CQE E	ng:	N/A	
Importer: (Applies to TMC Only)	Delive	r to:			皏	ī. []		
Mr. N. Okumura, Chief Expe	rt	Attn: 宛先: []				6 : []		
Quality Div. Warranty Parts TOYOTA MOTOR CORPOR 1 Toyota, Toyota-city, Aichi, Japan	Room RATION	Tel:[Tel	:[]	
T-STAR								
Note: If this FTR contains mor	e than one VIN, cr	create a table in the report containing VIN, production date, and odometer				nd odometer	FOR CUSTOMS USE: Used Parts Value	

	Part # 1:	Part Description		Qty.	Used Part Value Each
1	DT00061923FS	P195/65R15		4	\$ 21.75
	Serial No. / Date Code		Comments:		
	DOT # W2C6 AA7 - 10080				

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֡

TQCN DOC#	Affiliate	Dept.		Dealer Code	Ref	Date
TQCN_DPR-090550047	TMS	QAChassi	S	31008	81416599	03/09/2009
Dealer Name	Dealer City		State	Region	Source	
LEE'S TOYOTA	JAMAICA		NY	NYR	MDT/DS	
Primary Model	Model Year	Production Date	Odometer	VIN		
Corolla		2009	15-OCT-08	213 mi	2T1BU40E69C	
Part # 1:	Part # 2:		Part # 3:	Parts Destination:	Parts Available:	Repair Date
8965002300			CQE	Available upon	2/24/2009	
Condition Title			Applicable DTC Code(s)			
Steering						

Condition Description

Customer states steering is hard to turn and EPS light is illuminated on dash.

Diagnostic Steps:

Connect Techstream, no communication with EPS ECU,

Removed upper Dash and check EPS ECU for power and ground, within specs. Check resistance at Can Low and Can High, within specs.

Probable Cause

Internal failure of EPS ECU,

Repair Process

Replace EPS ECU.







TQCN_DPR 02/12/2009 V1.3 Page 1 of 2



 TQCN DOC#
 Condition Title
 Date

 TQCN_DPR-090550047
 Steering
 03/09/2009

Att	achment 1: Parts	Recovery (Contro	ol Sheet	Orig Tracking VIN					
	not type in SHADED field scrap", properly dispose		estinatio	n field below	Doc No.					
F	nal Destination:	CQE		SETR#:		CQE	Eng:			
	Importer: (Applies to TMC Shipments Only) Deliver to:				住	所:				
Mr	Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION		Attn:				宛	先:		
Qua TO			Tel:				Te	l:		
1 Toyota, Toyota-city, Aichi, 471-8571 Japan										
T-S	TAR IIII									
Note	e: If this FTR contains more	e than one VIN, cr	eate a tab	le in the report	containing VIN,	productio	n date, a	and odomete	r	FOR CUSTOMS USE: Used Parts Value Each
	Part # 1:	Part Descr		00\/ D0\/E	D OTEEDING			1	Qty.	Used Part Value Each
1	8965002300 Comments:	COMPL	JIER A	SSY, POWE	R STEERING				1	71.99
	Comments.									
	Part # 2:	Part Desci	ription					-	Qty.	Used Part Value Each
2	Comments:								(
	Comments.									
•	Part # 3:	Part Descr	ription						Qty.	Used Part Value Each
3	Comments:									

TQCN_DPR 02/12/2009 V1.3 Page 2 of 2



TQCN DOC#			Affiliate	Dept.			Ref	Date		
TQCN_FTR-090790059		TMS	QAC	QAChassis		90793098	03/20/2009			
Primary Model Year		Production Date	•	Odometer	VIN		Repair Date			
Corolla		2009	2008-08-25	5	6804	1NXBU40E19Z		3/12/2009		
Source Location		Problem Area		Parts Destination	DTC					
FTS	REG-LA		Base Vehicle	•	CQE	C1513				
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Date	Code	Parts Available		
4525002820	4525002820							Part(s) Available		
Condition Title										
2009 Corolla	2009 Corolla C1513									

Condition Description

- Customer states while driving vehicle Steering Wheel became very hard to turn.
- States could not pull vehicle over to the side of the road.
- States stopped vehicle in the road and exited vehicle.

Diagnostic Steps

First Time In

- Vehicle towed in, Technician retrieved DTC C1513 using Techstream followed RM procedures for DTC but could not duplicate concern
- No faults were found with EPS system so Technician replaced EPS ECU and released vehicle to the customer

Second Time In

- Vehicle was towed in the next day for the same concern as stated above and FTS was called for assistance
- FTS Inspected vehicle and retrieved DTC C1513, Vehicle was driven into Technicians stall and EPS system was working properly. Inspected vehicle for intermittent problem
- While turning Steering Wheel left and right wiggled Power Steering Torque Senor Wire Harness while doing that
 the Steering Wheel independently turned to the right 60 degrees one time very fast and with a lot of force. After
 that EPS system was not providing assist
- Inspected Power Steering Torque Sensor Harness and found damage to the Blue Harness Cover. (See pictures). Inside the cover found a wire had been pinched at some point before or during installation of Electric Column Assembly

Probable Cause

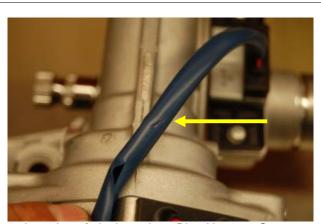
- Part was damaged before or during installation
- Root cause unknown

Repair Process

Replaced Electric Column Assembly.



Electric Steering Column Assemble.



Location of pinch mark on Blue Harness Cover.

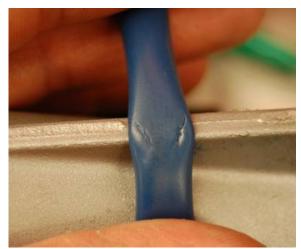


 TQCN DOC#
 Condition Title
 Date

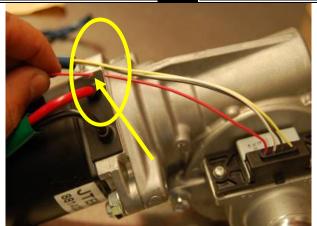
 TQCN_FTR-090790059
 2009 Corolla C1513
 03/20/2009

 Primary Model
 Model Year
 Production Date
 Odometer
 VIN (confirm 17 chara

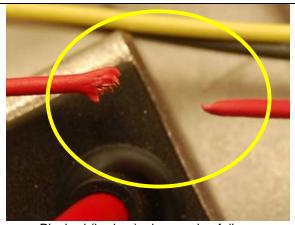
 Corolla
 2009
 2008-08-25
 6804
 1NXBU40E19Z



Close-up of pinch marks.



Location of broken Power Steering Torque Sensor Wire.



Pinched (broken) wire causing failure.



995-14400 160800-0482 11V 06K03 1700



JTEKT TX39 88140323



48850 086C6 JJ110-000042-A 8728 0384



TQCN DOC#	Condition Title	Date			
TQCN_FTR-090790059	2009 Corolla C1513			03/20/2009	
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 chara	
Corolla	2009	2008-08-25	6804	1NXBU40E19Z	

Orig Tracking

VIN

Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below

is "scrap", properly dispose of the part.										
Fi	nal Destination:	CQE		SETR#:		CQE Eng: N/		Ą		
lmp Onl	oorter: (Applies to TMC y)	Shipments	Delive	er to:			住所: []			
Mr. N. Okumura, Chief Expert			Attn:				宛先: []			
Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION			Tel:			,	Tel:			
1 To	oyota, Toyota-city, Aichi, an	471-8571								
T-S	TAR									
Note	Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer FOR CUSTOMS USE: Used Parts Value									
1	Part # 1:	Part Desc	ription					Qty.	Used Part Val	lue Each
ı	4525002820	COLUN	IN AS	SY, ELECTI	RIC POWER	STEERING	G	1	\$ 182.	26

4	Part # 1:	Part Description			Qty.		Used Part Value Each	
1	4525002820	COLUMN ASSY, ELECT	RI	C POWER STEERING	1	\$	182.26	
	Serial No. / Date Code		Cor	mments:				
•	Part # 2:	Part Description			Qty.		Used Part Value Each	
2						\$		
	Serial No. / Date Code		Cor	mments:				
(Part # 3:	Part Description			Qty.		Used Part Value Each	
3						\$		
	Serial No. / Date Code		Comments:					
4	Part # 4:	Part Description			Qty.		Used Part Value Each	
4						\$		
	Serial No. / Date Code		Cor	mments:				
			ĺ					
E	Part # 5:	Part Description			Qty.		Used Part Value Each	
5						\$		
	Serial No. / Date Code		Comments:					
6	Part # 6:	Part Description			Qty.		Used Part Value Each	
6						\$		
	Serial No. / Date Code		Cor	mments:				
7	Part # 7:	Part Description			Qty.		Used Part Value Each	
7						\$		
	Serial No. / Date Code		Cor	mments:				



TQCN DOC#		Affiliate	Dept.		Ref	Date			
TQCN_FTR-090820034		TMS	QAChassis		82805503	03/25/2009			
Primary Model Year		Model Year	Production Date	e Odometer	VIN		Repair Date		
Corolla 2009		2008-03-12	25022	JTDBL40E49J		3/10/2009			
Source	ource Location		Problem Area	Parts Destination	DTC				
PE	PE TMS		Base Vehicle	CQE					
Part # 1		Part # 1 Serial/D	ate Code	Part # 2	Part # 2 Serial/Da	ite Code	Parts Available		
DT0006192	3FS	DOB Wace	S AA7 0108 (020	18)			Manual Part		
D100001923F3 DOK W2C0 A		7AA7 0100 (020	,00)			Return			
Condition Title	Condition Title								
Premature 7	Premature Tire Wear								

Condition Description

Customer feels the vehicle's tires are prematurely worn.

Diagnostic Steps

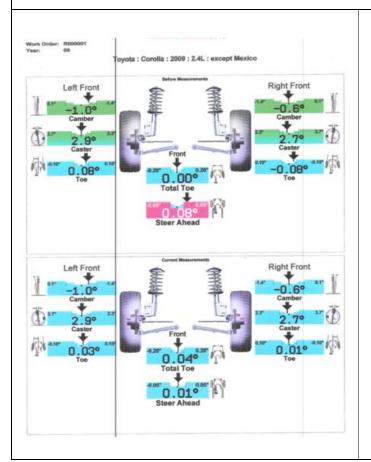
- Dealer inspected tires to verify concern: All 4 tires exhibited premature even wear down to the wear bars (less than 2/32 of an inch remaining tread depth)
- Vehicle is equipped with P195/65R15 (89S) Firestone Affinity tires
- Service Records indicate tire rotations were performed at the following intervals: 5,070; 9,603; 14,676; and 19,925 miles
- Tire pressure at the time of inspection/adjustment: 30 psi for all tires
- · Performed alignment inspection: (see readings below)

Probable Cause

Unknown

Repair Process

Dealer replaced all (4) Firestone Affinity tires to address the customer's concern.



Alignment Print Out



 TQCN DOC# TQCN_FTR-090820034
 Condition Title Premature Tire Wear
 Date 03/25/2009

 Primary Model Corolla
 Model Year 2009
 Production Date 2008-03-12
 Odometer 25022
 VIN (confirm 17 char JTDBL40E49J



Left Front Tire -- Tread Depth (mm)

	\neg					
	utside	Groove	Groove	Groove	Groove	Inside
	Shoulder	4	3	2	1	Shoulder
1	0.9	1.0	1.2	1.6	2.0	1.7

DOT #: W2C6AA70208



Right Front Tire -- Tread Depth (mm)

mside	Groove	Groove	Groove	Groove	Outside
Shoulder	1	2	3	4	Shoulder
1.1	1.1	1.0	1.0	8.0	0.7

DOT #: W2C6AA70108



Left Rear Tire -- Tread Depth (mm)

Outside	Groove	Groove	Groove	Groove	Inside
Shoulder	4	3	2	1	Shoulder
1.3	1.3	1.6	2.2	2.2	1.9

DOT #: W2C6AA70208



Right Rear Tire -- Tread Depth (mm)

Inside	Groove	Groove	Groove	Groove	Outside
Shoulder	1	2	3	4	Shoulder
1.0	1.1	1.1	1.1	1.6	1.7

DOT #: W2C6AA70208



TQCN DOC#	C	Condition Title			Date
TQCN_FTR-090820034	F	Premature Tire Wea	r		03/25/2009
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 char	
Corolla	2009	2008-03-12	25022	JTDBL40E49J	

Orig Tracking

Doc No.

VIN

Attachment 1: **Parts Recovery Control Sheet**Do not type in SHADED fields. If the **Final Destination** field below is "**scrap**", properly dispose of the part.

is some the transfer of the form		30360		
Final Destination: CQE	SETR#:	CQE E	Eng: N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to:	,	住所:[]	
Mr. N. Okumura, Chief Expert	Attn:		宛先:[]	
Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571	Tel:[Tel:[]	
Japan				
T-STAR				
Note: If this FTR contains more than one VIN, cr	eate a table in the report c	ontaining VIN, production	date, and odometer	FOR CUSTOMS USE: Used Parts Value

	Part # 1:	Part Description		Qty.	Used Part Value Each
1	DT00061923FS	P195/65R15		4	\$ 21.75
	Serial No. / Date Code		Comments:		
	DOR W2C6 AA7 0108 (020	98)			



TQCN DOC#		Affiliate	Dep	t.			Dealer Cod	е	Ref	Date
TQCN_DPR-0911000	RED HAAS TOYOTA WORLD mary Model prolla				S		42095		91114524	04/21/2009
Dealer Name	raler Name RED HAAS TOYOTA WORLD imary Model orolla						State		Region	Source
FRED HAAS TOYOTA	mary Model Drolla						TX		GST	TECH
Primary Model			Model Year Production Date				Odometer		VIN	
Corolla		2009 24-FEB-09				1873 mi		1NXBU40E59Z		
Part # 1:		Part # 3: P			Parts De	Destination: Parts Avail		ble:	Repair Date	
00000000000						CQE		No part a	available	4/17/2009
Condition Title							Applicable	DTC Code(s)		
Steering										
<u> </u>										

Part # 1:	Part # 2:	Part # 3:	Parts Da	estination:	Parts Available:	Repair Date
000000000000			CQE	Journal Off.		4/17/2009
Condition Title			UQE	Applicable	No part available DTC Code(s)	4/11/2009
				Applicable	DTC Code(s)	
Steering						
Condition Description						
Customer complain	t steering to quick or	wandering. Problem	was dı	ıplicated		
Diagnostic Steps:						
Test drive vehicle	and complaint with ot	hers of same year an	d miles	S.		
Probable Cause						
elec. power steering	g					
Repair Process						
None taken found it	is normal for EPS sy	/stem.				

TQCN_DPR 3/16/2009 V1.6 Page 1 of 2



TQCN DOC#	Condition	Title				Date
TQCN_DPR-091100070	Steering	g				04/21/2009
Primary Model		Model Year	Production Date	Odometer	VIN	
Corolla		2009	24-FEB-09	1873 mi	1NXBU40E59	9Z

Attachment 1: Parts Do not type in SHADED field is "scrap", properly dispose	ds. If the Final De			Orig Tracking VIN Doc No.							
Final Destination:	CQE		SETR#:			CQE Eng					
Importer: (Applies to TMC Only)	Shipments	Delive	er to:			15	· E所:				
Mr. N. Okumura, Chief Expe Quality Div. Warranty Parts TOYOTA MOTOR CORPOR	Room RATION	Attn: Tel:					B先: el:				
1 Toyota, Toyota-city, Aichi, Japan	4/1-85/1										

				VALUE FOR CUSTOMS USE:
	Part # 1:	Part Description	Qty.	Used Part Value Each
4	00000000000	TEST PART	1	\$ 0
'	Comments:			
	Part # 2:	Part Description	Qty.	Used Part Value Each
2				\$
	Comments:			
	Part # 3:	Part Description	Qty.	Used Part Value Each
3				\$
3	Comments:			

TQCN_DPR 3/16/2009 V1.6 Page 2 of 2



TQCN DOC#			Affiliate	Dept.			Ref	Date
TQCN_FTR	-0911200	34	GST	QAC	Chassis		82242169	04/23/2009
Primary Model		Model Year	Production Date	9	Odometer	VIN		Repair Date
Corolla		2009	2008-09-27	7	2755	1NXBU40E09Z		3/20/2009
Source	Location		Problem Area		Parts Destination	DTC		
FTS	REG-GS	ST	Base Vehicle)	CQE	c2114		
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Date	Code	Parts Available
4260702010)							Part(s) Available
Condition Title								
TPWS Mil C	n C2114							

Condition Description

• Customer states that the tire pressure warning light is on

Diagnostic Steps

- Confirm condition MIL flashes then goes solid
- Retrieve malfunction codes code C2114 present
- Inspect TPWS data list ID4 has default values
- Use TPWS SST Sensor cannot be detected

Probable Cause

Unknown

Repair Process

• Replace tire pressure sensor





Tire pressure sensor

Number above ID code: 0842312861



TQCN DOC#	Cor	ndition Title	Date		
TQCN_FTR-091120034	TF	PWS Mil On C2114	1		04/23/2009
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 chara	
Corolla	2009	2008-09-27	2755	1NXBU40E09Z	

Orig Tracking

VIN

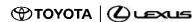
Attachment 1: Parts Recovery Control Sheet
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Doc No.

Ш		ш	Ш	ш	Ш	Ш	Ш		Ш	Ш	ш		ı

Final Destination:	CQE		SETR#:		CQE Er	ng:	N/A			
Importer: (Applies to TMC Only)				Deliver to:				住所:[]		
Mr. N. Okumura, Chief Expe Quality Div. Warranty Parts TOYOTA MOTOR CORPOR 1 Toyota, Toyota-city, Aichi, Japan	Room RATION	Attn:]			死 Tel				
T-STAR Note: If this FTR contains more	re than one VIN, cr			t containing VIN, p	3111.13		nd odometer	FOR CUSTOMS USE: Used Parts Value		

4	Part # 1:	Part Description			Qty.	Used Part Value Each		
1	4260702010	VALVE SUB-ASSY, TIRE	ALVE SUB-ASSY, TIRE PRESSURE MONITOR					
	Serial No. / Date Code		Con	mments:				
	Part # 2:	Part Description			Qty.	Used Part Value Each		
						\$		



TQCN DOC#			Affiliate	Dept.				Ref	Date
TQCN_FTF	R-091250		SET		Chassis			91265289	05/06/2009
Primary Model		Model Year	Production Da		Odometer	VIN			Repair Date
Corolla		2009	2008-08-0	01	1184	JTDBL4	10E399		4/21/2009
Source	Location		Problem Area		Parts Destination	DTC		•	
FTS	REG-SI		Base Vehic	cle	CQE				
Part # 1		Part # 1 Serial/D	ate Code		Part # 2		Part # 2 Serial/Da	ate Code	Parts Available
455101245	in				4525012C3	1			No Part(s)
	,0				102001200	•			Available
Condition Title									
Corolla ele	ctric steer	ing constant	correcting to r	maintair	a atraight line				
Condition While driv	Descripti	on	<u> </u>		<u> </u>	the stee	ering to keep	the vehicle ir	a straight line
While driv	Descripti ing in a s	on	<u> </u>		<u> </u>	the stee	ering to keep	the vehicle in	a straight line
While driv	Descriptiing in a s	ion straight line,	you must al		<u> </u>	the stee	ering to keep	the vehicle in	a straight line
While driv	Descripti ing in a s	on	you must al		<u> </u>	the stee	ering to keep	the vehicle in	a straight line
While driv	Descripti ing in a s Steps e vehicle	ion straight line,	you must al		<u> </u>	the stee	ering to keep	the vehicle in	a straight line
While driv Diagnostic Test drove	Descripti ing in a s Steps e vehicle	ion straight line,	you must al		<u> </u>	the stee	ering to keep	the vehicle in	a straight line

Repair Process								
Test drove another 09 Corolla – same condition Inspected alignment Alignment with in spec. however, toe vehicle in slightly Test drove vehicle after adjusting toe Vehicle still exhibited condition of constantly adjusting the steering to maintain a straight line, but condition still exists. Returned vehicle to customer – customer still not satisfied with how the vehicle drives. Customer seeking arbitration.								
PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE							
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE							

Page 1 of 2 TQCN_FTR 12/12/2008 ver. 2.6



TQCN DOC#	Con	dition Title	Date		
TQCN_FTR-091250003	Co	rolla electric steel	05/06/2009		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 char	
Corolla	2009	2008-08-01	1184	JTDBL40E399	

Orig Tracking

Doc No.

VIN

Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below

is "scrap", properly dispose of the part.

CQE Eng: **Final Destination:** SETR#: N/A CQE Importer: (Applies to TMC Shipments 住所: Deliver to: Attn: 宛先 Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Parts Value

4	Part # 1:	Part Description			Qty.		Used Part Value Each	
1	4551012450	GEAR ASSY, STEERING	3		1	\$	129.73	
	Serial No. / Date Code		Cor	mments:				
7	Part # 2:	Part Description			Qty.		Used Part Value Each	
2	4525012C31	COLUMN ASSY, ELECT	RI	C POWER STEERING	1	\$	191.38	
	Serial No. / Date Code		Cor	mments:				
3	Part # 3:	Part Description			Qty.		Used Part Value Each	
3						\$		
	Serial No. / Date Code		Cor	mments:				
			ľ					
4	Part # 4:	Part Description			Qty.		Used Part Value Each	
4						\$		
	Serial No. / Date Code		Cor	mments:				
E	Part # 5:	Part Description			Qty.		Used Part Value Each	
5						\$		
	Serial No. / Date Code		Cor	mments:				
6	Part # 6:	Part Description			Qty.		Used Part Value Each	
O						\$		
	Serial No. / Date Code		Cor	mments:				
7	Part # 7:	Part Description			Qty.		Used Part Value Each	
1						\$		
	Serial No. / Date Code		Comments:					
			Ì					

Page 2 of 2 TQCN_FTR 12/12/2008 ver. 2.6



TQCN DOC#		Affiliate	Dep	Dept.			Dealer Cod	е	Ref	Date
TQCN_DPR-0912400	13	TMS	QA	QAChassis			29102		81416599	05/18/2009
Dealer Name Dealer City						State		Region	Source	
CHERRY HILL TOYOTA CHERRY HILL						NJ		NYR	TECH	
Primary Model						Odometer VIN				
Corolla			200	09	28-OCT-08		2871 mi		2T1BU40E39C	
Part # 1:	Part # 2:			Part # 3:		Parts De	estination: Parts Available:		ble:	Repair Date
8965002300					CQE	Available upon request		upon request	4/28/2009	
Condition Title						Applicable DTC Code(s)				
Steering is hard no power assist.						C1554,C1552				

Condition Description

Steering hard to turn. Problem was duplicated

Diagnostic Steps:

Tech verified customers concern. Performed pin-fit test and checked for power to power steering ECU. C1554 and C1552 stored in system.

Probable Cause

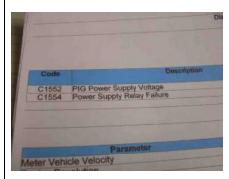
Unknown.

Repair Process

Replace power steering ECU.







TQCN_DPR 3/16/2009 V1.6 Page 1 of 2



TQCN DOC#	Condition	Title		Date				
TQCN_DPR-091240013	Steering	eering is hard no power assist. 05/18/2009						
Primary Model		Model Year	Production Date	Odometer	VIN			
Corolla		2009	28-OCT-08	2871 mi	2T1BU40E39	9C		

Attachment 1: Parts	Pocovory (Contro	ol Shoot	Orig Tracking					
Allaciment i. Faits	Recovery	Jonn	n Sneet	VIN					
Do not type in SHADED fields. If the Final Destination field below is " scrap ", properly dispose of the part.				Doc No.					
Final Destination:	CQE		SETR#:		С	QE En	ıg:		
Importer: (Applies to TMC only)	Delive	r to:				住戶	折:		
Mr. N. Okumura, Chief Expe	rt	Attn:			宛先:				
Quality Div. Warranty Parts F TOYOTA MOTOR CORPOR	Tel:					Tel			
1 Toyota, Toyota-city, Aichi, Japan									

				VALUE FOR CUSTOMS USE:
	1			
	Part # 1:	Part Description	Qty.	Used Part Value Each
1	8965002300	COMPUTER ASSY, POWER STEERING	1	\$ 75.59
•	Comments:			
	Don't # 0	Post Possellation	low	Hand Boot Value Foot
	Part # 2:	Part Description	Qty.	Used Part Value Each
2	Comments:			ĮΨ
	Part # 3:	Part Description	Qty.	Used Part Value Each
3				\$
3	Comments:			

TQCN_DPR 3/16/2009 V1.6 Page 2 of 2



TQCN DOC#			Affiliate	Dept.				Ref	Date
TQCN_FTR	-0913200	18	SET	QAC	Chassis			81758677	05/19/2009
Primary Model		Model Year	Production Date	Э	Odometer	VIN			Repair Date
Corolla		2009	2008-10-17	7	4901	2T1BU4	0E69C		5/6/2009
Source	Location		Problem Area		Parts Destination	DTC			
FTS	REG-SE	T	Base Vehicle	9	CQE				
Part # 1		Part # 1 Serial/D	ate Code		Part # 2 Part # 2 Serial/Date		e Code	Parts Available	
4525002820	,				4551002170			No Part(s)	
4323002020	, I				433100217	3			Available
Condition Title									
Vehicle 'Wa	Vehicle 'Wanders' While Driving 50-60 MPH								

	Descri	

•	Customer states	vehicle re	eauires	constant	steering	correction to	o maintain a	straight	heading.

Diagnostic Steps

- Vehicle was driven and concern verified.
- Technician confirmed alignment were within specifications.
- Other 09 MY Corolla were driven and also exhibit similar driving characteristics

able	Cause
	able

•	Unknown				

Repair Process										
 No repairs performed to vehicle. Customer is not satisfied with steering characteristics of vehicle while traveling at highway speeds. 										
PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE									

PLACE CAPTION # 1 HERE PLACE CAPTION # 2 HERE



TQCN DOC#		Cond	dition Title	Date	
TQCN_FTR-091320018		hicle 'Wanders' W	0-60 MPH	05/19/2009	
Primary Model	Model Year		Production Date	VIN (confirm 17 chara	
Corolla		2008-10-17	4901	2T1BU40E69C	

Orig Tracking

Do	tachment 1: Parts not type in SHADED field scrap", properly dispose	ds. If the Final De	Contro estination	on field below	VIN — Doc No.						
Fi	nal Destination:	CQE		SETR#:		CQE E	ng:	N/	A		
lmp Onl	porter: (Applies to TMC ly)	Delive	er to:			住所:					
Qua TO	N. Okumura, Chief Expeality Div. Warranty Parts YOTA MOTOR CORPORoyota, Toyota-city, Aichi,	Room RATION	Attn:				宛先: Tel:				
	3.00.0		• • • • •								DR CUSTOMS USE: Used
Note	e: If this FTR contains mor	e than one VIN, cr	eate a tal	ble in the report	containing VIN, p	roduction c	late, and	dodomete	er	FC	Parts Value
	In	la . a	•						la.		
1	Part # 1: 4525002820	Part Desc	•	SV ELECT	RIC POWER	CTEEDII	NC		Qty.	\$	Used Part Value Each 191.38
	Serial No. / Date Code	COLUM	VIIN AG		Comments:	SILLINI	NG		<u> </u>	Ψ	191.50
	Container, Date Code				Comments.						
	Part # 2:	Part Desc	ription						Qty.	- 1	Used Part Value Each
2	4551002170	GEAR	ASSY,	STEERING	3				1	\$	129.73
	Serial No. / Date Code		Comments:								
3	Part # 3:	Part Desc	cription						Qty.	_	Used Part Value Each
3										\$	
	Serial No. / Date Code				Comments:						

4	rait# i.	rant Description			Qιy.		USEG FAIT VAIGE EACH
1	4525002820	COLUMN ASSY, ELECT	RIC	POWER STEERING	1	\$	191.38
	Serial No. / Date Code		Con	nments:			
2	Part # 2:	Part Description			Qty.	-	Used Part Value Each
	4551002170	GEAR ASSY, STEERING	3		1	\$	129.73
	Serial No. / Date Code		Con	nments:			
3	Part # 3:	Part Description			Qty.	-	Used Part Value Each
3						\$	
	Serial No. / Date Code		Con	nments:			
A	Part # 4:	Part Description			Qty.		Used Part Value Each
4						\$	
	Serial No. / Date Code		Con	nments:	•		
5	Part # 5:	Part Description			Qty.	_	Used Part Value Each
Э						\$	
	Serial No. / Date Code		Con	nments:			
6	Part # 6:	Part Description			Qty.	_	Used Part Value Each
O						\$	
	Serial No. / Date Code		Con	nments:			
7	Part # 7:	Part Description			Qty.		Used Part Value Each
/						\$	
	Serial No. / Date Code		Con	nments:			
							·



TQCN DOC#			Affiliate	Dept.				Ref	Dat	e	
TQCN_FTR	-0913900	007	TMS	QAC	Chassis			91466144	05	/26/2009	
Primary Model		Model Year	Production Date	9	Odometer	VIN			Rep	pair Date	
Corolla		2009	2008-01-23	3	24027	2T1BE40	E89C		4/3	30/2009	
Source Location		Problem Area	Parts Destination		DTC						
FTS	REG-Td	IM	Base Vehicle	e CQE							
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	F	Part # 2 Serial/Da	te Code		Parts Available	
4522102070	4522102070				452600211	0				Part(s) Available	
Condition Title	ondition Title										
Noisy steeri	Noisy steering while driving in uneven road surface										

Condition Description

Customer states that the steering feels loose when driving over a cobble stone road.

Diagnostic Steps

Technician verify customer condition description, technician test drove, and noticed a loose steering feel, technician also states that a noise was noticed coming form the intermediate steering shaft.

Technician also states that some noisy was noticed at the rack and pinion assembly, technician states that excessive play was noticed

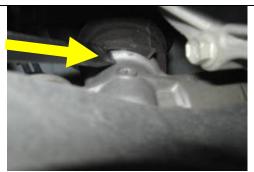
Technician states that some noise was also noticed at the electric power steering

Probable Cause

Technician states that local rough roads affect the steering components, also that steering parts get loose after a few months of driving over cobble stone roads

Repair Process

Remove and replace steering rack and pinion, electric steering assembly, and intermediate steering shaft.



Rack and Pinion noise is noticed right at this piont



Rack and Pinion Assembly



Rack and Pinion lable



Electric Steering Noisy



TQCN_DOC#
TQCN_FTR-091390007

Primary Model
Corolla

Condition Title
Noisy steering while driving in uneven road surface
O5/26/2009

Primary Model
Corolla

Condition Title
Noisy steering while driving in uneven road surface
O5/26/2009

VIN (confirm 17 chara
24027 Km
VIN (confirm 17 chara
24027 Km
VIN (confirm 17 chara
24027 Km



Noise was noticed inside the Electric Power Steering



Typical road were customer drives



TQCN DOC#	Cor	ndition Title	Date			
TQCN_FTR-091390007	No	oisy steering while	ven road surface	05/26/2009		
Primary Model	Model Year	Production Date	Odometer			
Corolla	2009	2008-01-23	24027 Km	2T1BE40E89C		

Orig Tracking

VIN

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below

is "s	scrap", properly dispose	Doc No.										
Fi	nal Destination:	CQE	S	SETR#:			ng:	N/A				
Imp Onl	oorter: (Applies to TMC y)	Shipments	Deliver t	:0:[住所:					
Mr.	N. Okumura, Chief Expe	ert	Attn:				宛先					
TO'	ality Div. Warranty Parts YOTA MOTOR CORPOR	RATION	Tel:				Tel:					
	1 Toyota, Toyota-city, Aichi, 471-8571 Japan											
T-STAR												
Note	e: If this FTR contains mo	containing VIN, p	oduction da	ate, and c	odometer			STOMS USE Parts Value	: Used			
						•						
4	Part # 1:	Part Desc	ription					C	lty.	Used	Part Value	Each
ı	4522102070	SHAFT	, STEER	, STEERING INTERMEDIATE						\$	25.46	

4	Part # 1:	Part Description		Qty.	Used Part Value Each
ı	4522102070	SHAFT, STEERING INT	ERMEDIATE	1	\$ 25.46
	Serial No. / Date Code		Comments:		
2	Part # 2:	Part Description		Qty.	Used Part Value Each
4	4526002110	SHAFT ASSY, STEERIN	IG INTERMEDIATE, NO.2	1	\$ 33.94
	Serial No. / Date Code		Comments:		
3	Part # 3:	Part Description		Qty.	Used Part Value Each
3	4551002150	GEAR ASSY, STEERING	G	1	\$ 129.73
	Serial No. / Date Code		Comments:		
4	Part # 4:	Part Description		Qty.	Used Part Value Each
4	4525002620	COLUMN ASSY, ELECT	RIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Comments:		
5	Part # 5:	Part Description		Qty.	Used Part Value Each
3					\$
	Serial No. / Date Code		Comments:		
6	Part # 6:	Part Description		Qty.	Used Part Value Each
O					\$
	Serial No. / Date Code		Comments:		
7	Part # 7:	Part Description		Qty.	Used Part Value Each
-					\$
	Serial No. / Date Code		Comments:		

Page 3 of 3 TQCN_FTR 12/12/2008 ver. 2.6



TQCN DOC#			Affiliate	Dept.				Ref	Date		
TQCN_FTR-091460047			TMS	QAC	Chassis			81758677	06/01/2009		
Primary Model Yea			Production Da	te	Odometer	VIN			Repair Date		
Corolla 2009			2008-07-0	3	10409	2T1BU4	2T1BU40E69C		4/23/2009		
Source Location			Problem Area	Parts Destinatio		DTC					
FTS REG-CAT			Base Vehic	е							
Part # 1		Part # 1 Serial/I	ate Code		Part # 2		Part # 2 Serial/Dat	e Code	Parts Available		
4551012450	1								No Part(s)		
4551012450									Available		
Condition Title	condition Title										
Vehicle fees	Vehicle fees like it wanders at highway speeds										

Cc	'n	dit	ior	ח	25	cri	ini	tic	'n
v	,,,	uιι	ıvı	ט ו	CO	OI.	w	u	,,,

The customer states that the vehicle pull to the left and right while driving at 65 miles per hour.								

Diagnostic Steps

Probable Cause
Unknown

Two separate dealers have checked the front end alignment and found that it is within specification.

The tires are properly inflated and not displaying any abnormal wear.

Test-drove the vehicle to duplicate the condition.

I found that the vehicle did not pull and would track straight on a level road with my hands off of the steering wheel. I did find that the steering was sensitive and would react to the slightest steering input.

Repair Process No repair attempted. The customer is unhappy with the feel of the vehicles steering. PLACE PICTURE # 1 HERE PLACE PICTURE # 2 HERE PLACE CAPTION # 1 HERE PLACE CAPTION # 2 HERE



	TQCN DOC#		Condition Title	Date			
TQCN_FTR-091460047			Vehicle fees like it	06/01/2009			
	Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 chara		
Corolla 2009			2008-07-03	10409	2T1BU40E69C		

Orig Tracking

VIN

Attachment 1: Parts Recovery Control Sheet



Do	not type in SHADED field scrap", properly dispose	ds. If the Final D			Doc No.					
Fi	nal Destination:	CQE		SETR#:		CQE E	ng:	N/A	4	
Imp Onl	orter: (Applies to TMC y)	Shipments	Delive	er to:			住所	:[]		
Mr. N. Okumura, Chief Expert				Attn: 宛先:						
Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan							Tel:	[]		
T-S1	TAR IIIII									
Note	e: If this FTR contains mor	e than one VIN, cı	eate a ta	ble in the report	containing VIN, p	roduction d	late, ar	nd odometer	•	FOR CUSTOMS USE: Used Parts Value
1	Part # 1:	Part Desc	•						Qty.	Used Part Value Each
'	4551012450	STEERING	3				1	\$ 129.73		
	Serial No. / Date Code		Comments:							
			[]							

1	Part # 1:	Part Description				Qty.	-	Used Part Value Each
1	4551012450	GEAR ASSY, STEERING	3			1	\$	129.73
	Serial No. / Date Code		Cor	mments:				
2	Part # 2:	Part Description				Qty.	-	Used Part Value Each
							\$	
	Serial No. / Date Code		Cor	mments:	•			
3	Part # 3:	Part Description				Qty.	-	Used Part Value Each
J							\$	
	Serial No. / Date Code		Cor	mments:				
4	Part # 4:	Part Description				Qty.	_	Used Part Value Each
+							\$	
	Serial No. / Date Code		Cor	mments:				
						_		
5	Part # 5:	Part Description				Qty.	_	Used Part Value Each
J							\$	
	Serial No. / Date Code		Cor	nments:				
6	Part # 6:	Part Description				Qty.		Used Part Value Each
U							\$	
	Serial No. / Date Code		Cor	mments:				
7	Part # 7:	Part Description				Qty.	-	Used Part Value Each
•							\$	
	Serial No. / Date Code		Cor	mments:				



TQCN DOC#		Affiliate	filiate Dept.				Dealer Cod	е	Ref	Date
TQCN_DPR-0916100	56	TMS	QA	Chassi	S		48056		81356264	06/10/2009
Dealer Name				Dealer City			State		Region	Source
RHINELANDER TOYOTA				RHINELANDER			WI		CHI	TECH
Primary Model				Model Year Production Date		Odometer		VIN		
Corolla			2009 02-Apr-08		33473 n	ni	1NXBU40E69Z			
Part # 1:	Part # 2:			Part # 3:		Parts De	Parts Destination: Parts Avai		ble:	Repair Date
4522102070						CQE	CQE Availal		upon request	6/8/2009
Condition Title							Applicable DTC Code(s)			
Steering noise										

Condition Description

Customer came in for a 30K service. While on test drive noticed clunk in steering while turning. Problem was duplicated

Diagnostic Steps:

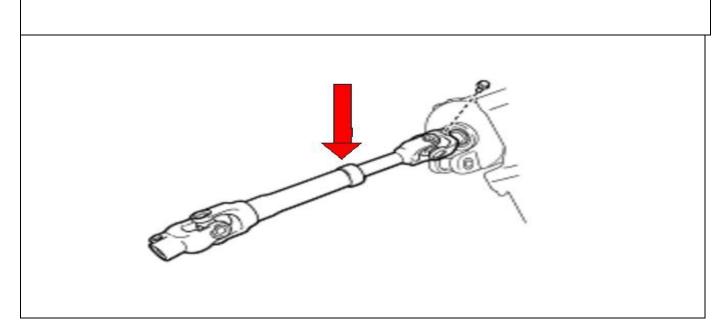
- Inspected steering linkage under dash.
- When steering wheel is turned left and right a clunk or pop noise is coming from intermediate shaft .

Probable Cause

Intermediate shaft slide seems to bind then release causing the noise.

Repair Process

Call tech line with problem. Opened TA case and was told to order new shaft.



TQCN_DPR 3/16/2009 V1.6 Page 1 of 2



TQCN DOC#	Condition	Title				Date
TQCN_DPR-091610056	Steering	g noise				06/10/2009
Primary Model		Model Year	Production Date	Odometer	VIN	
Corolla		2009	02-Apr-08	33473 mi	1NXBU40E69	9Z

Attachment 1: Parts Do not type in SHADED field is "scrap", properly dispose	Orig Tracking VIN Doc No.								
Final Destination:	CQE		SETR#:			CQE Eng	g:		
Importer: (Applies to TMC Only)	Shipments	Delive	er to:			ſ	注所	ī:	
Mr. N. Okumura, Chief Expe Quality Div. Warranty Parts	Room	Attn:					宛先 Γel:	: :	
TOYOTA MOTOR CORPOR 1 Toyota, Toyota-city, Aichi, Japan									

				VALUE FOR CUSTOMS USE:
1	Part # 1: 4522102070 Comments:	Part Description SHAFT, STEERING INTERMEDIATE	Qty.	Used Part Value Each \$ 25.46
2	Part # 2: Comments:	Part Description	Qty.	Used Part Value Each
3	Part # 3: Comments:	Part Description	Qty.	Used Part Value Each

TQCN_DPR 3/16/2009 V1.6 Page 2 of 2



TQCN DOC#			Affiliate	Dept.			Ref	Date		
TQCN_FTR	-0916500	005	TMS	QAO	Chassis		81758677	06/15/2009		
Primary Model		Model Year	Production Date	е	Odometer	VIN		Repair Date		
Corolla 2009			2008-09-12	2	1392	JTDBL40E999		6/12/2009		
Source Location			Problem Area		Parts Destination	DTC				
FPE TMS-PQSS			Base Vehicle	Э	CQE					
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Dat	te Code	Parts Available		
NIA								No Part(s)		
INA	NA							Available		
Condition Title	Condition Title									
Customer states that the steering becomes sensitive and touchy at highway speeds.										

C	าท	diti	on	Des	cri	ntic	'n
v	2111	ulli	VII.	DCO	u i	NIIL	411

Customer states that the steering becomes sensitive and touchy at highway speeds.

Diagnostic Steps

The technician was unable to duplicate the concern.

Probable Cause

Unknown

Repair Process

The suspension was inspected and an alignment check was performed. Alignment was within specifications.

Customer was not satisfied



TQCN DOC#	Con	ndition Title			Date
TQCN_FTR-091650005	Cu	stomer states tha	06/15/2009		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 char	
Corolla	2009	2008-09-12	1392	JTDBL40E999	

Orig Tracking

			Tracking								
Att	tachment 1: Parts	s Recovery	Contr	ol Sheet	VIN						
Do	not type in SHADED field scrap", properly dispose	ds. If the Final D	estinatio	on field below	Doc No.						
Fi	nal Destination:	CQE		SETR#:		CQE E	ng:	N/A			
Imp Onl	porter: (Applies to TMC ly)	Shipments	Delive	er to:			住所:				
			Attn:				宛先:				
	N. Okumura, Chief Expendity Div. Warranty Parts		Tel:[] Tel:[]								
	YOTA MOTOR CORPOR oyota, Toyota-city, Aichi,			•				,			
Jap											
T-STAR											
Note	e: If this FTR contains mor				t containing VIN, p	roduction d	ate, and	d odometer	F	OR CUSTOMS USE: Us Parts Value	sed
									1		
1	Part # 1:	Part Desc	ription					Qty.		Used Part Value Ea	ch
•	NA	n/a						1	\$	0.00	
	Serial No. / Date Code				Comments:						
	D	In (n						la.			
2	Part # 2:	Part Des	cription					Qty.	\$	Used Part Value Ea	ich
	Serial No. / Date Code				Comments:			•			
3	Part # 3:	Part Des	cription					Qty.	_	Used Part Value Ea	ch
									\$		
	Serial No. / Date Code				Comments:						
	D: # 4:	D(D	1					Ott.		Used Part Value Ea	-1-
4	Part # 4:	Part Des	cription					Qty.	\$		icn
	Serial No. / Date Code				Comments:				Ψ		
	Genarivo. / Bate Gode				Comments.						
_	Part # 5:	Part Des	cription					Qty.		Used Part Value Ea	ıch
5									\$		
	Serial No. / Date Code				Comments:			I	ΙΨ		
_	Part # 6:	Part Des	cription					Qty.		Used Part Value Ea	ch
6									\$		
	Serial No. / Date Code				Comments:						
7	Part # 7:	Part Des	cription					Qty.		Used Part Value Ea	ch
•									\$		
	Serial No. / Date Code				Comments:						



TQCN DOC#			Affiliate	Dept.				Ref	Dat	е
TQCN_FTR	-0916700	09	SET	QAC	Chassis			81758677	06	/18/2009
Primary Model	Primary Model Yea		Production Date	е	Odometer	VIN			Rep	pair Date
Corolla 2009		2009	2009-02-11		229	1NXBU40E99Z			5/	14/2009
Source Location			Problem Area		Parts Destination	DTC				
FTS	FTS REG-SET		Base Vehicle	9	CQE					
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 S	erial/Date	e Code		Parts Available
4551002170	,									No Part(s)
4331002170	4551002170									Available
Condition Title							_			
Steering is t	Steering is tight and pulls / wanders									

Condition Description

- Vehicle drives straight, but steering wheel feels stiff
- When moving the steering wheel slightly in either direction, vehicle wanders excessively

Diagnostic Steps

- Checked vehicle's alignment and was found to be in specification
- Rotated tires and condition persists
- Compared condition to same make / model vehicle and found to be characteristic

Probable Cause

•	Inherent design of steering rack / power steering components

Repair Process

 Condition remains present Dealer unable to remedy customer's concern 	
PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE



Parts Value

TQCN DOC#	Con	ndition Title	Date		
TQCN_FTR-091670009	Ste	eering is tight and	06/18/2009		
Primary Model Model Year		Production Date	Odometer	VIN (confirm 17 chara	
Corolla 2009		2009-02-11	229	1NXBU40E99Z	

VIN

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Doc No. CQE Eng: **Final Destination:** SETR#: N/A CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

4	Part # 1:	Part Description	(Qty.	Used Part Value Each
1	4551002170	GEAR ASSY, STEERING	3	1	\$ 129.73
	Serial No. / Date Code		Comments:		
(Part # 2:	Part Description		Qty.	Used Part Value Each
2					\$
	Serial No. / Date Code		Comments:		
3	Part # 3:	Part Description		Qty.	Used Part Value Each
3					\$
	Serial No. / Date Code		Comments:		
4	Part # 4:	Part Description		Qty.	Used Part Value Each
4					\$
	Serial No. / Date Code		Comments:		
5	Part # 5:	Part Description		Qty.	Used Part Value Each
J					\$
	Serial No. / Date Code		Comments:		
6	Part # 6:	Part Description		Qty.	Used Part Value Each
O					\$
	Serial No. / Date Code		Comments:		
7	Part # 7:	Part Description		Qty.	Used Part Value Each
1					\$
	Serial No. / Date Code		Comments:		
				•	

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TMS							Date
TIVIS	QACha	QAChassis		47021		90562097	06/18/2009
ealer Name Dealer City				State		Region	Source
APPLE VALLEY TOYOTA MARTINSBURG				WV CA		CAT	TECH
Primary Model			odel Year Production Date			VIN	
Matrix		2009 21-AUG-08		140 mi		2T1KE40E09C	
	Part	Part # 3: P		s Destination: Parts Availa		ble:	Repair Date
			CQE		Available	upon request	6/8/2009
				Applicable DTC Code(s)			
Steering Assit Inop				C1523			
		MART Model Ye 2009	MARTINSBURG Model Year Production Date 2009 21-AUG-08	MARTINSBURG Model Year Production Date 2009 21-AUG-08 Part # 3: Parts De	MARTINSBURG WV Model Year Production Date Odometer 2009 21-AUG-08 140 mi Part # 3: Parts Destination: CQE Applicable	MARTINSBURG Model Year Production Date Odometer 2009 21-AUG-08 140 mi Part # 3: Parts Destination: Parts Available Applicable DTC Code(s)	MARTINSBURG Model Year Production Date Odometer VIN 2009 21-AUG-08 140 mi 2T1KE40E09C Part # 3: Parts Destination: Parts Available: CQE Available upon request Applicable DTC Code(s)

Steering light on in dash and power steering inoperable. Problem was duplicated						

Diagnostic Steps:

Inspected system, ran voltage check and resistance check on wiring from steering column to power steering ecu. Replaced steering column and reprogram ecu . Concern still there, called TAS who advised me to retest and if no wiring problem found replace ecu.

Probable Cause

Power steering ecu not providing needed power to steering motor for operation.	

Repair Process

Remove dash, replace power steering	ecu and reinstall dash per TAS and repr	ogram.

TQCN_DPR 3/16/2009 V1.6 Page 1 of 2



TQCN DOC#	Condition	Title	Date			
TQCN_DPR-091660006	R-091660006 Steering Assit Inop					06/18/2009
Primary Model		Model Year	Production Date	Odometer	VIN	
Matrix		2009	21-AUG-08	140 mi	2T1KE40E09	C

Attachment 1: Parts	Pocovory (Contro	ol Shoot	Orig Tracking						
Allaciment i. Faits	VIN									
Do not type in SHADED fields. If the Final Destination field below is " scrap ", properly dispose of the part.			Doc No.							
Final Destination:	Final Destination: CQE		SETR#:		CC	QE Eng	j:			
Importer: (Applies to TMC Only)	Delive	r to:			1:	主所	:			
Mr. N. Okumura, Chief Expe	rt	Attn:			3	宛先:				
Quality Div. Warranty Parts F TOYOTA MOTOR CORPOR	Tel:				Т	Γel:				
1 Toyota, Toyota-city, Aichi, Japan										

				VALUE FOR CUSTOMS USE:
1	Part # 1: 8965002320 Comments:	Part Description COMPUTER ASSY, POWER STEERING	Qty.	Used Part Value Each \$ 75.59
2	Part # 2: Comments:	Part Description	Qty.	Used Part Value Each
3	Part # 3: Comments:	Part Description	Qty.	Used Part Value Each

TQCN_DPR 3/16/2009 V1.6 Page 2 of 2



TQCN DOC#			Affiliate	Dept.				Ref	Date	
TQCN_FTR	2-0916600	22	TMS	QAChassis				81336065	06/	18/2009
Primary Model		Model Year	Production Date	Э	Odometer	VIN			Repa	ir Date
Corolla 2009		2009	2008-08-21	1 6992		JTDBL40E499			5/2	0/2009
Source Location			Problem Area		Parts Destination	DTC				
FTS REG-POR)R	Base Vehicle	9	CQE					
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	•	Part # 2 Serial/Dat	te Code		Parts Available
4504619425	5									No Part(s)
4004010420	4504619425									Available
Condition Title	Condition Title									
The vehicle occasionally darts left or right while driving at freeway speeds										

Condition Description

• The customer complained, occasionally, that the car would dart right or sometimes left.

Diagnostic Steps

- The dealership test drove the vehicle, technician and the service manager, and could not confirm the issue.
- Another dealership technician test drove the vehicle on a two lane secondary paved road and noted the condition.
- The alignment was checked and the toe was out of specification. The specified range is -0.05in to 0.05in.
 See below.

Probable Cause

Repair Process

- The technician adjusted the toe from -0.08in left to 0.00in and right from 0.09in to 0.01in.
- The technician test drove the vehicle on the same route for two days and the condition did not occur.
- Note, the customer is still complaining about the condition so this writer test drove the vehicle and the condition did not occur.

	Front :	Left				Front :	Right	
Actual	Defore	Specifies	Range		Actual	Before	Decified	d Range
-8.2° 2.6° 8.88in	-8.1° 2.6° -8.98in	-1.3° 2.1° -6.85in 11.8° 18.5°	8,2° 3,5° 8,85in 13,3° 13,5°	Camber Caster Toe SAI Included Angle Turning Angle Diff.	-8.3* 2.7* 8.01in	-0.1° 2.7° -0.09in	-1.3* 2.1* -0.05in 11.6° 10.5*	8.25 8.65 13.35 13.55
				Front				170
			Actua	al Before Specified R	lange!			
	Cross Ca Cross Ca Total	Star	9.01	1 0.0 1 -0.8	8.5° 8.5° 18in!	-		1
	Rear :	Left				Rear :	Pinht	
Actual	Before	Specified	Rangel		1 Actual	*****	Specifie	d Ranne
-1.2° 8.89in	0.09in		g. 13ini	Casher Toe	-1.4° 8.891n	*	1 -2,81	0.1315
			-	Rear	Spires III			
			Actua	1 Before Specified R	tange!			
	Thrust F	Toe	0.18	n 8.16in 8.8tin 8.	26in			



FOR CUSTOMS USE: Used

Parts Value

TQCN DOC#		Cond	dition Title	Date		
TQCN_FTR-091660022		The	e vehicle occasion	06/18/2009		
Primary Model	Model Year		Production Date	Odometer	VIN (confirm 17 char	
Corolla	2009		2008-08-21	6992	JTDBL40E499	

VIN

Orig Tracking

Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below

is "scrap", properly dispose of the part.

Doc No. CQE Eng: **Final Destination:** SETR#: N/A CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR

Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

4	Part # 1:	Part Description			Qty.		Used Part Value Each
1	4504619425	END SUB-ASSY, TIE RO	DD		1	\$	8.76
	Serial No. / Date Code			nments:			
2	Part # 2:	Part Description			Qty.		Used Part Value Each
						\$	
	Serial No. / Date Code		Con	nments:			
3	Part # 3:	Part Description			Qty.	_	Used Part Value Each
7						\$	
	Serial No. / Date Code		Con	nments:			
4	Part # 4:	Part Description			Qty.	-	Used Part Value Each
+						\$	
	Serial No. / Date Code		Con	nments:			
5	Part # 5:	Part Description			Qty.	<u> </u>	Used Part Value Each
J						\$	
	Serial No. / Date Code		Con	nments:			
					ı		
6	Part # 6:	Part Description			Qty.	L .	Used Part Value Each
U						\$	
	Serial No. / Date Code		Con	nments:			
					ı		
7	Part # 7:	Part Description			Qty.	 	Used Part Value Each
-						\$	
	Serial No. / Date Code		Con	nments:			

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TQCN DOC#			Affiliate	Dept.				Ref	Date	
TQCN_FTR	TQCN_FTR-091670008		TMS	QAChassis				91114523	06/	18/2009
Primary Model	Primary Model Yea		Production Date	e Odometer		VIN			Repa	nir Date
Corolla		2010	2009-05-14	ļ	3	1NXBU4	4EE0AZ		6/1	3/2009
Source	Location		Problem Area		Parts Destination	DTC				
FTS	REG-BO	DS .	Base Vehicle	9	CQE					
Part # 1		Part # 1 Serial/D	ate Code		Part # 2		Part # 2 Serial/Date	Code		Parts Available
4525002820)									Part(s) Available
Condition Title										
No power st	No power steering									

Condition Description

When test driving the vehicle with a prospective customer the power steering malfunction indicator light came on and the power steering stopped working. The customer decided not to purchase the vehicle and went next door to Honda building purchased a Honda Civic

Diagnostic Steps

- 1. The technician installed the diagnostic tester and retrieved code C1513
- 2. The technician installed a new ECU from another vehicle
- 3. The ECU did not change the condition
- 4. The vehicle would start and have power steering for one turn of the steering wheel or for up to 20 minutes, and then loose it
- 5. Once the steering stopped, the MIL came on.

Probable Cause

After swapping the ECU in the vehicle it still had the same condition, before replacing the column, the data for the steering motor was inspected and the torque sensor, number one reading was incorrect - TRQV (-) and TRQV (+) were fluctuating between 2.56 and 3.45 volts without moving the steering wheel. The code would set and then the power steering motor voltage would drop to zero volts

Repair Process

Replace steering column with motor and torque sensors	



TQCN DOC#	Cor	ndition Title	Date		
TQCN_FTR-091670008	No	power steering	06/18/2009		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 charac	
Corolla	2010	2009-05-14	3	1NXBU4EE0AZ	

Orig Tracking



Att	achment 1: Parts R	ecovery	ol Sheet	VIN							
Do 1	not type in SHADED fields. It	the Final De			Doc No.						
IS "S	crap", properly dispose of the	ne part.			DOC 140.	JUJEUL				HIII	
Fi	nal Destination: C	QE		SETR#:		CQE Er	ng:	N/A	١.		
lmp Onl	orter: (Applies to TMC Shi y)	pments	Delive	r to:			住所:	[]			
Qua TO\	N. Okumura, Chief Expert Ility Div. Warranty Parts Roo /OTA MOTOR CORPORAT oyota, Toyota-city, Aichi, 471 an	ION	Attn:]			宛先: Tel:[
T-S1	AR IIIIII										
Note	e: If this FTR contains more that	an one VIN, cr	eate a tab	ole in the report	containing VIN, p	roduction da	ate, and	d odometer		FC	OR CUSTOMS USE: Used Parts Value
	Part # 1:	Part Desc	ription						Qty.		Used Part Value Each
1	4525002820			SY FLECTI	RIC POWER	STEERIN	IG		1	\$	191.38
	Serial No. / Date Code	10020.			Comments:	0122		I	•	141	101100
2	Part # 2:	Part Desc	cription	11					Qty.	\$	Used Part Value Each
	Serial No. / Date Code				Comments:						
3	Part # 3:	Part Desc	cription						Qty.	_	Used Part Value Each
3										\$	
	Serial No. / Date Code			1	Comments:						
									_	_	
4	Part # 4:	Part Desc	cription						Qty.	\$	Used Part Value Each
	Serial No. / Date Code			1.	Commonto:					Φ	
	Ochar No. / Date Code				Comments:						
	Part # 5:	Part Desc	cription						Qty.	Т	Used Part Value Each
5			•							\$	
	Serial No. / Date Code				Comments:						
6	Part # 6:	Part Desc	cription						Qty.	-	Used Part Value Each
U										\$	
	Serial No. / Date Code			,	Comments:						
	D								۵.	_	
7	Part # 7:	Part Desc	cription						Qty.		Used Part Value Each
-	Serial No. / Data Codo			1.	Commonts:					\$	
	Serial No. / Date Code				Comments:						

Page 2 of 2 TQCN_FTR 12/12/2008 ver. 2.6



TQCN DOC#			Affiliate	Dept.			Ref	Date		
TQCN_FTR	TQCN_FTR-091680049		GST	QAC	chassis		81336065	06/	25/2009	
Primary Model Year		Production Date	e Odometer		VIN		Repa	air Date		
Corolla 2009		2009	2008-09-17	7 320		1NXBU40E69Z		6/1	2/2009	
Source	Location		Problem Area	l i	Parts Destination	DTC				
FTS	FTS REG-GST		Base Vehicle	9 (CQE					
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Da	te Code		Parts Available	
4551002170	n								No Part(s)	
4551002170								Available		
Condition Title										
Vehicle Fee	Vehicle Feels Unstable at Highway Speed									

Condition Description

Customer complained that the vehicle feels unstable while driving. States it feels like it is wandering or follows imperfections in the road surface. Feels like vehicle constantly has to be corrected.

Diagnostic Steps

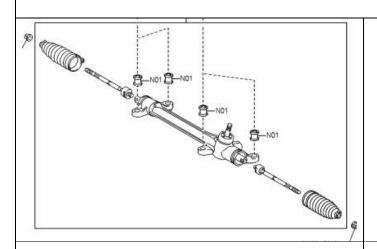
- Alignment was inspected and found to be acceptable and would not cause handling complaint.
- Tire pressure was inspected and found to be 30psi front and 30psi rear.
- The torque sensor was recalibrated before and after the alignment.
- Tires were installed from another vehicle and the vehicle drove the same.
- Vehicle was compared with another 2009 Corolla and it exhibited the same characteristic.

Probable Cause

unknown

Repair Process

Although a characteristic of the vehicle, the customer is very dissatisfied with the vehicle and is seeking arbitration.



PLACE PICTURE # 2 HERE

PLACE CAPTION # 1 HERE

PLACE CAPTION # 2 HERE



Parts Value

TQCN DOC#	Conc	dition Title	Date			
TQCN_FTR-091680049		Veh	hicle Feels Unsta	06/25/2009		
Primary Model	Model Year		Production Date	Odometer	VIN (confirm 17 chara	
Corolla	2009		2008-09-17	320	1NXBU40E69Z	

VIN

Orig Tracking

Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below

is "scrap", properly dispose of the part.

Doc No. CQE Eng: **Final Destination:** SETR#: N/A CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

4	Part # 1:	Part Description		Qty.	Used Part Value Each
1	4551002170	GEAR ASSY, STEERING	G	1	\$ 129.73
	Serial No. / Date Code		Comments:		
2	Part # 2:	Part Description		Qty.	Used Part Value Each
					\$
	Serial No. / Date Code		Comments:		
3	Part # 3:	Part Description		Qty.	Used Part Value Each
၁					\$
	Serial No. / Date Code		Comments:		
4	Part # 4:	Part Description		Qty.	Used Part Value Each
4					\$
	Serial No. / Date Code		Comments:		
5	Part # 5:	Part Description		Qty.	Used Part Value Each
3					\$
	Serial No. / Date Code		Comments:		
6	Part # 6:	Part Description		Qty.	Used Part Value Each
O					\$
	Serial No. / Date Code		Comments:		
7	Part # 7:	Part Description		Qty.	Used Part Value Each
1					\$
	Serial No. / Date Code		Comments:		

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TQCN DOC#			Affiliate	Dept.			Ref	Date	
TQCN_FTR-091950021		021	TMS	QAChassis			81416599	07/16/2009	
Primary Model Yea		Model Year	Production Date	e Odometer		VIN		Repair Date	
Corolla		2009	2008-09-19)	9712	1NXBU40E39Z		6/19/2009	
Source	Source Location Problem Area			Parts Destination	DTC				
FPE	TMS-P	QSS	Base Vehicle	•	CQE				
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Date	e Code	Parts Available	
8965002300	8965002300							Part(s) Available	
Condition Title	Condition Title								
EPS Light "ON" - Power Steering Lacks Assist									

Condition Description

Customer complains that multiple warning light illuminated and power steering now lacks assist.

Diagnostic Steps

- 1) Customer complaints were confirmed.
- 2) Techstream was installed but was unable to communicate with EPS ECU. Successful Techstream communication with all other ECUs on the CAN bus suggested a concern with the EPS ECU itself.
- 3) Fuses were checked and all appeared OK.
- 4) EPS ECU was accessed and B+, IG+, and GND were all confirmed at the ECU terminals by backprobing.
- 5) Connectors were removed from EPS ECU for inspection and all appeared OK.

Probable Cause

Internal EPS ECU malfunction.

Repair Process

EPS ECU was replaced to correct the concern. Post-repair test drive revealed normal EPS operation and assist.



EPS ECU (above) was checked for B+, IG+, and GND by backprobing and all voltage checks appeared OK.



The EPS ECU (above) was replaced to remedy the concerns.

Serial No. / Date Code



TQCN_FTR-091950021		dition Title S Light "ON" - Po	ower Steering I	Lacks Assist	Date 07/16/2009
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 chara	
Corolla	2009	2008-09-19	9712	1NXBU40E39Z	
		Orig Trac	l cking		

Att	tachment 1: Parts Re	ecovery	Contro	ol Sheet	VIN						
Do	not type in SHADED fields. If scrap", properly dispose of the	the Final De			Doc No.						
Fi	nal Destination: Co	QE		SETR#:		CQE E	ng:	N/A	4		
lmp Onl	porter: (Applies to TMC Shiply)	oments	Delive	er to:			住所	ř: []			
	N. Okumura, Chief Expert	Attn:				宛先					
Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan							Tel:				
	TAR	an one VIN cr			containing VIN n			nd odomete			CUSTOMS USE: Used
NOU	e. II tilis FTA Contains more the	in one viiv, ci	eate a tai	bie iii tile report	containing viiv, p	or oddection to	iale, a	na odomete	1		Parts Value
_	Part # 1:	Part Desc	ription						Qty.	Us	ed Part Value Each
1	8965002300	COMP	UTER	ASSY, POW	/ER STEERII	NG			1	\$	75.59
	Serial No. / Date Code	,			Comments:				•		
	Part # 2:	Part Desc	rintion						Qty.	[]e	ed Part Value Each
2										\$	Laido Laoii
	Serial No. / Date Code				Comments:					Ψ	
2	Part # 3:	Part Desc	cription						Qty.	Us	ed Part Value Each
3										\$	
	Serial No. / Date Code				Comments:						
									I		
4	Part # 4:	Part Desc	cription						Qty.		ed Part Value Each
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	Serial No. / Date Code				Comments:						
	Part # 5:	Part Desc	cription						Qty.	He	ed Part Value Each
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	Serial No. / Date Code				Comments:					Ψ	
^	Part # 6:	Part Desc	cription						Qty.	Us	ed Part Value Each
6										\$	
	Serial No. / Date Code	erial No. / Date Code			Comments:						
7	Part # 7:	Part Desc	cription						Qty.	Us	ed Part Value Each

TQCN_FTR 12/12/2008 ver. 2.6 Page 2 of 2

Comments:



TQCN DOC#			Affiliate	Dept.			Ref	Date		
TQCN_FTR	TQCN_FTR-091930002		TMS	QAChassis			82131465	07/16/2009		
Primary Model Yea		Model Year	Production Date	te Odometer		VIN		Repair Date		
Corolla 2009		2009	2008-04-15	5	11554	1NXBE40E39Z		7/8/2009		
Source	Source Location Problem A		Problem Area		Parts Destination	DTC				
FTS	REG-N	/	Base Vehicle	9	CQE					
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Dat	e Code	Parts Available		
4525002620	4525002620							Part(s) Available		
Condition Title										
Knocking No	Knocking Noise when turning steering wheel									

Condition Description

• Customer states when turning the steering wheel there is a knocking noise.

Diagnostic Steps

- 1. FTS inspected vehicle and confirmed concern.
- 2. FTS noticed knocking noise is evident from steering column intermediate shaft area.
- 3. Dealer has replaced intermediate steering shaft and concern is still evident.
- 4. FTS removed intermediate shaft and confirmed knocking noise from steering column assembly. (See Video)

Probable Cause

• Steering Column assembly.

Repair Process

• MDT replaced Steering Column Assembly.









TQCN DOC#	Con	ndition Title			Date	
TQCN_FTR-091930002	Kn	ocking Noise whe	07/16/2009			
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 chara		
Corolla	2009	2008-04-15	11554	1NXBE40E39Z		

Orig Tracking



Fil Imp Onl	N. Okumura, Chief Expert lity Div. Warranty Parts Room OTA MOTOR CORPORATION	VIN Doc No.		ng:					
Japa T-S1				containing VIN. n		ate, and odom			CUSTOMS USE: Used
NOLE	e. II this FTR contains more than one vin, c	reate a tab	ne in the report	containing viiv, pi	oduction d	ate, and odom	eter		Parts Value
	Part #1: Part Desi	cription					Qty.	Us	sed Part Value Each
1			SY, ELECT	RIC POWER S	STEERIN	NG	1	\$	191.38
	Serial No. / Date Code		-	Comments:					
2	Part # 2: Part Des	cription					Qty.	\$	sed Part Value Each
	Serial No. / Date Code		(Comments:					
	Part # 3: Part Des	orintion					Qty.	Ша	sed Part Value Each
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	Serial No. / Date Code		I,	Comments:				ΙΨΙ	
4	Part # 4: Part Des	cription	1	1			Qty.	Us \$	sed Part Value Each
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5	Part # 5: Part Des	cription					Qty.		sed Part Value Each
	Serial No. / Date Code		1.	Comments:				\$	
	Condition / Bate Code	Comments:							
_	Part # 6: Part Des	cription					Qty.	Us	sed Part Value Each
6						\$			
	Serial No. / Date Code	Comments:							
7	Part # 7: Part Des	Part Description					Qty.		sed Part Value Each
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	Serial No. / Date Code			Comments:					

Page 2 of 2 TQCN_FTR 12/12/2008 ver. 2.6

TOYOTA	(Z) LEXUS
WIDIOIA	

TQCN DOC#		Affiliate Dept.					Dealer Cod	е	Ref	Date
TQCN_DPR-0919100	48	TMS	QA	QAChassis			22041		91948655	07/20/2009
Dealer Name Dealer City							State		Region	Source
BURNSVILLE TOYOTA BURNSVILLE						MN CHI			TECH	
Primary Model Year Production Da					Production Date		Odometer VIN			
Corolla			201	10	15-JUN-09 14 mi			1NXBU4EE4AZ		
Part # 1:	Part # 2:			Part # 3:		Parts De	Destination: Parts Available:			Repair Date
4525002820						CQE	CQE Available upon request		e upon request	7/10/2009
Condition Title							Applicable DTC Code(s)			
Clunk Felt in Steering Wheel										

Condition Description

Clunk feel in steering.

Diagnostic Steps:

- Only occurs when turning the steering wheel in a back and forth motion (similar to a worn intermediate shaft)
- · Operates smoothly when turning stop to stop
- Removed intermediate shaft and clunk still felt in column
- Compared to another 2010 Corolla and the condition was not present

Probable Cause

Issue with steering column

Repair Process

Replaced steering column assembly.

TQCN_DPR 6/29/2009 V1.7 Page 1 of 2



TQCN DOC#	Condition	Condition Title							
TQCN_DPR-091910048	Clunk F	elt in Steeri	ng Wheel			07/20/2009			
Primary Model		Model Year Production Date Odometer VIN							
Corolla	2010	15-JUN-09	14 mi	1NXBU4EE4	AZ				

Attachment 1: Parts Do not type in SHADED field is "scrap", properly dispose		Orig Tracking VIN Doc No.					
Final Destination:		SETR#:		CQE Eng			
Importer: (Applies to TMC Only)	Delive	er to:		ſ	注所:		
Mr. N. Okumura, Chief Expe	rt	Attn:			5	75.	
Quality Div. Warranty Parts I TOYOTA MOTOR CORPOR			Т	el:			
1 Toyota, Toyota-city, Aichi, Japan	471-8571						

				VALU	JE FOR CUSTOMS USE:
	Part # 1:	Part Description	Qty.	U	Ised Part Value Each
4	4525002820	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$	191.38
1	Comments:				

TQCN_DPR 6/29/2009 V1.7 Page 2 of 2



TQCN DOC#			Affiliate	Dept.				Ref	Dat	е
TQCN_FTR-091980007		SET	QAChassis				81416599	07	/20/2009	
Primary Model Year		Model Year	Production Date	te Odometer		VIN			Rep	pair Date
Corolla 2009		2009	2008-09-12	<u> </u>	316	JTDBL4	0E799		7/	17/2009
Source	Source Location Problem Area				Parts Destination	DTC				
FTS	REG-S	ET	Base Vehicle)	CQE	C1552	<u>.</u>			
Part # 1		Part # 1 Serial/D	ate Code		Part # 2		Part # 2 Serial/Da	te Code		Parts Available
4525012C3	1	N/A								Part(s) Available
Condition Title					•					
Power Stee	ring MIL	"ON" and No	Power Assist							

^ -	124		D		
CO	naı	tion	Desc	rıb	tior

Customer complains of MIL on and no power assist from power steering. Occurred when backing out of driveway.

Diagnostic Steps

Technician found C1552 in history. Tested harness and found no problem. Reviewed FF data and saw less than one volt at PIG circuit.

Probable Cause

Suspect internal problem with Power Steering ECU		

Replace Power Steering ECU. PLACE PICTURE # 1 HERE PLACE PICTURE # 2 HERE PLACE CAPTION # 1 HERE PLACE CAPTION # 2 HERE

Serial No. / Date Code

Serial No. / Date Code

Serial No. / Date Code

Part # 6:

Part # 7:

6



TQCN DOC#			dition Title	Date			
	TQCN_FTR-091980007	Po	wer Steering MIL	"ON" and No	Power Assist	07/20/2009	
	Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 char		
	Corolla	2009	2008-09-12	316	JTDBL40E799		

Orig Tracking



Qty.

Qty.

\$

Used Part Value Each

Used Part Value Each

	achment 1: Parts				VIN —							
	crap", properly dispose		ootimatic	on noid bolow	Doc No.							
Fi	nal Destination:	CQE		SETR#:		CQE E	ng:	N/A				
lmp Onl	orter: (Applies to TMC y)	Shipments	Delive	er to:			住所	; []				
Qua	N. Okumura, Chief Expe	Room	Attn:]			宛先 Tel:					
	∕OTA MOTOR CORPOF oyota, Toyota-city, Aichi, an	_										
T-STAR					IIII				II	III		
Note	e: If this FTR contains mor	e than one VIN, c	eate a ta	ble in the report	t containing VIN, p	roduction d	ate, aı	nd odomete	r	F	OR CUSTOMS USE: Used Parts Value	d
	Part # 1:	Part Desc							Qty.		Used Part Value Eacl	<u> </u>
1	4525012C31			SY FLECT	RIC POWER	STEERIN	NG.		ևլу. 1	\$	191.38	
	Serial No. / Date Code	JOCEON	VII V 7 (O	01, LLL01	Comments:	OTELIKII	10		•	Ψ	101.00	
	N/A											
2	Part # 2:	Part Des	cription		1				Qty.		Used Part Value Eacl	h
_										\$		
	Serial No. / Date Code				Comments:							
		I										
3	Part # 3:	Part Des	cription						Qty.	\$	Used Part Value Eacl	h
	Serial No. / Date Code			I	Comments:				1	Ψ		_
4	Part # 4:	Part Des	cription						Qty.		Used Part Value Eacl	h
4										\$		
_	Serial No. / Date Code				Comments:							
5	Part # 5:	Part Des	cription						Qty.	_	Used Part Value Eacl	h
<u> </u>										\$		

Comments:

Comments:

Comments:

Part Description

Part Description



TQCN DOC#		Affiliate	Dept	Dept.			Dealer Code		Ref	Date
TQCN_DPR-0913400	19	SET	QA	QAChassis			09217		81758677	07/21/2009
Dealer Name	Dealer Name Dealer City					State		Region	Source	
TOYOTA OF TAMPA BAY			TAI	MPA			FL		SET	TECH
Primary Model			Mod	el Year	Production Date Odometer			VIN		
Corolla			2009 11-FEB-09			229 mi		1NXBU40E99Z		
Part # 1:	Part # 2:			Part # 3: Pa		Parts De	Destination: Parts Avail		ble:	Repair Date
45510-02170					CQE			No part available		5/14/2009
Condition Title							Applicable DTC Code(s)			
Steering Wandering										

Condition D	escription
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·	
Customer states vehicle is pulling, during road test noted vehicle is wandering. Condition was duplicated	

Diagnostic Steps:

- Inspected alignment, vehicle is within specification
- Test drove another same make, model year corolla, vehicle operates the same

Probable Cause

1 TODAD	ic oausc				
•	unknown				

Repair Process

•		
Test drove like vehicle, also se	emed to exhibit similar driving characteri	stics
	T	T

TQCN_DPR 3/16/2009 V1.6 Page 1 of 2

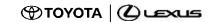


TQCN DOC#	Condition	Title			Date	
TQCN_DPR-091340019 Steering Wandering					07/21/2009	
Primary Model		Model Year	Production Date	Odometer	VIN	
Corolla		2009	11-FEB-09	229 mi	1NXBU40E9	9Z

Attachment 1: Parts Do not type in SHADED field is "scrap", properly dispose	Orig Tracking VIN Doc No.							
Final Destination: CQE			SETR#:			CQE Eng:		
Importer: (Applies to TMC Only)	Delive	er to:		•	住	所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn: Tel:				宛 Te	先: l:	

				VALUE FOR	CUSTOMS USE:
	Part # 1:	Part Description	Qty.	Used Pa	rt Value Each
4	00000000000	TEST PART	0	\$	0
	Comments:				

TQCN_DPR 3/16/2009 V1.6 Page 2 of 2



TQCN DOC#			Affiliate	Dept.				Ref	Date	
TQCN_FTR	-0920200	002	SET	QAC	Chassis			81758677	07/21/2009	
Primary Model		Model Year	Production Date	е	Odometer	VIN			Repair Date	
Corolla		2009	2008-11-11		5341	2T1BU4	0E89C		7/14/2009	
Source	Location		Problem Area		Parts Destination	DTC				
FTS REG-SET Base Ver			Base Vehicle	Э	CQE					
Part # 1		Part # 1 Serial/D	ate Code		Part # 2		Part # 2 Serial/Dat	e Code	Parts Available	
	4525002820				455100217	0			No Part(s) Available	
Condition Title	Condition Title									
Vehicle 'Wa	Vehicle 'Wanders' While Driving 50-60 MPH									

_		_		
Cor	iditior	i Desc	ription	١

• Customer states vehicle requires constant steering correction to maintain a straight heading.

Diagnostic Steps

- Vehicle was driven and concern verified.
- Tires exhibit even wear and are inflated to correct pressures.
- Technician confirmed alignment angles were within specifications.
- Other 09 MY Corolla were driven and also exhibit similar driving characteristics.

Pr	oba	able	Ca	use
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•	Unknown			

Repair Process

 No repairs performed to vehicle. Customer is not satisfied with steering characteristic 	cs of vehicle while traveling at highway speeds.
PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE



TQCN DOC#	Co	ondition Title	Date			
TQCN_FTR-092020002	V	ehicle 'Wanders' W	07/21/2009			
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 chara		
Corolla	2009	2008-11-11	5341	2T1BU40E89C		

Orig Tracking

VIN



Attachment 1: Parts Recovery Control Sheet
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Doc No.

III	I			IIII	П	Ш		П	Ш	II	II	II	Ш	П	П	П	П	П	Ш	
Ш	Ш	Ш	Ш	Ш	Ш	Ш	I	Ш	Ш	Ш	Ш	II	Ш	Ш	Ш	Ц	L	Ш	Ш	II

Final Destination:	nal Destination: CQE				CQE E	ng:	N/A		
Importer: (Applies to TMC Only)	Shipments	Delive	er to:			皏	f: []		
Mr. N. Okumura, Chief Expe	Attn: sn.								
Quality Div. Warranty Parts TOYOTA MOTOR CORPOR 1 Toyota, Toyota-city, Aichi, Japan	Tel:				Tel	:[]			
T-STAR									
Note: If this FTR contains mor	e than one VIN, cr	eate a ta	ble in the report	containing VIN, p	roduction d	late, a	nd odometer	FOR CUSTOMS USE: Used Parts Value	

4	Part # 1:	Part Description			Qty.	-	Jsed Part Value Each
1	4525002820	COLUMN ASSY, ELECT	RI	C POWER STEERING	1	\$	191.38
	Serial No. / Date Code		Coi	mments:			
2	Part # 2:	Part Description			Qty.	Ī	Jsed Part Value Each
	4551002170	GEAR ASSY, STEERING	G		1	\$	129.73
	Serial No. / Date Code		Coi	mments:			



TQCN DOC#			Affiliate	Dept.			Ref	Date
TQCN_FTR	2-0920400	36	TMS	QAC	Chassis		92089497	07/27/2009
Primary Model		Model Year	Production Date	Э	Odometer	VIN		Repair Date
Matrix		2009	2008-10-16	3	6204	2T1KU40E09C		7/8/2009
Source Location			Problem Area		Parts Destination	DTC		
FTS	FTS REG-SF		Base Vehicle	9	CQE			
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Date	e Code	Parts Available
4525002620	4525002620							Part(s) Available
Condition Title								
Clunk Noise	Clunk Noise When Turning Steering Wheel							

Condition Description

• Clunk type noise when turning steering wheel right or left during certified used car inspection.

Diagnostic Steps

- Tech able to duplicate "clunk" type noise when turning steering wheel to with the E/G running and the vehicle at rest.
- Noise not affected by steering wheel rotation direction
- Tech isolated to column and found missing bushing at mounting pin bracket

Probable Cause

Unknown

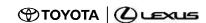
Repair Process

• Replaced Electric Steering Column Assembly PN 45250-02620 as plastic bushing not available separately.



View showing correctly installed Bushing

View from opposite side - missing bushing



 TQCN DOC#
 Condition Title
 Date

 TQCN_FTR-092040036
 Clunk Noise When Turning Steering Wheel
 07/27/2009

 Primary Model
 Model Year Matrix
 Production Date Prod





Markings on motor and column



FOR CUSTOMS USE: Used

Parts Value

TQCN DOC#	C	Condition Title	Date		
TQCN_FTR-092040036	C	Clunk Noise When T	07/27/2009		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 chara	
Matrix	2009	2008-10-16	6204	2T1KU40E09C	

VIN

Orig Tracking

Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below

Doc No. is "scrap", properly dispose of the part. CQE Eng: **Final Destination:** SETR#: N/A CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Attn: 宛先 Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR

Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

1	Part # 1:	Part Description			Qty.	<u> </u>	Used Part Value Each
•	4525002620	COLUMN ASSY, ELECT	RIC	C POWER STEERING	1	\$	191.38
	Serial No. / Date Code		Cor	mments:			
2	Part # 2:	Part Description			Qty.	_	Used Part Value Each
						\$	
	Serial No. / Date Code		Cor	mments:			
3	Part # 3:	Part Description			Qty.		Used Part Value Each
၁						\$	
	Serial No. / Date Code		Cor	mments:			
4	Part # 4:	Part Description			Qty.	-	Used Part Value Each
4						\$	
	Serial No. / Date Code		Cor	mments:			
5	Part # 5:	Part Description			Qty.		Used Part Value Each
Э						\$	
	Serial No. / Date Code		Cor	mments:			
6	Part # 6:	Part Description			Qty.		Used Part Value Each
O						\$	
	Serial No. / Date Code		Cor	mments:			
			ſ				
7	Part # 7:	Part Description			Qty.		Used Part Value Each
1						\$	
	Serial No. / Date Code		Cor	mments:			
					•		

Page 3 of 3 TQCN_FTR 12/12/2008 ver. 2.6



TQCN DOC#			Affiliate	Dept.				Ref	Date
TQCN_FTR-092050019		19	SET	QAChassis				81758677	07/27/2009
Primary Model		Model Year	Production Date	Э	Odometer VIN				Repair Date
Corolla 2009		2009	2008-11-13	}	2501 2T1BU40E49C		0E49C		6/2/2009
Source	Source Location		Problem Area		Parts Destination	DTC			
FTS REG-SET		T	Base Vehicle	9	CQE				
Part # 1		Part # 1 Serial/D	ate Code		Part # 2		Part # 2 Serial/Dat	e Code	Parts Available
4525002820	,					4551002170			No Part(s)
4323002020					455100217	J			Available
Condition Title									
Vehicle 'Wa	nders' Wh	ile Driving 5	50-60 MPH						

Condition Description

• Customer states vehicle requires constant steering correction to maintain a straight heading.

Diagnostic Steps

- Vehicle was driven and concern verified.
- Tires exhibit even wear and are inflated to correct pressures.
- Technician confirmed alignment angles were within specifications.
- Other 09 MY Corolla were driven and also exhibit similar driving characteristics.

Pr	o	b	a	b	le	C	a	u	s	е
----	---	---	---	---	----	---	---	---	---	---

•	Unknown			

Repair Process

 No repairs performed to vehicle. Customer is not satisfied with steering characteristic 	cs of vehicle while traveling at highway speeds.
PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE



Parts Value

TQCN DOC#	C	Condition Title	Date			
TQCN_FTR-092050019	V	Vehicle 'Wanders' W	hile Driving 50	0-60 MPH	07/27/2009	
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 chara		
Corolla	2009	2008-11-13	2501	2T1BU40E49C		

Orig Tracking

Doc No.

VIN

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

CQE Eng: **Final Destination:** SETR#: N/A CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

4	Part # 1:	Part Description			Qty.		Used Part Value Each
1	4525002820	COLUMN ASSY, ELECT	RIC	POWER STEERING	1	\$	191.38
	Serial No. / Date Code		Con	nments:			
2	Part # 2:	Part Description			Qty.		Used Part Value Each
	4551002170	GEAR ASSY, STEERIN	G		1	\$	129.73
	Serial No. / Date Code		Con	nments:			
3	Part # 3:	Part Description			Qty.		Used Part Value Each
3						\$	
	Serial No. / Date Code		Con	nments:			
4	Part # 4:	Part Description			Qty.		Used Part Value Each
4						\$	
	Serial No. / Date Code		Con	nments:			
5	Part # 5:	Part Description			Qty.	_	Used Part Value Each
3						\$	
	Serial No. / Date Code		Con	nments:			
6	Part # 6:	Part Description			Qty.	-	Used Part Value Each
U						\$	
	Serial No. / Date Code		Con	nments:			
7	Part # 7:	Part Description			Qty.		Used Part Value Each
•						\$	
	Serial No. / Date Code		Con	nments:			
1			I				

Page 2 of 2 TQCN_FTR 12/12/2008 ver. 2.6

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TQCN DOC#		Affiliate	Dept	Dept.			Dealer Cod	е	Ref	Date
TQCN_DPR-0920500	19	TMS	QA	QAChassis			22035		81285783	07/27/2009
Dealer Name			Dealer City				State		Region	Source
MAPLEWOOD TOYOTA				MAPLEWOOD			MN		CHI	TECH
Primary Model			Mod	Model Year Production Date		Odometer		VIN		
Matrix			2009 01-APR-08		6830 mi		2T1KU40E39C			
Part # 1:	Part # 2:			Part # 3:		Parts De	estination:	ination: Parts Available:		Repair Date
4551002150						CQE	CQE Availab		upon request	7/24/2009
Condition Title							Applicable DTC Code(s)			
Clunk Noise from Sub	Clunk Noise from Sub Frame									

Condition Description

The customer was hearing a clunking noise when coming to a stop

Diagnostic Steps:

- Test drove with customer and verified the noise and conditions to make it occur
- then made a visual inspection

Probable Cause

bolts loose at the sub frame due to bolts being cross threaded and not totally secured to the frame mounts

Repair Process

- r&r the sub frame and removed the rack and pinion to access the treads
- ran my tap through the threads and cleaned the bolts up
- Reinstalled and test drove to verify the repair.

TQCN_DPR 6/29/2009 V1.7 Page 1 of 2



TQCN DOC#	C# Condition Title							
TQCN_DPR-092050019 Clunk Noise from Sub Frame						07/27/2009		
Primary Model		Model Year	Production Date	Odometer	VIN			
Matrix		2009	01-APR-08	6830 mi	2T1KU40E39C			

Attachment 1: Parts Do not type in SHADED field is "scrap", properly dispose		Orig Tracking VIN Doc No.								
Final Destination:	CQE		SETR#:			CQE Eng	:			
Importer: (Applies to TMC Only)	Delive	er to:			1:	主所:				
· ·	Mr. N. Okumura, Chief Expert				Attn:			宛先:		
Quality Div. Warranty Parts F TOYOTA MOTOR CORPOR 1 Toyota, Toyota-city, Aichi, Japan	RATION	Tel:				Т	`el:			

				VALUE FOR CUSTOMS USE:
	Part # 1:	Part Description	Qty.	Used Part Value Each
4	4551002150	GEAR ASSY, STEERING	1	\$ 129.73
1	Comments:			

TQCN_DPR 6/29/2009 V1.7 Page 2 of 2



TQCN DOC#			Affiliate	Dept.			Ref	Date	
TQCN_FTR	TQCN_FTR-092100006		TMS	QAChassis			90793098	07/30/2009	
Primary Model		Model Year	Production Date	Э	Odometer	VIN		Repair Date	
Corolla 2009		2009	2008-09-03	3	9364	1NXBU40E09Z		7/27/2009	
Source Location			Problem Area		Parts Destination	DTC			
FTS	FTS REG-POR		Base Vehicle	9	CQE				
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Date	Code	Parts Available	
N/A								No Part(s)	
14// \	N/A							Available	
Condition Title	Condition Title								
EMPS-interi	mittant los	s of assist.							

Condition Description

The owner states that the power steering sometimes has no assist.

Diagnostic Steps

- The condition was duplicated by turning the steering wheel from lock to lock repeatedly.
- The concern would occur intermittently.
- The concern would occur near the end of the steering wheel travel.
- When the power assist disappeared the headlight brightness would dim.
- DTC U0100-Meter/Gauge system lost communication with ECM/PCM was the only DTC and was only stored in history.
 - The DTC did not return after being erased.
 - o The condition was not corrected.
 - o This DTC did not appear to be related to the EMPS concern.
- The EMPS torque sensor was zero point calibrated.
 - o After calibration the condition could no longer be duplicated.

Probable Cause

	ln	ı.		_			
ш	ın	ĸ	n	n	۱۸/	'n	

Repair Process

Zero point calibrating the torque sensor corrected the condition.							
C:¥Documents and Settings¥donk This is a Techstream snapshot of the condition.							



TQCN DOC#			lition Title	Date		
TQCN_FTR-092100006			PS-intermittant	07/30/2009		
Primary Model	Model Year		PS-intermittant Production Date	Odometer	VIN (confirm 17 chara 1NXBU40E09Z	
Corolla	2009		2008-09-03	9364	1NXBU40E09Z	



TQCN DOC#	Con	dition Title	Date		
TQCN_FTR-092100006	EM	MPS-intermittant lo	07/30/2009		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 chara	
Corolla	2009	2008-09-03			

Orig Tracking

					Tracking							
	achment 1: Parts				VIN							
	not type in SHADED field scrap", properly dispose		estination	n field below	Doc No.							
Fi	nal Destination:	CQE		SETR#:		CQE E	ng:	N/A				
Imp Onl	orter: (Applies to TMC y)	Shipments	Deliver	· to:			住所]				
	N OL OLiviE		Attn:				宛先:]				
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel:				1			Tale	1				
TOYOTA MOTOR CORPORATION							Tel:					
	oyota, Toyota-city, Aichi,											
Jap	an											
T-S1	TAR IIIII								Ш	Ш		
	3.0									FO	R CUSTOMS USE: Us	sed
Note	e: If this FTR contains mor	e than one VIN, c	reate a tab	le in the repor	t containing VIN, p	roduction d	ate, and	odometer			Parts Value	Ju
	I=	1										
1	Part # 1: N/A	Part Desc	cription					Q	ty. 1	\$ \$	Used Part Value Ea	ach
	Serial No. / Date Code	II/a			Comments:				<u> </u>	Ψ	0.00	
2	Part # 2:	Part Des	cription					C	Qty.		Jsed Part Value Ea	ach
_	Serial No. / Date Code				0					\$		
	Serial No. / Date Code				Comments:							
3	Part # 3:	Part Des	cription					C	Qty.		Jsed Part Value Ea	ach
3										\$		
	Serial No. / Date Code				Comments:							
<u> </u>	Part # 4:	Part Des	cription					lo	Qty.	ı	Jsed Part Value Ea	ach
4										\$		
	Serial No. / Date Code				Comments:							
	Part # 5:	Dant Dan	orintic :						1		Jsed Part Value Ea	nah
5	Part # 5:	Part Des	cription						Qty.	\$	Jsed Part Value Ea	acn
	Serial No. / Date Code	<u> </u>			Comments:			I	J	Ψ		
6	Part # 6: Part Description							C	Qty.	_	Jsed Part Value Ea	ach
				Comments:					\$			
Serial No. / Date Code C				Comments.								
7	Part # 7:	7: Part Description						C	Qty.	_	Jsed Part Value Ea	ach
										\$		
	Serial No. / Date Code				Comments:							



TQCN DOC#		Affiliate	Dept	t.			Dealer Cod	е	Ref	Date
TQCN_DPR-0918000	34	SET	QA	Chassi	S		32118		81336065	08/10/2009
Dealer Name	Deal	Dealer City			State		Region	Source		
GREENVILLE TOYOTA GREENVILLE					NC		SET	TECH		
Primary Model	Mod	el Year	Production Date		Odometer		VIN			
Corolla				2009 14-OCT-08			7770 mi		JTDBL40E49J	
Part # 1:	Part # 2:			Part # 3: P		Parts De	Parts Destination: Parts Availa		ble:	Repair Date
4551012450						CQE	CQE No part		available	6/29/2009
Condition Title							Applicable DTC Code(s)			
Steering feel										
3 20										

Condition	Description
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Condition Description
Customer states the steering was "sticking," that is, if you turn a few degrees to either direction (but most noticeably left) the wheel will not return to center. You have to physically turn it back, creating a condition where you CONSTANTLY turn the wheel back and forth to keep it centered. Problem was duplicated
Diagnostic Steps:
Checked alignment. Test drove.
Probable Cause
Normal condition.
Repair Process
None. CONDITION IS NOT CORRECTED.

TQCN_DPR 3/16/2009 V1.6 Page 1 of 2



TQCN DOC#	Condition	Title	Date				
TQCN_DPR-091800034	Steering	g feel	08/1	10/2009			
Primary Model		Model Year	Production Date	Odometer	VIN		
Corolla		2009	14-OCT-08	7770 mi	JTDBL40E49		

Attachment 1: Parts Do not type in SHADED field	Orig Tracking VIN									
is " scrap ", properly dispose of the part.			II noid bolow	Doc No.						
Final Destination:	CQE	QE S			С	CQE Eng:				
Importer: (Applies to TMC Only)	Delive	r to:				住戶	听:			
Mr. N. Okumura, Chief Expe	rt	Attn:					宛先:			
Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION		Tel:				Tel:				
1 Toyota, Toyota-city, Aichi, Japan										

				VALUE FOR CUSTOMS USE:							
	Part # 1:	Part Description	Qty.	Used Part Value Each							
4	4551012450	GEAR ASSY, STEERING	1	\$ 129.73							
'	Comments:										
	Part # 2:	Part Description	Qty.	Used Part Value Each							
2				\$							
	Comments:										
		,		-							
	Part # 3:	Part Description	Qty.	Used Part Value Each							
3				\$							
5	Comments:										

TQCN_DPR 3/16/2009 V1.6 Page 2 of 2



TQCN DOC#			Affiliate	Dept.			Ref	Date			
TQCN_FTR-092190006		006	TMS	QAChassis			90793098	08/11/2009			
Primary Model Yea		Model Year	Production Date	te Odometer VIN		VIN	VIN				
Corolla 2009		2009	2008-09-03	3	9899	1NXBU40E09Z		8/6/2009			
Source	rce Location Problem Area			Parts Destination	DTC						
FTS	REG-PO	OR .	Base Vehicle	9	CQE						
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Dat	Parts Available				
4525002820	4525002820							Part(s) Available			
Condition Title	Condition Title										
Revision of	Revision of FTR 092100006										

Condition Description

The revisions to the original FTR 092100006 are colored blue.

The owner states that the power steering sometimes has no assist. When the condition occurred the steering wheel kicked back in the opposite direction of rotation.

Diagnostic Steps

- The condition was duplicated by turning the steering wheel from lock to lock repeatedly.
- The steering wheel did not have to be turned to the full lock position. It only had to be moved rapidly in either direction.
- The concern would occur intermittently.
 - The condition would occur every time the steering wheel was moved rapidly up to 20 times in succession and then without warning the concern would disappear.
- The concern would occur near the end of the steering wheel travel. The concern would occur at any point in the steering wheel range of movement.
- When the assist stopped the steering wheel would lick back in the opposite direction of rotation.
- When the power assist disappeared the headlight and dash light brightness would dim.
- DTC U0100-Meter/Gauge system lost communication with ECM/PCM was the only DTC and was only stored in history.
 - o The DTC did not return after being erased.
 - The condition was not corrected.
 - o This DTC did not appear to be related to the EMPS concern.
- The EMPS torque sensor was zero point calibrated.
 - o After calibration the condition could no longer be duplicated.
- Two weeks after the recalibration the condition reoccurred.
- The Techstream data was reviewed and no irregularities were noted.
- The EPS Power Column Assembly was replaced.
 - The condition was not corrected.
- The alternator output was tested.
 - o The output was 100 Amps at 2000 rpm.
- During a visual inspection of vehicle power and ground circuits the engine wire at terminal Q1 of the Engine Room Relay Block Number 1 was found loose.
 - The nut was cross threaded on the stud and there was a 1/8 inch gap between the nut and the wire terminal.
- The damaged threads were chased with a die, the nut was replaced and the terminal was tightened. After the loose terminal was corrected the EPS condition could no longer be duplicated.
- After the loose terminal was tightened the Techstream data was reviewed.
 - The only change in data was that the Motor Actual Current value would range up to ± 50 Amps.
 - o When the terminal was loose the Motor Actual Current would not exceed + 10.78 Amp and 13.36 Amp. See snapshot attachment number 2.

Probable Cause

Unknown

Repair Process

Zero point calibrating the torque sensor corrected the condition.

Tightening Terminal Q1 corrected the condition.



TQCN DOC#	Co	ondition Title	Date		
TQCN_FTR-092190006	R	evision of FTR 09	08/11/2009		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 chara	
Corolla	2009	2008-09-03	9899	1NXBU40E09Z	



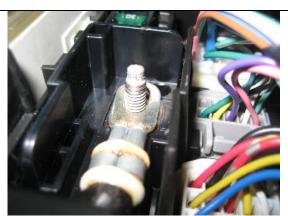
This is a Techstream snapshot of the condition.



This is snapshot attachment number 2.



Terminal Q1 was loose.



The threaded stud was damaged.



Location of terminal Q1





TQCN DOC#		Condition Title	Date		
TQCN_FTR-092190006		Revision of FTR 09	08/11/2009		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 chara	
Corolla	2009	2008-09-03	9899	1NXBU40E09Z	

Orig Tracking

VIN

Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below

is "s	scrap", properly dispose	of the part.			Doc No.					
Fi	nal Destination:	CQE	5	SETR#:		CQE E	ng:	N/A		
lmp Onl	orter: (Applies to TMC y)	Shipments	Deliver to	o:[住所:[]		•	
	N. Okumura, Chief Expe		Attn:				宛先:[]			
Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571			Tel:				Tel:			
Jap	an									
T-S1	rar IIIII									
Note	e: If this FTR contains mor	e than one VIN, cr	eate a table	in the report	containing VIN, p	roduction d	ate, and odon	neter		TOMS USE: Used arts Value
1	Part # 1:	Part Desc	•					Qty.		Part Value Each
•	4525002820	COLUN	IN ASSY	<u>', ELECTI</u>	RIC POWER S	STEERIN	NG .	1	\$	191.38
	Serial No. / Date Code				Comments:					

4	Part # 1:	Part Description		Qty.	Used Part Value Each
1	4525002820	COLUMN ASSY, ELECT	RIC POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Comments:		
•	Part # 2:	Part Description		Qty.	Used Part Value Each
2					\$
	Serial No. / Date Code		Comments:		
•	Part # 3:	Part Description		Qty.	Used Part Value Each
3					\$
	Serial No. / Date Code		Comments:		
4	Part # 4:	Part Description		Qty.	Used Part Value Each
4					\$
	Serial No. / Date Code		Comments:		
5	Part # 5:	Part Description		Qty.	Used Part Value Each
J					\$
	Serial No. / Date Code		Comments:		
6	Part # 6:	Part Description		Qty.	Used Part Value Each
O					\$
	Serial No. / Date Code		Comments:		
7	Part # 7:	Part Description		Qty.	Used Part Value Each
7					\$
	Serial No. / Date Code		Comments:		•
				_	



TQCN DOC#		Affiliate	Dept.		Ref	Date					
TQCN_FTR-092210004		TMS	QAChassis			81416599	08/11/2009				
Primary Model Year		Production Date	e Odometer VIN			Repair Date					
Corolla 2009		2009	2008-09-25	8414 2T1BU40E69C			8/4/2009				
Source Location P		Problem Area	Pa	rts Destination	DTC						
FTS	REG-N'	Y	Base Vehicle	e CQE							
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Date	e Code	Parts Available			
8965002300							Part(s) Available				
Condition Title											
EMPS Light	EMPS Light On C1555										

Condition Description

Customer states the EMPS Light is on and the steering is difficult to turn.

Diagnostic Steps

- 1. MDT inspected and confirmed the customer's concern.
- DTC C1555 Motor Relay Welding Failure, DTC U0100 Lost communication with ECM/PCM "A"
 MDT could not perform Zero Point Calibration for torque sensor.
- 4. MDT performed diagnosis for DTC C1555

Probable Cause

EMPS ECU.

Repair Process

1. MDT replaced EMPS ECU



Page 1 of 2 TQCN_FTR 12/12/2008 ver. 2.6



TQCN DOC#	Cone	dition Title	Date		
TQCN_FTR-092210004	EM	IPS Light On C15	08/11/2009		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 chara	
Corolla	2009	2008-09-25	8414	2T1BU40E69C	

Orig Tracking

Doc No.

VIN

Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below

is "scrap", properly dispose of the part.

CQE Eng: **Final Destination:** SETR#: N/A CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan

T-STAR		
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Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE: Used Parts Value

4	Part # 1:	Part Description		Qty.	Used Part Value Each
1	8965002300	COMPUTER ASSY, PO	VER STEERING	1	\$ 75.59
	Serial No. / Date Code		Comments:		
_	Part # 2:	Part Description		Qty.	Used Part Value Each
2					\$
	Serial No. / Date Code		Comments:		
3	Part # 3:	Part Description		Qty.	Used Part Value Each
3					\$
	Serial No. / Date Code		Comments:		
4	Part # 4:	Part Description		Qty.	Used Part Value Each
4					\$
	Serial No. / Date Code		Comments:	•	
_	Part # 5:	Part Description		Qty.	Used Part Value Each
5					\$
	Serial No. / Date Code		Comments:		
^	Part # 6:	Part Description		Qty.	Used Part Value Each
6					\$
	Serial No. / Date Code		Comments:		
_	Part # 7:	Part Description	1	Qty.	Used Part Value Each
7					\$
	Serial No. / Date Code	1	Comments:] 7]

Page 2 of 2 TQCN_FTR 12/12/2008 ver. 2.6



TQCN DOC#		Affiliate	Dept.	Dept.			Dealer Code		Ref	Date
TQCN_DPR-0922300	83	TMS	QAC	QAChassis			19062		92250500	08/13/2009
Dealer Name			Dealer City			State		Region	Source	
TOYOTA OF BOWIE			BOWIE			MD		CAT	TECH	
Primary Model			Model	el Year Production Date		Odometer		VIN		
Corolla			2009 17-FEB-09			5553 mi		1NXBU40E19Z		
Part # 1:	Part # 2:			Part # 3:		Parts Destination: Parts Ava		Parts Availa	ble:	Repair Date
9008042090					CQE		Available		e upon request	8/11/2009
Condition Title						Applicable DTC Code(s)				
Rattle noise at 50 MPH - wheel weight.										
							Applicable	DTC Code(s)		

Condition	Description
-----------	-------------

•	Customer states when driving 50 mph he hears a rattling noise.

Diagnostic Steps:

• Performed undercarriage inspection and found right front inboard wheel weight loose and rattling.

Probable Cause

Improperly installed wheel weight on alloy wheel

Repair Process

•		
Removed loose weight, rebala	nced wheel and installed new weight.	
	1	1

TQCN_DPR 6/29/2009 V1.7 Page 1 of 2



TQCN DOC#	Condition	Title	Date			
TQCN_DPR-092230083	Rattle noise at 50 MPH - wheel weight.					08/13/2009
Primary Model		Model Year	Production Date Odometer VIN			
Corolla		2009	17-FEB-09	5553 mi	1NXBU40E1	9Z

Attachment 1: Parts	Pocovory (Contro	l Shoot	Orig Tracking					
Attachment 1: Parts Recovery Control Sheet				VIN					
Do not type in SHADED fields. If the Final Destination field below is " scrap ", properly dispose of the part.				Doc No.					
Final Destination:	nal Destination: CQE SETR#:		SETR#:		CQE En	ng:			
Importer: (Applies to TMC only)	Delive	r to:			住戶	听:			
Mr. N. Okumura, Chief Expe	rt	Attn:			宛约	ե :			
Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION		Tel:				Tel	:		
1 Toyota, Toyota-city, Aichi,									
Japan									

				VALUE FOR CUSTOMS USE:
	Part # 1:	Part Description	Qty.	Used Part Value Each
	9008042090	WEIGHT, BALANCE	1	\$ 0.66
'	Comments:			
_	Part # 2:	Part Description	Qty.	Used Part Value Each
2	Comments:		•	
_	Part # 3:	Part Description	Qty.	Used Part Value Each
3	Comments:			

TQCN_DPR 6/29/2009 V1.7 Page 2 of 2



TQCN DOC#			Affiliate	Dept.				Ref	Date		
TQCN_FTR-092290013		013	TMS	MS QACh		Chassis			08/	08/18/2009	
Primary Model		Model Year	Production Date	ate Odometer		VIN			Repa	ir Date	
Corolla	Corolla 2010		2009-05-13	3	591 1NXBU4EE0AZ				8/1	4/2009	
Source	e Location Problem Area			Parts Destination	DTC						
FTS	REG-NY Base		Base Vehicle	9	CQE						
Part # 1		Part # 1 Serial/D	ate Code		Part # 2 Part # 2 Serial/Dat			Code		Parts Available	
DT00154848CO DOT 1LC6 3RH 0309										Part(s) Available	
Condition Title											
Vibration Felt In Steering While Driving at Higher Speeds											

Condition Description

Customer states there is a noise and vibration felt in steering wheel while driving at higher speeds.

Diagnostic Steps

- Technician confirmed customer's concern
- Vehicle was road tested and a thumping noise was heard from the Left front of the vehicle.
- After test drive vehicle was lifted and left front wheel was spun and found that something was moving in wheel/tire assembly.
- Tire was dismounted and a piece wood from a wood pallet was found in wheel/tire assembly (see pictures below).
- Left Front Tire DOT # 1LC6 3RH 0309

Probable Cause

Unknown

Repair Process

Wood was removed and tire was replaced to repair vehicle.



Left Front Tire With Piece of Wood Inside

Picture Of Damage Caused By Piece Of Wood



TQCN DOC#		Cond	ition Title	Date		
TQCN_FTR-092290013		Vibr	ation Felt In Ste	08/18/2009		
Primary Model	Model Year		Production Date	Odometer	VIN (confirm 17 charac	
Corolla	2010		2009-05-13	591	1NXBU4EE0AZ	

Orig Tracking

				Tracking								
Att	tachment 1: Parts	Recovery	Control S	heet	VIN							
	not type in SHADED field scrap", properly dispose		estination fiel	ld below	Doc No.							
Fi	nal Destination:	CQE	SE	TR#:		CQE E	ng:	N/A	4			
Imp Onl	oorter: (Applies to TMC ly)	Shipments	Deliver to:]			住所	f: []				
	N OL Olivis		Attn:				宛先	; []				
	N. Okumura, Chief Expe		f 1					r 1				
	ality Div. Warranty Parts		Tel:				Tel:					
	YOTA MOTOR CORPOR											
	oyota, Toyota-city, Aichi,	4/1-85/1										
Jap	an											
			l.									
T-S	TAR III						Ш			Ш		
	silvati								T.			
Note	e: If this FTR contains mor	e than one VIN, cr	eate a table in	the report	containing VIN, p	roduction d	ate, aı	nd odomete	r	F	OR CUSTOMS USE: U Parts Value	sed
									1			
_	Part # 1:	Part Desc	ription						Qty.		Used Part Value E	ach
1	DT00154848CO	195/65	R15						1	\$	15.25	
	Serial No. / Date Code				Comments:							
	DOT 1LC6 3RH 0309	9										
2	Part # 2:	Part Desc	cription						Qty.	-	Used Part Value E	ach
_	Ossial Na / Data Ossia			1						\$		
	Serial No. / Date Code				Comments:							
_	Part # 3:	Part Desc	cription						Qty.		Used Part Value E	ach
3										\$		
	Serial No. / Date Code			(Comments:				1	1 - 1		
			_									
4	Part # 4:	Part Desc	cription						Qty.	_	Used Part Value E	ach
_	Carial No. / Data Carla									\$		
	Serial No. / Date Code				Comments:							
<u> </u>	Part # 5:	Part Desc	cription						Qty.		Used Part Value E	ach
5										\$		
	Serial No. / Date Code				Comments:					1 - 1		
6	Part # 6:	Part Desc	cription						Qty.		Used Part Value E	ach
U										\$		
	Serial No. / Date Code			1	Comments:							
	Part # 7:	Part Desc	rintion						Otv		Used Part Value E	ach
7	Part # 7:	rait Desc	a ipuon						Qty.	\$	OSCU FAIL VAIUE E	aUII
	Serial No. / Date Code				Comments:					Ψ		
I												



TQCN DOC# Affilia		Affiliate	Dept.		Ref	Date				
TQCN_FTR-092300051		TMS	QAChassis		81758677	08/20/2009				
Primary Model	Model Year	Production Date	Odometer	VIN	_	Repair Date				
Corolla	2010	2009-05-21	405	1NXBU4EE1AZ		7/9/2009				
Source Location	n	Problem Area	Parts Destination	DTC						
FTS REG	CAT	Base Vehicle	CQE							
Part # 1	Part # 1 Serial/D	ate Code	Part # 2	Part # 2 Serial/Dat	e Code	Parts Available				
4551002150						Manual Part				
4551002150	-					Return				
Condition Title										
Vehicle feels like it wanders at highway speeds										

_		_		
Cor	ndition	Desc	ription	i

The customer states that the vehicle wanders at highway speeds.
Diagnostic Steps

Drove the vehicle and found that the vehicle is very sensitive to steering input.
Checked the alignment and found the readings were near the preferred specifications.

Unknown

Repair Process

Explained to the customer that the vehicle is operating as designed, and had the technician adjust the toe in to maximum to minimize the condition.								
PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE							
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE							



TQCN DOC#	Cond	dition Title	Date			
TQCN_FTR-092300051		Vel	hicle feels like it w	08/20/2009		
Primary Model	Model Year		Production Date	Odometer	VIN (confirm 17 charac	
Corolla	2010		2009-05-21	405	1NXBU4EE1AZ	

Orig Tracking

VIN

Attachment 1: Parts Recovery Control Sheet

Do	not type in SHADED field scrap", properly dispose	ds. If the Final D e			Doc No.							
Fi	nal Destination:	CQE		SETR#:		CQE E	ng:	N/A	4			
Imp On	porter: (Applies to TMC ly)	Shipments	Delive	er to:			住所	f: []				
Mr.	N. Okumura, Chief Expe	ert	Attn:				宛先	; []				
TO	ality Div. Warranty Parts	RATION	Tel:				Tel:					
Jap	oyota, Toyota-city, Aichi, an	4/1-85/1										
T-S	T-STAR											
Not	e: If this FTR contains mor	e than one VIN, cr	eate a ta	ble in the repor	t containing VIN, p	roduction d	late, a	nd odomete	r		ISTOMS USE Parts Value	E: Used
1	Part # 1:	Part Desc	•						Qty.		Part Value	
•	4551002150	GEAR	ASSY,	STEERING	3				1	\$	129.7	3
	Serial No. / Date Code				Comments:							
	Dovt # 2.	Davi Davi							Ott.		I Dawt Value	

4	Part # 1:	Part Description			Qty.	Used Part Value Each
1	4551002150	GEAR ASSY, STEERING	G		1	\$ 129.73
	Serial No. / Date Code		Co	mments:		
2	Part # 2:	Part Description			Qty.	Used Part Value Each
						\$
	Serial No. / Date Code		Сс	mments:		
3	Part # 3:	Part Description			Qty.	Used Part Value Each
う						\$
	Serial No. / Date Code		Сс	omments:		
			li			
4	Part # 4:	Part Description			Qty.	Used Part Value Each
4						\$
	Serial No. / Date Code		Сс	omments:		
			l			
5	Part # 5:	Part Description			Qty.	Used Part Value Each
Э						\$
	Serial No. / Date Code		Co	omments:		
6	Part # 6:	Part Description			Qty.	Used Part Value Each
O						\$
	Serial No. / Date Code		Сс	mments:		
7	Part # 7:	Part Description			Qty.	Used Part Value Each
7						\$
	Serial No. / Date Code		Сс	mments:		
					 _	



TQCN DOC#		Affiliate	Dept	Dept.			Dealer Cod	е	Ref	Date
TQCN_DPR-0920200	57	SET	QAChassis			09202		81265570	09/08/2009	
Dealer Name			Dealer City				State		Region	Source
MIKE ERDMAN TOYOTA MERRIT					ISLAND		FL		SET	TECH
Primary Model				Model Year Production Date			Odometer		VIN	
Corolla			200	2009 12-SEP-08			316 mi		JTDBL40E799	
Part # 1:	Part # 2:			Part # 3:		Parts Destination: Parts Av			ble:	Repair Date
8965012410						CQE	Available		e upon request	7/21/2009
Condition Title							Applicable DTC Code(s)			
Power Steering Warning Light ON - C1552							C1552			

8965012410			CQE		Available upon request	7/21/2009
Condition Title				Applicable	DTC Code(s)	
Power Steering Warni	ng Light ON - C1552			C1552		
<u> </u>						
Condition Description	n					
Power steering light	on and no power ste	eering. Problem was o	duplica	ited		
Diagnostic Steps:						
	tech stream found o	code c1552 pig power	suppl	v voltage	.Check voltages and conn	ections all
					to replace ecu for power st	
gram an m						
Probable Cause						
ECU failure						
Panair Process	_					_
Repair Process	oring FCII					
Replaced power ste	ering ECU					
1					1	

TQCN_DPR 6/29/2009 V1.7 Page 1 of 2



	TQCN DOC#	Condition	Date				
	TQCN_DPR-092020057	Power S	Steering Wa	rning Light ON - C1552	2		09/08/2009
Primary Model			Model Year	Production Date	Odometer	VIN	
	Corolla		2009	12-SEP-08	316 mi	JTDBL40E79	99

Attachment 1: Parts Do not type in SHADED field is "scrap", properly dispose	Orig Tracking VIN Doc No.	344.44						
Final Destination:	tion: CQE		SETR#:		CQE Eng:			
Importer: (Applies to TMC Shipments Only) Deliver to:						住戶		
Mr. N. Okumura, Chief Expe Quality Div. Warranty Parts I TOYOTA MOTOR CORPOR	Attn: Tel:				宛先: Tel:			
1 Toyota, Toyota-city, Aichi, Japan								

				VALUE FOR CUSTOMS USE:
1	Part # 1: 8965012410 Comments:	Part Description COMPUTER ASSY, POWER STEERING	Qty.	Used Part Value Each \$ 75.59
2	Part # 2: Comments:	Part Description	Qty.	Used Part Value Each
3	Part # 3: Comments:	Part Description	Qty.	Used Part Value Each

TQCN_DPR 6/29/2009 V1.7 Page 2 of 2



TQCN DOC#			Affiliate	Dept.			Ref	Date		
TQCN_FTR-092490003		03	GST	QAChassis			92522019	09/09/2009		
Primary Model		Model Year	Production Dat	е	Odometer	VIN	_	Repair Date		
Corolla 2010		2009-06-15	5	4	1NXBU4EE2AZ		9/3/2009			
Source Location		Problem Area		Parts Destination	DTC					
FTS REG-GST		Base Vehicle	Э	CQE						
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Dat	e Code	Parts Available		
8924502050								Part(s) Available		
Condition Title										
Corolla Mult	Corolla Multiple warning lights on - Steering Angle Sensor									

Condition Description

When the vehicle is started the tachometer and speedometer do not perform a full swing self test, also the SRS light, ABS light, brake light and the Electric power steering light all stay on also if the key is left in the ignition cylinder and the door opened there is no key chime.

Diagnostic Steps

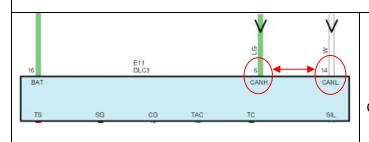
- Connect the Techstream to DLC3 to inspect for DTC's and found that the Techstream unit will not communicate
 with the vehicle and when a CAN bus check is performed there are no ECU's responding.
- 2. Inspect the CAN-H to CAN-L circuit resistance at the DLC3 connector with the ignition turned off and found 59 ohms of resistance.
- 3. Turn the ignition on and inspect the CAN-H and CAN-L voltage to ground at the DLC3 connector and found 12.4 volts present on then CAN-H to ground and 12.4 volts on the CAN-L to ground.
- 4. With the volt meter still connected between the CAN-H circuit and ground we started to unplug components that are connected to the CAN circuit to see if the voltage would drop.
- 5. We found that when the steering angle sensor is disconnected the voltage on the CAN-H wire dropped to approximately 3 volts, also when the steering angle sensor is disconnected the tachometer starts working.
- 6. Inspect the steering angle sensor resistance and found that there is continuity between pins 3 and 5.

Probable Cause

Short circuit inside the steering angle sensor.

Repair Process

Replace the steering angle sensor.



Resistance between CAN-H and CAN-L is 59 ohms, CAN-H and CAN-L to ground is 12.4 volts with the ignition turned on.



TQCN DOC# TQCN_FTR-092490003 Primary Model	Condition Title Corolla Multiple warning lights on - Steering Angle Sens Production Date Odometer VIN (confirm 17 charac 1NXBU4EE2AZ			Date 09/09/2009
4 S BAT	Steering Sensor		of the E49 connector is	shorted to Pin3



TQCN DOC#		ndition Title	Date		
TQCN_FTR-092490003	Co	orolla Multiple warr	09/09/2009		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 charac	
Corolla	2010	2009-06-15	4	1NXBU4EE2AZ	

Orig Tracking

VIN

Attachment 1: Parts Recovery Control Sheet

	not type in SHADED field scrap", properly dispose		estinatio	on field below	Doc No.						
Fi	nal Destination:	CQE		SETR#:		CQE E	ng:	N/A	Ą		
lmp Onl	oorter: (Applies to TMC ly)	Shipments	Delive	er to:			住所:			•	
Qua TO	N. Okumura, Chief Expe ality Div. Warranty Parts YOTA MOTOR CORPOR oyota, Toyota-city, Aichi, an	Room RATION	Attn:				宛先: Tel:				
T-S	TAR IIII					ШІ				I	
Note	e: If this FTR contains mor	e than one VIN, cr	eate a ta	ble in the repor	t containing VIN, p	roduction d	late, and	l odomete	r	F	OR CUSTOMS USE: Used Parts Value
		<u>, </u>									
1	Part # 1:	Part Desc	•	EEDINIO					Qty.	_	Used Part Value Each
•	8924502050	SENSC	DR, STEERING				11	\$	57.90		
	Serial No. / Date Code				Comments:						
		1									

4	Part # 1:	Part Description			Qty.	Used Part Value Each
1	8924502050	SENSOR, STEERING			1	\$ 57.90
	Serial No. / Date Code	•	Commen	ts:		
2	Part # 2:	Part Description			Qty.	Used Part Value Each
						\$
	Serial No. / Date Code		Commen	ts:		
3	Part # 3:	Part Description			Qty.	Used Part Value Each
၁						\$
	Serial No. / Date Code		Commen	ts:		
4	Part # 4:	Part Description			Qty.	Used Part Value Each
4						\$
	Serial No. / Date Code		Commen	ts:		
5	Part # 5:	Part Description			Qty.	Used Part Value Each
ว						\$
	Serial No. / Date Code		Commen	ts:		
6	Part # 6:	Part Description			Qty.	Used Part Value Each
ס						\$
	Serial No. / Date Code		Commen	ts:		
7	Part # 7:	Part Description			Qty.	Used Part Value Each
1						\$
	Serial No. / Date Code		Commen	ts:		



	Affiliate	Dept.				Dealer Code		Ref	Date
	SET	QAChassis			32118		92532069	09/10/2009	
Dealer Name Dealer City				State		Region	Source		
GREENVILLE TOYOTA				GREENVILLE				SET	TECH
Primary Model			ear Production Date			Odometer		VIN	
Corolla			2009 27-AUG-08			15363 mi		JTDBL40E499	
art # 2:		Part # 3:			Parts De			ble:	Repair Date
			co					available	8/24/2009
						Applicable DTC Code(s)			
Increase steering return effort									
a	nrt # 2:		Dealer City GREEN Model Yea 2009 urt # 2: Part	Dealer City GREENVIL Model Year 2009 Part # 3:	Dealer City GREENVILLE Model Year 2009 27-AUG-08 Part # 3:	Dealer City GREENVILLE Model Year 2009 27-AUG-08 Part # 3: Parts De CQE	Dealer City	Dealer City State NC	Dealer City

	_	
Conditio	n Desc	cription

Condition Description		
Customer states the steering was "stic	king," that is, if you turn a few degrees to	either direction (but most noticeably
	You have to physically turn it back, crea	
	d forth to keep the car centered in the lar	
	·	·
Diagnostic Steps:		
Test drive only.		
·		
Probable Cause		
Unknown but possible concern with the	e steering rack	
	o crocking rack	
Repair Process		
Vehicle is NOT repaired.		
verilicie is NOT repaired.		

TQCN_DPR 6/29/2009 V1.7 Page 1 of 2



	TQCN DOC#	Condition	Title	Date				
	TQCN_DPR-092360021	Increas	e steering re	eturn effort			09/10/2009	
Primary Model			Model Year	Production Date	Odometer	VIN		
	Corolla		2009	27-AUG-08	15363 mi	JTDBL40E499		

Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.				Orig Tracking VIN Doc No.			
Final Destination:	Final Destination: CQE SETR#:				CQE Eng	g:	
Importer: (Applies to TMC Only)	Delive	er to:		1	住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan						宛先: Γel:	

				VALUE FOR CUSTOMS USE:
1	Part # 1: 4551012450 Comments:	Part Description GEAR ASSY, STEERING	Qty.	Used Part Value Each \$ 129.73
2	Part # 2: Comments:	Part Description	Qty.	Used Part Value Each
3	Part # 3: Comments:	Part Description	Qty.	Used Part Value Each

TQCN_DPR 6/29/2009 V1.7 Page 2 of 2



TQCN DOC#		Affiliate	Dept	t.			Dealer Cod	е	Ref	Date
TQCN_DPR-0924700	77	TMS QAElectrical			al		04640		92532061	09/10/2009
Dealer Name			Deal	ler City			State		Region	Source
POWER TOYOTA BUENA PARK BUENA PARK					CA		LOS	TECH		
Primary Model	Primary Model			Model Year Production Date			Odometer		VIN	
Corolla	Corolla			2010 13-AUG-09			10 mi		1NXBU4EE0AZ	
Part # 1:	Part # 2:			Part # 3:		Parts De	estination:	Parts Availa	ble:	Repair Date
451070C010						CQE		No part a	available	8/28/2009
Condition Title						Applicable DTC Code(s)				
Radio Pre-Sets and Steering Wheel Controls Inoperative										

Condition Description

When performing a PDI, noticed radio presets were not working & also found the steering wheel controls were in-op.

Diagnostic Steps:

The condition was confirmed, and the following steps were performed:

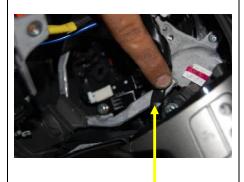
- · Removed the radio
- Checked connectors & checked circuit integrity to spiral cable = OK.
- Checked radio assembly and noted radio worked(except pre-set buttons & steering wheel controls)
- Removed connector at spiral cable assy.
- Verified the radio, unit presets and circuit integrity from spiral cable back to radio = OK
- Connected steering wheel pad switch wire harness and checked terminal tension = OK
- · Confirmed the steering wheel controls worked normal, when the steering wheel pad was not installed
- Noted that when the steering wheel pad was installed, the radio began abnormal operation (could not operate radio presets from radio head or steering wheel buttons)
- Found the wire harness behind steering pad was not properly secured & routed
- Confirmed that pinching the wire harness was creating the intermittent condition

Probable Cause

Unknown. Probable assembly issue.

Repair Process

Repaired the pinched wire & secured wire in proper location, to correct the condition.



Note: Above picture displays wire harness not properly routed & secured, creating a pinched wire condition.



Close up of wire harness properly routed & secured under the factory steering wheel tab.



Another picture of the wire harness properly secured and routed under the factory steering wheel tab.

TQCN_DPR 6/29/2009 V1.7 Page 1 of 2



TQCN DOC#	Condition	Title				Date	
TQCN_DPR-092470077	Radio F	re-Sets and	Steering Wheel Contro	ols Inoperative		09/10/2009	
Primary Model		Model Year	Production Date	Odometer	VIN		
Corolla		2010	13-AUG-09	10 mi	1NXBU4EE0	AZ	

Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.				Orig Tracking VIN Doc No.	20			
Final Destination:	CQE		CQ	E Eng:				
Importer: (Applies to TMC Only)	Delive	er to:			住戶	斤:		
Mr. N. Okumura, Chief Expe	Mr. N. Okumura, Chief Expert				宛先:			
Quality Div. Warranty Parts F TOYOTA MOTOR CORPOR 1 Toyota, Toyota-city, Aichi, Japan	Tel:				Tel			

				VALUE FOR CUSTOMS USE:
1	Part # 1: 451070C010 Comments:	Part Description WIRE SUB-ASSY, HORN BUTTON	Qty.	Used Part Value Each \$ 1.28
2	Part # 2: Comments:	Part Description	Qty.	Used Part Value Each
3	Part # 3: Comments:	Part Description	Qty.	Used Part Value Each

TQCN_DPR 6/29/2009 V1.7 Page 2 of 2



TQCN DOC#			Affiliate	Dept.			Ref	Date
TQCN_FTR	-0925400	37	TMS	QA(Chassis		82242169	09/14/2009
Primary Model		Model Year	Production Date	Э	Odometer	VIN		Repair Date
Corolla		2009	2008-10-03	3	5610	1NXBU40E49Z		8/24/2009
Source	Location		Problem Area		Parts Destination	DTC		
FPE	TMS-PC	QSS	Base Vehicle	9	CQE			
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Dat	e Code	Parts Available
4260706011	1							Part(s) Available
Condition Title								
TPSW Warr	ning Light	Illuminated	- TPS					

Condition Description

- Customer complained tat Tire Pressure Warning Light is flashing and stays on all the time.
- Customer checked tire pressures and all were found to be set to specified pressures including Spare Tire Assembly.

Diagnostic Steps

- Visual inspection and pressure checks on all vehicle tires.
- Diagnostic procedures indicated that Left/front Tire Pressure Sensor (TPS) was not transmitting data.

Probable Cause

Unknown

Repair Process

 Replacement of Left/front Tire Pressure Sensor Assembly corrected complaint condition and customer is satisfied with repairs.



• Tire Pressure Sensor not transmitting data.



TQCN DOC#	Con	ndition Title			Date
TQCN_FTR-092540037	TP	SW Warning Ligh	t Illuminated -	TPS	09/14/2009
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 chara	
Corolla	2009	2008-10-03	5610	1NXBU40E49Z	

Orig Tracking

VIN

Attachment 1: **Parts Recovery Control Sheet**Do not type in SHADED fields. If the **Final Destination** field below is "**scrap**", properly dispose of the part.

Doc No.

то остар , ресраину висресс	<u> </u>				***************************************		
Final Destination:	CQE	SETR#:		CQE Eng:	N/A		
Importer: (Applies to TMC Only)	Shipments	Deliver to:		曲	Г . []	,	
Mr. N. Okumura, Chief Expe	rt	Attn:[宛	E: []		
Quality Div. Warranty Parts I	Room ATION	Tel:[Tel	:[]		
1 Toyota, Toyota-city, Aichi, Japan	4/1-85/1						
T-STAR							
Note: If this FTR contains more	e than one VIN, cr	eate a table in the report	containing VIN, p	roduction date, a	nd odometer	FOR CUSTOMS USE: Used Parts Value	

4	Part # 1:	Part Description			Qty.	Used Part Value Each
1	4260706011	VALVE SUB-ASSY, TIRE	E PI	RESSURE MONITOR	1	\$ 15.18
	Serial No. / Date Code		Con	nments:		
						_



TQCN DOC#			Affiliate	Dept.				Ref	Date	9
TQCN_FTR	-0923800	71	TMS	QAC	hassis			92572225	09/	/14/2009
Primary Model		Model Year	Production Date	Э	Odometer	VIN			Rep	air Date
Corolla		2010	2009-08-20)	5	1NXBU4	EE8AZ		8/2	25/2009
Source	Location		Problem Area	P	Parts Destination	DTC				
FTS	REG-SF	=	Base Vehicle	9 (CQE					
Part # 1		Part # 1 Serial/D	ate Code		Part # 2		Part # 2 Serial/Date	Code		Parts Available
4504649225	.									No Part(s)
4304043220	,									Available
Condition Title										
Steering Wh	neel Off C	enter								

Condition Description

Steering wheel off center. Noted on PDI inspection

Diagnostic Steps

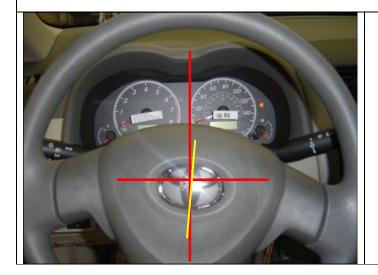
Test drive, Inspect alignment, found to be within specification.

Probable Cause

Alignment set at assembly with steering wheel off center.

Repair Process

Adjust tie rod ends to set steering wheel center.



Steering wheel off center



Parts Value

TQCN_FTR-092380071 Steering Wheel Off Center 09/14/2009 Primary Model Model Year Production Date Odometer VIN (confirm 17 character)	TQCN DOC#	Condition		Date		
Primary Model Model Year Production Date Odometer VIN (confirm 17 charac	TQCN_FTR-092380071	Steeri	ing Wheel Off (Center		09/14/2009
	Primary Model	Model Year P	Production Date	Odometer	VIN (confirm 17 charac	
Corolla 2010 2009-08-20 5 1NXBU4EE8AZ	Corolla	2010 2	2009-08-20	5	1NXBU4EE8AZ	

VIN

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Doc No. CQE Eng: **Final Destination:** SETR#: N/A CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used

Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

4	Part # 1:	Part Description			Qty.		Used Part Value Each	
1	4504649225	END SET,TIE ROD			1	\$	9.14	
	Serial No. / Date Code		Con	nments:				
(Part # 2:	Part Description			Qty.		Used Part Value Each	
2						\$		
	Serial No. / Date Code		Con	nments:				
•	Part # 3:	Part Description			Qty.		Used Part Value Each	
3						\$		
	Serial No. / Date Code		Con	nments:				
4	Part # 4:	Part Description			Qty.		Used Part Value Each	
4						\$		
	Serial No. / Date Code		Con	nments:				
E	Part # 5:	Part Description			Qty.		Used Part Value Each	
5						\$		
	Serial No. / Date Code		Con	nments:				
6	Part # 6:	Part Description			Qty.		Used Part Value Each	
6						\$		
	Serial No. / Date Code		Con	nments:				
7	Part # 7:	Part Description			Qty.	_	Used Part Value Each	
1						\$		
	Serial No. / Date Code			Comments:				

Page 2 of 2 TQCN_FTR 12/12/2008 ver. 2.6



TQCN DOC#			Affiliate	Dept.				Ref	Date	9
TQCN_FTR	-0923800)73	TMS	QACI	QAChassis			92572225	09	/14/2009
Primary Model		Model Year	Production Date	Э	Odometer VIN			Rep	air Date	
Corolla 2010		2010	2009-08-20)	5 1NXBU4EE3AZ			8/2	25/2009	
Source Location			Problem Area	P	Parts Destination	DTC				
FTS REG-SF		=	Base Vehicle	9 (CQE					
Part # 1		Part # 1 Serial/D	ate Code		Part # 2		Part # 2 Serial/Date	Code		Parts Available
4504649225	5									No Part(s)
4304043220	,									Available
Condition Title	Condition Title									
Steering Wheel Off Center at PDI										

Condition Description

Steering wheel off center. Noted at PDI

Diagnostic Steps

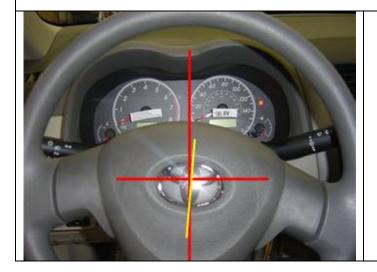
Test drove. Inspected alignment, found to be in specification.

Probable Cause

Steering wheel set off center, at assembly

Repair Process

Set steering wheel center by adjusting tie rods.



Steering wheel off center

Serial No. / Date Code

Serial No. / Date Code

Serial No. / Date Code

Part # 6:

Part # 7:

6



Used Part Value Each

Used Part Value Each

Qty.

Qty.

\$

\$

TQCN DOC#	C	Condition Title	Date	1		
TQCN_FTR-092380073	S	Steering Wheel Off C	09/14/2009	Į		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 charac		ĺ
Corolla	2010	2009-08-20	5	1NXBU4EE3AZ		ļ

Orig Tracking

					Tracking						
	achment 1: Parts				VIN						
	not type in SHADED field scrap", properly dispose		estinatio	n field below	Doc No.						
Fi	nal Destination:	CQE		SETR#:		CQE Er	ng: N	/A			
lmp Onl	oorter: (Applies to TMC y)	Shipments	Delive	r to:			住所:[]				
	Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room			Attn:[] 宛先: []							
	OYOTA MOTOR CORPORATION						Tel:				
1 To	oyota, Toyota-city, Aichi,	471-8571									
σαρ	u.i										
T-S1	TAR IIII										
Note	e: If this FTR contains mor	e than one VIN, cr	eate a tal	ole in the report	containing VIN, p	roduction da	ate, and odomet	er	FOR	R CUSTOMS US Parts Value	
	Part # 1:	Part Desc	uimtia m					04.	1	sed Part Valu	ıs Faak
1	4504649225	END S	-	ROD				Qty.	\$	9.14	
	Serial No. / Date Code	LIND O	_		Comments:				Ψ	5.1-	T
2	Part # 2:	Part Desc	ription	'	· · · · · · · · · · · · · · · · · · ·			Qty.	U	sed Part Valu	ue Each
4									\$		
	Serial No. / Date Code				Comments:						
3	Part # 3:	Part Desc	ription					Qty.	\$	sed Part Valu	ue Each
_	Serial No. / Date Code				Comments:				Φ		
	Condition / Date Code				Comments:						
_	Part # 4: Part Description						Qty.	U	sed Part Valu	ue Each	
4								. , .	\$		
	Serial No. / Date Code				Comments:				4		
F	Part # 5:	Part Desc	ription					Qty.	U	sed Part Valu	ue Each

Comments:

Comments:

Comments:

Part Description

Part Description



TQCN DOC#			Affiliate	Dept.			Ref	Date			
TQCN_FTR	-0926400	18	TMS	QAC	hassis		91114523	09/	21/2009		
Primary Model		Model Year	Production Date	е	Odometer	VIN		Repair Date			
Corolla			2009-08-12	2	45 2T1BU4EE5AC			8/2	1/2009		
Source			Problem Area	ı	Parts Destination	DTC					
FTS	FTS REG-NY I		Base Vehicle	э (CQE	c1531					
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Dat	e Code		Parts Available		
8965002300	8965002300								Part(s) Available		
Condition Title											
Power steer	Power steering inoperative										

Condition Description

Customer States: Vehicle is hard to steer power steering inoperative.

Diagnostic Steps

- 1. Technician inspected and confirmed customer's concern.
- 2. Inspected system with Techstream found code stored.
- 3. Code C1531 ECU internal malfunction (CPU malfunction).
- 4. Verified power and ground to ECU.

Probable Cause

Unknown

Repair Process

Technician replaced power steering ECU assembly.



Serial No. / Date Code

Serial No. / Date Code

Serial No. / Date Code

Part # 6:

Part # 7:

6



TQCN DOC#	Con	ndition Title	Date		
TQCN_FTR-092640018	Po	ower steering inop	09/21/2009		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 charac	
Corolla	2010	2009-08-12			

Orig Tracking

					Tracking							
Att	achment 1: Parts	Recovery	Contro	ol Sheet	VIN							
	not type in SHADED field scrap", properly dispose		estinatio	n field below	Doc No.							
Fi	nal Destination:	CQE		SETR#:		CQE Er	ng:	N/A				
lmp Onl	orter: (Applies to TMC y)	Shipments	Delive	r to:			住所:[
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan]			宛先 :[]					
T-S1	TAR IIIII											
Note	e: If this FTR contains mor	e than one VIN, cr	eate a tab	ole in the report	t containing VIN, p	roduction da	ate, and odo	ometer		FC	OR CUSTOMS USE: Us Parts Value	ed
	I											
1	Part # 1:	Part Desc	•	100V DOV	VED OTEEDIA	10		Qty			Used Part Value Ea	ch
-	8965002300 Serial No. / Date Code	COMP	UIER	455Y, POV	VER STEERIN	NG			1	\$	75.59	
	Serial No. / Date Code				Comments:							
	Part # 2:	Part Desc	crintion					Qt	w		Used Part Value Ea	ch
2	I dit # Z.	i ait best	прион					QL	•	\$	OSEC I AIT VAIGE LA	CII
	Serial No. / Date Code				Comments:					Ψ		
	23				Comments.							
_	Part # 3:	Part Desc	cription					Qt	y.		Used Part Value Ea	ch
3									_	\$		
	Serial No. / Date Code				Comments:			<u> </u>		- 1		
1	Part # 4:	Part Desc	cription					Qt			Used Part Value Ea	ch
4	4								\$			
	Serial No. / Date Code			Comments:								
5	Part # 5:	Part Desc	cription					Qt			Used Part Value Ea	ch
•										Φ		

Comments:

Comments:

Comments:

Part Description

Part Description

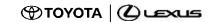
Qty.

Qty.

\$

Used Part Value Each

Used Part Value Each



TQCN DOC#			Affiliate	Dept.			Ref	Date	
TQCN_FTR	-0926400)45	TMS	QAChassis			92642773	09/21/2009	
Primary Model		Model Year	Production Date	Э	Odometer	VIN		Repair Date	
Corolla			2009-06-16	3	1213 2T1BU4EE1AC			9/10/2009	
Source Location			Problem Area		Parts Destination	DTC			
FTS	FTS REG-BOS		Base Vehicle	9	CQE				
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Dat	e Code	Parts Available	
4525002820	4525002820							Part(s) Available	
Condition Title									
Noise from steering column									

Condition Description

- Customer states intermittent noise while driving < 40 MPH.
- Customer can't identify noise source. High-pitch noise with volume fluctuation, "similar to running wet finger over wine glass rim".

Diagnostic Steps

- Dealer inspected vehicle with customer, confirmed condition.
- Dealer felt condition was normal operating characteristic.
- Customer test drove KGU at dealer, did not display condition.
- FTS test drove vehicle with customer, condition not confirmed. FTS performed cursory inspection. Vehicle found operating as designed.
- FTS test drove vehicle with customer (second inspection), confirmed condition.
- Condition occurred intermittently while driving on secondary roads. At ~ 40 MPH, condition was 'drowned out' by exterior noise, etc.
- While driving vehicle into dealer for evaluation, FTS found condition originated at steering wheel.
- FTS compared this vehicle with two KGU. Neither KGU displayed condition.
- Condition occurred with engine running, ignition => ON, ignition => ACC, ignition => OFF.

Probable Cause

Unknown at this time.

Repair Process	
FTS replaced steering column assembly.	
C:\Documents and Settings\darlina\Desk Video of condition	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE



TQCN DOC#	Con	ndition Title	Date		
TQCN_FTR-092640045	No	oise from steering	09/21/2009		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 charac	
Corolla	2010	2009-06-16			

VIN

Orig Tracking

Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below



is "	scrap", properly dispose	of the part.			Doc No.						
Fi	nal Destination:	CQE		SETR#:		CQE Eng	N/.	Ą			
lmp On	oorter: (Applies to TMC ly)	Shipments	Delive	er to:		伯	所:[]				
Mr.	N. Okumura, Chief Expe		宛先: []								
Qua TO	ality Div. Warranty Parts YOTA MOTOR CORPOF oyota, Toyota-city, Aichi,	Room RATION			Т	el:[]					
T-S	TAR										
Not	e: If this FTR contains mor	e than one VIN, o	ble in the report	containing VIN, p	roduction date	and odomete	r	FOR CUSTOMS USE: Used Parts Value			
								<u> </u>			
1	Part # 1:					Qty.	Used Part Value Each				

1	Part # 1:	Part Description			Qty.	<u> </u>	Used Part Value Each	
•	4525002820	COLUMN ASSY, ELECT	RIC	C POWER STEERING	1	\$	191.38	
	Serial No. / Date Code		Cor	mments:				
2	Part # 2:	Part Description			Qty.	_	Used Part Value Each	
4						\$		
	Serial No. / Date Code		Cor	mments:				
3	Part # 3:	Part Description			Qty.		Used Part Value Each	
?						\$		
	Serial No. / Date Code		Cor	mments:				
			ľ					
4	Part # 4:	Part Description			Qty.		Used Part Value Each	
4						\$		
	Serial No. / Date Code		Cor	mments:				
5	Part # 5:	Part Description			Qty.		Used Part Value Each	
ว						\$		
	Serial No. / Date Code		Cor	mments:				
6	Part # 6:	Part Description			Qty.		Used Part Value Each	
O						\$		
	Serial No. / Date Code		Cor	mments:				
			ľ					
7	Part # 7:	Part Description			Qty.		Used Part Value Each	
1						\$		
	Serial No. / Date Code			Comments:				



TQCN DOC#			Affiliate	Dept.			Ref	Date		
TQCN_FTR-092600020			TMS	QA(Chassis		90562097	09/22/2009		
Primary Model Year		Production Date	te Odometer		VIN		Repair Date			
Matrix 2009		2008-06-04	4 10021 2		2T1KE40E99C		8/10/2009			
Source Location		Problem Area		Parts Destination	DTC					
FPE TMS-PQSS		Base Vehicle	9	CQE						
Part # 1 Part # 1 Serial/I			ate Code		Part # 2	Part # 2 Serial/Date	Parts Available			
8965002320								Part(s) Available		
Condition Title										
Power Steering Warning Light Illuminated - P/S Computer										

Condition Description

- Customer complained that Power Steering Warning Light was Illuminated ("ON").
- Customer also stated that steering effort was increased when light came "ON".

Diagnostic Steps

- Visual inspection and functional check of Power Steering System and components.
- Inspection with Scan Tool revealed fault code (C1531) CPU malfunction

Probable Cause

 Probable root cause of complaint condition appears to be internal malfunction of Power Steering Computer Assembly.

Repair Process

Replacement of Power Steering Computer Assembly and initializing Angle Sensor and Torque Sensor zero
point calibration corrected complaint conditions and customer is satisfied with repairs.



Power Steering Computer Assembly internal malfunction.



FOR CUSTOMS USE: Used

Parts Value

TQCN DOC#	Cor	ndition Title	Date		
TQCN_FTR-092600020	Po	ower Steering War	09/22/2009		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 chara	
Matrix	2009	2008-06-04	10021	2T1KE40E99C	

VIN

Orig Tracking

Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below

is "scrap", properly dispose of the part.

Doc No. CQE Eng: **Final Destination:** SETR#: N/A CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR

Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

4	Part # 1:	Part Description			Q	ty.		Used Part Value Each
1	8965002320	COMPUTER ASSY, PO	ΝEI		1	\$	75.59	
	Serial No. / Date Code		Con	nments:				
7	Part # 2:	Part Description			C	Qty.		Used Part Value Each
2							\$	
	Serial No. / Date Code		Con	nments:	•	•		
•	Part # 3:	Part Description			C	Qty.		Used Part Value Each
3							\$	
	Serial No. / Date Code		Con	nments:				
A	Part # 4:	Part Description			C	Qty.		Used Part Value Each
4							\$	
	Serial No. / Date Code		Con	nments:				
5	Part # 5:	Part Description			C	Qty.	_	Used Part Value Each
J							\$	
	Serial No. / Date Code		Con	nments:				
6	Part # 6:	Part Description			C	Qty.	_	Used Part Value Each
O							\$	
	Serial No. / Date Code		Con	nments:				
7	Part # 7:	Part Description			C	Qty.	_	Used Part Value Each
							\$	
	Serial No. / Date Code		Con	nments:				

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TQCN DOC# Affiliate			Dept.				Dealer Code		Ref	Date	
TQCN_DPR-092690018 TMS			QAChassis			04344		82242169	09/28/2009		
Dealer Name				Dealer City			State		Region	Source	
VENTURA TOYOTA			VENTURA			CA		LOS	TECH		
Primary Model			Mod	Model Year Production Date			Odometer		VIN		
Corolla			2009 12-SEP-08			3292 mi		1NXBU40E79Z			
Part # 1: Part # 2:			Part # 3:			Parts Destination: Parts Availab		ble:	Repair Date		
4260706011							CQE A		e upon request	9/25/2009	
Condition Title								Applicable DTC Code(s)			
Tire pressure warning light on											

Condition Description

Client states TPWS light stays on. Problem was duplicated

Diagnostic Steps:

- Inspect TPWS system with Techstream, found right rear sensor not responding
- Original rims and tires, no history of tire removal. No sign of external damage on sensor

Probable Cause

Unknown

Repair Process

- · Replace sensor
- Condition resolved



TQCN_DPR 6/29/2009 V1.7 Page 1 of 2



TQCN DOC#	Date										
TQCN_DPR-092690018	Tire pre	09/28/2009									
Primary Model	Model Year	Production Date	Odometer	VIN							
Corolla	2009	12-SEP-08	3292 mi	1NXBU40E79Z							

Attachment 1: Parts Do not type in SHADED field is "scrap", properly dispose	Orig Tracking VIN Doc No.							
Final Destination: CQE			SETR#:			CQE Eng:		
Importer: (Applies to TMC Shipments Only) Deliver to:						但	上所:	
Mr. N. Okumura, Chief Expe	Attn:					菊	3先:	
Quality Div. Warranty Parts I TOYOTA MOTOR CORPOR	Tel:				Т	Tel:		
1 Toyota, Toyota-city, Aichi, Japan								

				VALU	JE FOR CUSTOMS USE:
	Part # 1:	Part Description	Qty.	U	sed Part Value Each
4	4260706011	VALVE SUB-ASSY, TIRE PRESSURE MONITOR	1	\$	15.18
1	Comments:				



TQCN DOC#			Affiliate	Dept.				Ref	Date	e
TQCN_FTR-092660022			TMS	QAPowertrain			82604385	10	10/06/2009	
Primary Model Year			Production Dat	е	e Odometer VIN				Rep	pair Date
Corolla 2009			2008-02-12	2	9631	1NXBU40E69Z			9/11/2009	
Source Location		Problem Area		Parts Destination	DTC					
FTS REG-BOS			Base Vehicle	Э	CQE					
Part # 1 Part # 1 Serial		Part # 1 Serial/D	ate Code		Part # 2		Part # 2 Serial/Date	e Code		Parts Available
4341001130										Part(s) Available
Condition Title										
Drone / vibr	Drone / vibration at 65MPH, 2700RPM - F/Fix Parts installed with customer feedback									

		Condition	Descr	iption
--	--	-----------	-------	--------

Drone / vibration at 65MPH, 2700RPM		

Diagnostic Steps

- Technician test drove to verify, duplicated drone / vibration
- Technician drove similar in-stock vehicle and duplicated condition but to a lesser degree

Frequency of driveline phasing in with another frequency in vehicle, creating drone / vibration

- Swapped alloy wheels and tires from similar in-stock vehicle, drone / vibration lessened, returned wheels and tires to original units
- Quality Assurance Department indicated to FTS that this condition can be improved with updated parts
- Technician swapped updated passenger side axle, mass damper and steering column part #'s 43410-02760, 51227-02090, 45250-02830, condition did not improve
- FTS test drove vehicle and similar in-stock vehicle (2T1BU4EE3AC265138), found to have comparable drone/vibration amplitude. In fact the similar in-stock unit may be of higher amplitude drone / vibration

Probable Cause

Repair Process	
None at this time	
Customer was given a week to evaluate the vehicle followin • Customer feedback: No difference / change wa	ng part replacement: s detected regarding the level of drone and vibration



Parts Value

	TQCN DOC#	Co	ndition Title	Date			
TQCN_FTR-092660022			rone / vibration at 6	10/06/2009			
	Primary Model Year Model Year		Production Date	Odometer	VIN (confirm 17 chara		
	Corolla	2009	2008-02-12	9631	1NXBU40E69Z		

Orig Tracking

VIN

Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below

is "scrap", properly dispose of the part.

Doc No. CQE Eng: **Final Destination:** SETR#: N/A CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Attn: 宛先 Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

							_	
	Part # 1:	Part Description			Qty.		Used Part Value Each	
1	4341001130	SHAFT ASSY, FR DRIV	Έ, Γ	RH FR DRIVE, RH	1	\$	78.84	
	Serial No. / Date Code		Cor	mments:				
_	Part # 2:	Part Description			Qty.		Used Part Value Each	
2					\$			
	Serial No. / Date Code		Cor	mments:				
2	Part # 3: Part Description				Qty.		Used Part Value Each	
3				\$				
	Serial No. / Date Code		Cor	mments:				
4	Part # 4:	Part Description		1	Qty.		Used Part Value Each	
4						\$		
	Serial No. / Date Code			mments:				
F	Part # 5:	Part Description			Qty.		Used Part Value Each	
5						\$		
	Serial No. / Date Code		Comments:					
_	Part # 6:	Part Description		1	Qty.		Used Part Value Each	
6						\$		
	Serial No. / Date Code		Cor	mments:	I			
7	Part # 7:	Part Description		1	Qty.		Used Part Value Each	
7								
	Serial No. / Date Code		Comments:					

Page 2 of 2 TQCN_FTR 12/12/2008 ver. 2.6



TQCN DOC#			Affiliate	Dept.				Ref	Date	
TQCN_FTR-092850042			TMS	QAPowertrain			82604385	10/12/2009		
Primary Model		Production Date)	Odometer VIN				Repair Date		
Corolla 2009 2008-01-18		}	41774	JTDBL4	10E999		10/8/2009			
Source Location Problem Area			Parts Destination	DTC						
FTS	FTS REG-BOS Base Vehicle)	CQE						
Part # 1	Part # 1 Part # 1 Serial/Da		ate Code	Part # 2			Part # 2 Serial/Date Code		Parts Avail	able
4341001130				4525012C30					Part(s)	Available
Condition Title										
Drone at hig	Drone at highway speeds of 65-70mph at 2700 rpm									

Condition Description

Customer states that vehicle has a drone at 65 mph

Diagnostic Steps

Test drove vehicle with technician. Found that when vehicle was between 65-70 mph, vehicle exhibits a drone that can be heard and felt. Drone is heard as a low cyclic drone as if motor / transmission mounts were rigid. Audible drone could not be captured in an audio file due to road noise. Drone was felt in steering wheel and floor of vehicle. Vehicle is owned by the technician's girl friend.

Probable Cause

Unknown at this time. Vehicle was a candidate for an updated steering column, axle shaft and damper.

Repair Process

Installed updated steering column (45250-02830), axle shaft (43410-02760), and damper (51227-02090). Technician noted that parts did not affect condition. Vehicle owner agrees that condition was unaffected by installed parts.



TQCN DOC#	Cone	dition Title	Date		
TQCN_FTR-092850042	Dro	one at highway sp	10/12/2009		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 char	
Corolla	2009	2008-01-18	41774	JTDBL40E999	

Orig Tracking

VIN



Attachment 1: **Parts Recovery Control Sheet**Do not type in SHADED fields. If the **Final Destination** field below is "**scrap**", properly dispose of the part.

Doc No.

Fi	nal Destination:	CQE		SETR#:		CQE E	ng:	N/A			
lmp Onl	orter: (Applies to TMC y)	Shipments	Delive	er to:			伷	т́: []			
	N. Okumura, Chief Expe		Attn:				宛告 Tel:				
	OTA MOTOR CORPOR byota, Toyota-city, Aichi, an		·	,							
T-S1	TAR IIII										
Note	e: If this FTR contains mor	e than one VIN, cr	eate a ta	ble in the report	containing VIN, p	roduction d	ate, a	nd odometer		FC	DR CUSTOMS USE: Used Parts Value
1	Part # 1:	Part Desc	•	(ED DDI) (E	· DU	ED DD			ty.		Used Part Value Each
•	4341001130	SHAFT	ASSY	', FR DRIVE		FR DR	IVE,	RH	1	\$	78.84
	Serial No. / Date Code				Comments:						
	Part # 2:	Part Desc	rintion						Qty.		Used Part Value Each
2	4525012C30			SV FLECT	RIC POWER	STEERI	VIC.			\$	191.38
	Serial No. / Date Code	COLO	VIIV AO		Comments:	OTELINI	10		-	Ψ	191.50
	Containing Date Code				Confinents.						
	Part # 3:	Part Desc	ription	II.					Qty.		Used Part Value Each
3			•						·	\$	
	Serial No. / Date Code				Comments:						
1	Part # 4:	Part Desc	ription					(Qty.	_	Used Part Value Each
4										\$	
	Serial No. / Date Code				Comments:						
	5							I.			
5	Part # 5:	Part Desc	ription					(Qty.	_	Used Part Value Each
	Serial No. / Date Code				Commont-:					\$	
	Genal No. / Date Code				Comments:						
	Part # 6:	Part Desc	ription						Qty.		Used Part Value Each
6		7 411 2030								\$	Land Land
	Serial No. / Date Code				Comments:					Ψ,	
7	Part # 7:	Part Desc	ription						Qty.		Used Part Value Each
7										\$	
	Serial No. / Date Code			ı	Comments:			<u>'</u>			



TQCN DOC#		Affiliate	Dept.				Dealer Cod	е	Ref	Date
TQCN_DPR-0927200	56	TMS	QA	Chassi	S		45027		91114523	10/12/2009
Dealer Name			Dealer City				State		Region	Source
ALEXANDRIA TOYOTA			ALEXANDRIA				VA		CAT	TECH
Primary Model			Mode	odel Year Production Date			Odometer		VIN	
Corolla	Corolla		2010 17-JUN-09				819 mi		2T1BU4EE4AC	
Part # 1:	Part # 2:			Part # 3: Parts I			estination: Parts Availa		ble:	Repair Date
8965002300				CO			E Available		upon request	9/29/2009
Condition Title							Applicable DTC Code(s)			
Power Steering Assist	Inoperati	ve - C153	31				C1531			

Car	dition	Daga	ription
Cor	ıaıtıon	Desc	ription

Power steering assist inoperative, mil on. Problem was duplicated	

Diagnostic Steps:

Hook up Techstream and retrieved DTCs. Performed diagnosis per Repair Manual by checking visual inspection and connectors to ECU. All ok.

Probable Cause

Internal power steering computer malfunction		

Repair Process

Replace the PS ECU.	
zRDMObjectFile.zip	



TQCN DOC#	Condition	Title						
TQCN_DPR-092720056	Power S	Steering Ass	sist Inoperative - C1531			10/12/2009		
Primary Model		Model Year	Production Date	Odometer	VIN			
Corolla		2010	17-JUN-09	819 mi	2T1BU4EE4/	AC		

Attachment 1: Parts	Pocovory	Contro	ol Shoot	Orig Tracking						
Allaciiiieii i. F aits	Recovery	Jonn	n Sileet	VIN						
Do not type in SHADED field is " scrap ", properly dispose of	n field below	Doc No.								
Final Destination: CQE			SETR#:			CQE Eng:				
Importer: (Applies to TMC only)	Delive	r to:				住戶	斤 :			
Mr. N. Okumura, Chief Expe	rt	Attn:					宛先:			
Quality Div. Warranty Parts F TOYOTA MOTOR CORPOR		Tel:			Tel:					
1 Toyota, Toyota-city, Aichi, Japan	471-8571									
Capan										

				VALUE FOR CUSTOMS USE:
	Part # 1:	Part Description	Qty.	Used Part Value Each
4	8965002300	COMPUTER ASSY, POWER STEERING	1	\$ 75.59
'	Comments:			
	Part # 2:	Part Description	Qty.	Used Part Value Each
2				\$
	Comments:			
				_
	Part # 3:	Part Description	Qty.	Used Part Value Each
3				\$
3	Comments:			



TQCN DOC#		Affiliate	Dep	t.			Dealer Cod	е	Ref	Date
TQCN_DPR-0928100	84	TMS	QA	Chassi	S		48056		92854099	10/12/2009
Dealer Name Dealer City				State		Region	Source			
RHINELANDER TOYOTA				RHINELANDER					CHI	TECH
Primary Model			Mod	del Year Production Date		Odometer		VIN		
Corolla	Corolla			2009 09-OCT-08			5120 mi		1NXBU40E89Z	
Part # 1:	Part # 2:			Part # 3:		Parts Destination:		Parts Available:		Repair Date
4261102A10							CQE Available		e upon request	10/8/2009
Condition Title							Applicable DTC Code(s)			
Wheels (Functional) (Casting fla	w, void,	or cr	ack						

Condition Description

CUST. STATES LEFT REAR TIRE FLAT ADDED AIR THEN FLAT AGAIN. Problem was duplicated

Diagnostic Steps:

CHECKED TIRE NO LEAKS IN TIRE. FOUND AIR LEAKING FROM RIM.

Probable Cause

HOLE, VOID OR CRACK IN CASTING, AIR LEAKING OUT AND MAKING A BUBBLE IN THE PAINT

Repair Process

Install NEW RIM





TQCN DOC#	Condition	Title		Date		
TQCN_DPR-092810084	Wheels	(Functional) Casting flaw, void, or	crack		10/12/2009
Primary Model		Model Year	Production Date	Odometer	VIN	
Corolla		2009	09-OCT-08	5120 mi	1NXBU40E8	9Z

Attachment 1: Parts Do not type in SHADED field is "scrap", properly dispose		Orig Tracking VIN Doc No.								
Final Destination:	inal Destination: CQE		SETR#:			CQE Eng:				
Importer: (Applies to TMC Only)	Delive	er to:			住	所:				
Mr. N. Okumura, Chief Expe	Mr. N. Okumura, Chief Expert			Attn:				宛先:		
Quality Div. Warranty Parts F TOYOTA MOTOR CORPOR 1 Toyota, Toyota-city, Aichi, Japan	Tel:			Tel:						

				VALUE FOR CUSTOMS USE:				
	Part # 1:	Part Description	Qty.	Used Part Value Each				
1	4261102A10	WHEEL, DISC	1	\$ 62.6				
•	Comments:							
	Part # 2:	Part Description	Qty.	Used Part Value Each				
2				\$				
_	Comments:							
	Part # 3:	Part Description	Qty.	Used Part Value Each				
3				\$				
3	Comments:							



TQCN DOC#			Affiliate	Dept.			Ref	Date			
TQCN_FTR-092930069		GST	QAC	hassis		81758677	10/21/2009				
Primary Model Year		Model Year	Production Date	Э	Odometer	VIN		Repair Date			
Corolla 2010		2010	2009-05-13	3	11913	1NXBU4EE8AZ		10/20/2009			
Source	Source Location		Problem Area	F	Parts Destination	DTC					
FTS	FTS REG-GST		Base Vehicle	9 (CQE						
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/	Date Code	Parts Available			
4525002820	,							No Part(s)			
4323002620	4525002820							Available			
Condition Title	Condition Title										
Steering is t	oo sensiti	Steering is too sensitive. Customer States it darts side to side									

Condition Description

Customer states the vehicle darts side to side at highway speeds and Steering is very sensitive.

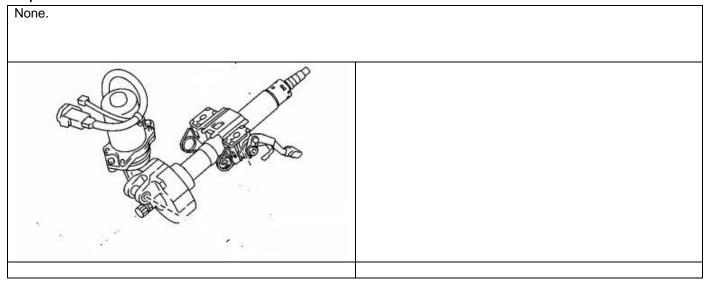
Diagnostic Steps

Technician Did health check. No codes. Check Alignment. Alignment is in specifications. Tech did calibration for torque sensor. No change in operation. Tech compared to 2 New 2010 Corollas. Both drove the same.

Probable Cause

Normal Characteristics. Does not meet Customer's expectations.

Repair Process





TQCN DOC#		Condition Title	Date	1		
TQCN_FTR-092930069		Steering is too sensi	10/21/2009			
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 charac		1
Corolla	2010	2009-05-13	11913	1NXBU4EE8AZ		

Orig Tracking



Att	achment 1: Parts	VIN								
	not type in SHADED field scrap", properly dispose		Destination	n field below	Doc No.					
Fi	nal Destination:	CQE		SETR#:		CQE E	ng:	N/A	Ą	
Imp Onl	orter: (Applies to TMC y)	Shipments	Delive	er to:			住所	: []		
Mr.	N. Okumura, Chief Expe	ert	Attn:				宛先	: []		
Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION			Tel:				Tel:	[]		
1 To	oyota, Toyota-city, Aichi,	471-8571								
оцр	a.i									
T-S1	rar IIIII									Ш
Note	e: If this FTR contains mor	e than one VIN	, create a tal	ole in the repor	t containing VIN, p	roduction d	ate, aı	nd odomete	r	FOR CUSTOMS USE: Used Parts Value
	In	la							l a .	
1	Part # 1: 4525002820		escription LIMNIΔS	SY FLECT	RIC POWER	STEERIN	NG		Qty.	Used Part Value Each \$ 191.38
	Serial No. / Date Code	JOOL	OWN AO	or, ELLOT	Comments:	OTELIKII	10			Ψ 151.50
2	Part # 2:	Part D	escription						Qty.	Used Part Value Each
_	0 : 11 / 5 / 0 /				Τ.					\$
	Serial No. / Date Code				Comments:					
	Part # 3:	Part D	escription		<u> </u>				Qty.	Used Part Value Each

1	Part # 1:	Part Description		Qty.	Used Part Value Each		
I	4525002820	COLUMN ASSY, ELECTRI	C POWER STEERING	1	\$ 191.38		
	Serial No. / Date Code		omments:				
`	Part # 2:	Part Description		Qty.	Used Part Value Eacl		
2					\$		
	Serial No. / Date Code	Co	omments:		-1 · 1		
_	Part # 3:	Part Description		Qty.	Used Part Value Eac		
3					\$		
	Serial No. / Date Code	Co	omments:		-1 · 1		
4	Part # 4:	Part Description		Qty.	Used Part Value Eac		
4					\$		
	Serial No. / Date Code	Co	omments:		1:1		
_	Part # 5:	Part Description		Qty.	Used Part Value Eac		
5					\$		
	Serial No. / Date Code	Co	omments:		1.1		
	Part # 6:	Part Description		Qty.	Used Part Value Eac		
5					\$		
	Serial No. / Date Code	Co	Comments:				
_	Part # 7:	Part Description		Qty.	Used Part Value Eac		
7					\$		
	Serial No. / Date Code	Co	omments:		1 7 1		
			1				

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TQCN DOC#		Affiliate	ffiliate Dept.				Dealer Code		Ref	Date	
TQCN_DPR-093090045 TMS			QAChassis			45009		83539459	11/09/2009		
Dealer Name				ler City			State		Region	Source	
CHECKERED FLAG TOYOTA				RGINIA	BEACH		VA CAT			TECH	
Primary Model			Mod	lel Year	ear Production Date		Odometer	er VIN			
Matrix			2009 22-NOV-08		15686 n	ni	2T1KU40E59C				
Part # 1:	Part # 2:			Part # 3:		Parts Destination: Parts Availa		ble:	Repair Date		
8976902010	8976902010 8976002010					CQE		Available upon request		11/5/2009	
Condition Title	Condition Title							Applicable DTC Code(s)			
TPMS light flashing	TPMS light flashing							C2124,C2123,C2122,C2121			

Condition Description

- Tire pressure monitoring system light flashing intermittently
- Problem was duplicated

Diagnostic Steps:

- Used scantool and hand held tire pressure sensor tester to verify readings from sensors.
- All sensors reacted properly on both tools when pressure was changed.
- Same complaint next day (same codes)
- Inspected power/ground circuits for TPMS ECU and receiver-OK

Probable Cause

•	Undetermined

Repair Process	
 Replaced TPMS ECU and receiver (replaced both part attempts) 	s for customer satisfaction due to multiple repair
2009_Matrix_2ZR-FE_2T1KU40E59C156098_10-13-2009 125029 F	data list[1].TSE



TQCN DOC#	Condition	Title				Date
TQCN_DPR-093090045	TPMS I	ight flashing				11/09/2009
Primary Model		Model Year	Production Date	Odometer	VIN	
Matrix		2009	22-NOV-08	15686 mi	2T1KU40E59	OC CONTRACTOR OF

Attachment 1: Parts Do not type in SHADED fields is " scrap ", properly dispose o	Orig Tracking VIN Doc No.							
Final Destination:	Final Destination: CQE		SETR#:		CQE Eng:			
Importer: (Applies to TMC S Only)	Delive	r to:			住戶	· 听:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts R TOYOTA MOTOR CORPORA 1 Toyota, Toyota-city, Aichi, 4 Japan	Attn: Tel:				宛ź Tel			

				VALUE FOR CUSTOMS USE:
	Part # 1:	Part Description	Qty.	Used Part Value Each
4	8976902010	COMPUTER, TIRE PRESSURE MONITOR	1	\$ 69.15
•	Comments:			
	Part # 2:	Part Description	Qty.	Used Part Value Each
2	8976002010	RECEIVER ASSY, TIRE PRESSURE MONITOR	1	\$ 82.02
_	Comments:			
	Part # 3:	Part Description	Qty.	Used Part Value Each
3				\$
3	Comments:			



TQCN DOC#			Affiliate	Dept.			Ref	Date
TQCN_FTR-093060001		SET	QAChassis			82131465	11/09/2009	
Primary Model Year		Model Year	Production Date	9	Odometer	VIN		Repair Date
Corolla		2009	2008-09-17	7	5435	2T1BU40E09C		10/23/2009
Source	Source Location Problem		Problem Area		Parts Destination	DTC		
FTS	REG-SE	ĒΤ	Base Vehicle)	CQE			
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Dat	e Code	Parts Available
4525002820)	07k02 151	1					Part(s) Available
Condition Title								
Whistling / E	Beeping N	Noise From S	Steering					

Condition Description

- Driving slowly through a quiet parking lot, can hear a whistling that sounds similar to a 'beep'
- Condition is intermittent and cannot be heard when any accessories are on (A/C, radio, etc)
- Is more prevalent after vehicle is driven for 5 miles or more

Diagnostic Steps

- Confirmed noise also when the vehicle's engine is shut off, but vehicle is rolling
- Confirmed noise also when vehicle is sitting still and the steering wheel is SLOWLY moved left and right
- Installed chassis ears on various locations of the steering rack / pinion and column (also on chassis)
- Confirmed noise was loudest near the steering column

Probable Cause

- Steering column electric power steering motor internal wear
- Is a 'brush' type electric motor (is a 2ZR equipped vehicle)
- Serial # 07k02 1511

Repair Process

Replace the steering column assembly	
Faint Whistle.wav	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE



Used Part Value Each

Qty.

TQCN DOC#	Cone	dition Title	Date		
TQCN_FTR-093060001	Wh	nistling / Beeping	11/09/2009		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 chara	
Corolla	2009	2008-09-17	5435	2T1BU40E09C	

Orig Tracking



Attachment 1: Parts Recovery Control Sheet				VIN							
	not type in SHADED field scrap", properly dispose		estinatio	on field below	Doc No.						
Fi	inal Destination:	al Destination: CQE SETR#:				CQE Eng: N/A			4		
	Importer: (Applies to TMC Shipments Only) Deliver to:						住所	: []			
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION Attn: Tel:							宛先 Tel:				
1 T Jap	oyota, Toyota-city, Aichi, oan	471-8571									
T-STAR										III	
Not	e: If this FTR contains mor	re than one VIN, cı	eate a ta	ble in the report	t containing VIN, p	roduction d	ate, aı	nd odomete	r	FC	OR CUSTOMS USE: Used Parts Value
	Part # 1:	Part Desc	rintion						Qty.		Used Part Value Each
1	4525002820		•	SY FLECT	RIC POWER	STEERIN	NG.		4ty. 1	\$	191.38
	Serial No. / Date Code	00201	111 1 7 10	01, 22201	Comments:					ĮΨĮ	101.00
	07k02 1511										
_	Part # 2:	Part Des	cription	1					Qty.		Used Part Value Each
2										\$	
	Serial No. / Date Code				Comments:						
3	Part # 3:	Part Des	cription						Qty.	\$	Used Part Value Each
	Serial No. / Date Code			1	Comments					Ψ	
Geriai No. / Date Code					Comments:						
Part # 4: Part Description									Qty.		Used Part Value Each
4		1 2 2 2 2 2							,-	\$	
	Serial No. / Date Code Co									-	

\$ Serial No. / Date Code Comments: Used Part Value Each Part Description Qty. Part # 6: 6 \$ Serial No. / Date Code Comments: Part Description Qty. **Used Part Value Each** Part # 7: \$ Serial No. / Date Code Comments:

Part Description

Part # 5:

5



TQCN DOC#			Affiliate	Dept.			Ref	Date		
TQCN_FTR	N_FTR-093070008 TMS QAChassis		81758677	11/09/2009						
Primary Model		Model Year	Production Date	Э	Odometer	VIN		Repair Date		
Corolla		2010	2009-09-11		263	2T1BU4EE5AC		11/2/2009		
Source	Source Location Problem Area			Parts Destination	DTC					
FTS	S REG-NY Base Vehicle		9	CQE						
Part # 1	Part # 1 Part # 1 Serial/Date Code				Part # 2	Part # 2 Serial/I	Oate Code	Parts Available		
NI/A	N/A							No Part(s)		
•								Available		
Condition Title	Condition Title									
Vehicle 'Wa	Vehicle 'Wanders' While Driving 50-60 MPH									

Condition Description

Customer states vehicle requires constant steering correction to maintain a straight heading.

Diagnostic Steps

- Vehicle was driven and concern verified.
- Technician confirmed alignment were within specifications.
- Other 2009 and 2010 MY Corolla's were driven and exhibited similar driving characteristics, but the customers vehicle wander was more evident.

	Pro	oba	ble	· Ca	use
--	-----	-----	-----	------	-----

Unknown			

Repair Process

No repairs were performed to vehicle.

Note: Customer is not satisfied with steering characteristics of vehicle while traveling at highway speeds



FOR CUSTOMS USE: Used

Parts Value

TQCN DOC#			dition Title	Date		
TQCN_FTR-093070008		Vel	hicle 'Wanders' W	11/09/2009		
Primary Model	Model Year		Production Date	Odometer	VIN (confirm 17 charac	
Corolla	2010		2009-09-11	263	2T1BU4EE5AC	

VIN

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Doc No. CQE Eng: **Final Destination:** SETR#: N/A CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR

Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

4	Part # 1:	Part Description	ı	Qty.	Used Part Value Each
1	N/A	n/a		1	\$ 0.00
	Serial No. / Date Code		Comments:		1 - 1
(Part # 2:	Part Description		Qty.	Used Part Value Each
2					\$
	Serial No. / Date Code		Comments:		1 1
3	Part # 3:	Part Description		Qty.	Used Part Value Each
3					\$
	Serial No. / Date Code		Comments:		
A	Part # 4:	Part Description		Qty.	Used Part Value Each
4					\$
	Serial No. / Date Code		Comments:		
5	Part # 5:	Part Description		Qty.	Used Part Value Each
J					\$
	Serial No. / Date Code		Comments:		
6	Part # 6:	Part Description		Qty.	Used Part Value Each
O					\$
	Serial No. / Date Code		Comments:		
7	Part # 7:	Part Description		Qty.	Used Part Value Each
					\$
	Serial No. / Date Code		Comments:		
l					

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TQCN DOC#		Affiliate	Dept	Dept.			Dealer Code		Ref	Date
TQCN_DPR-0931700	05	GST	QA	QAChassis			17014		81758677	11/19/2009
Pealer Name Dealer City					State		Region	Source		
PRICE LEBLANC TOYOTA BATON ROUGE					LA		GST	TECH		
Primary Model Model					Production Date		Odometer		VIN	
Corolla			2009 17-SEP-08			3089 mi		1NXBU40E29Z		
Part # 1:	Part # 2: Part # 3: Part				Parts De	estination: Parts Availa		ble:	Repair Date	
4525002840 CQI					CQE	No part		available	11/12/2009	
Condition Title							Applicable	DTC Code(s)		
Steering Wanders										

Condition Title		Applicable DTC Code(s)									
Steering Wanders											
Condition Description											
Steering to sensitive. Customer concer	ned about steering feel.										
Diagnostic Steps:											
Test drove and compared with other 09 corollas. They all drive the same. I have rode in pass. Seat while customers											
and other managers drove these cars a	and could feel myself slightly :	swaying side to side .									
Brokelia Cours											
Probable Cause			_								
Steering too sensitive											
Repair Process											
No fix for this car.											
	T										



TQCN DOC#	Condition	Title	Date				
TQCN_DPR-093170005 Steering Wanders						11/19/2009	
Primary Model		Model Year	Production Date	Odometer	VIN		
Corolla		2009	17-SEP-08	3089 mi	1NXBU40E29Z		

Attachment 1: Parts Do not type in SHADED field is "scrap", properly dispose		Orig Tracking VIN Doc No.						
Final Destination:	Il Destination: CQE SET		SETR#:			CQE Eng	:	
Importer: (Applies to TMC Only)	Shipments	Delive	r to:			ſ	主所:	
Mr. N. Okumura, Chief Expe	rt	Attn:			宛先:			
Quality Div. Warranty Parts I TOYOTA MOTOR CORPOR 1 Toyota, Toyota-city, Aichi, Japan	Tel:			Tel:				
	471-0071							

				VALUE FOR CUSTOMS USE:
1	Part # 1: 4525002840 Comments:	Part Description COLUMN ASSY, ELECTRIC POWER STEERING	Qty.	Used Part Value Each \$ 191.38
2	Part # 2: Comments:	Part Description	Qty.	Used Part Value Each
3	Part # 3: Comments:	Part Description	Qty.	Used Part Value Each



TQCN DOC#			Affiliate	Dept.		Ref	Date		
TQCN_FTR-093200029 TMS			TMS	QAChassis		81758677	11/19/2009		
Primary Model Yea		Model Year	Production Dat	e Odometer	VIN		Repair Date		
Corolla		2009	2008-03-06	13099	1NXBU40E99Z		11/10/2009		
Source	Location		Problem Area	Parts Destination	DTC		-		
FTS	REG-LA	١	Base Vehicle	e CQE					
Part # 1		Part # 1 Serial/D	ate Code	Part # 2	Part # 2 Serial/D	ate Code	Parts Available		
N/A							No Part(s)		
1 N/ /\							Available		
Condition Title									
Vehicle steering wanders									
		4.0.0							
,									
Condition	Descripti	on	cle steering is	difficult to mainta	ain a centerline at fre	eway speeds.			
Condition	Descripti	on	cle steering is	difficult to mainta	ain a centerline at fre	eway speeds.			
Condition	Descripti	on	cle steering is	difficult to mainta	ain a centerline at fre	eway speeds.			
Condition	Descripti	on	cle steering is	difficult to mainta	ain a centerline at fre	eway speeds.			
Condition	Descripti complair	on	cle steering is	difficult to mainta	ain a centerline at fre	eway speeds.			
Condition Customer Diagnostic	Descripti complair	on It that vehic	cle steering is		ain a centerline at fre	eway speeds.			

Probable Cause Unknown.

Repair Process No repairs taken, known good vehicle vehicle had similar steering feel.							
PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE						
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE						

Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room

Serial No. / Date Code

TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571



THEED TECHNICITE	TULLI OIUI							W 1010	
TQCN DOC#		Con	dition Title						Date
TQCN_FTR-093200029		Vel	hicle steerin	g wai	wanders				11/19/2009
Primary Model	Model \		Production Da		Odometer	VIN ((confir	m 17 chara	
Corolla	2009		2008-03-0)6	13099	1N2	XBU	40E99Z	
Orig Tracking									
Attachment 1: Parts Recovery Control Sheet									
Do not type in SHADED fields. is "scrap", properly dispose of		tination	field below	Doc	s No.				
Final Destination:	CQE		SETR#:			CQE Er	ng:	N/A	
Importer: (Applies to TMC SI Only)	hipments	Deliver	to:				餠	Ť: []	

Attn:

Tel:

宛先

Tel:

Jap	an										
T-S1	T-STAR										
Note	Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer FOR CUSTOMS USE: Used Parts Value										
	Part # 1:	Part Description			Qty.	Used Part Value Each					
1	N/A	n/a			1	\$ 0.00					
	Serial No. / Date Code		Со	mments:							
2	Part # 2:	Part Description			Qty.	Used Part Value Each					
						\$					
	Serial No. / Date Code		Со	mments:							
3	Part # 3:	Part Description			Qty.	Used Part Value Each					
						\$					
	Serial No. / Date Code		Co	mments:							
		I= .=			Qty.	T					
4	Part # 4:	Part Description				Used Part Value Each					
_	Serial No. / Date Code		1_			\$					
	Serial No. / Date Code		Co	mments:							
	Part # 5:	Part Description			Qty.	Used Part Value Each					
5	Taren 5.	T are Description			Gty.	\$					
	Serial No. / Date Code		Co	mments:		Ψ					
			00	in in incirco.							
	Part # 6:	Part Description			Qty.	Used Part Value Each					
6						\$					
	Serial No. / Date Code		Со	mments:	1	T					
7	Part # 7:	Part Description		1	Qty.	Used Part Value Each					
7						\$					

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Comments:



TQCN DOC#			Affiliate	Dept.			Ref	Date	
TQCN_FTR-093230041		GST	QAC	Chassis		82242169	11/23/2009		
Primary Model		Model Year	Production Date	е	Odometer	VIN		Repair Date	
Corolla		2009	2008-09-24	1	19429	1NXBU40E59Z		11/19/2009	
Source	Location		Problem Area		Parts Destination	DTC			
FTS	REG-GS	ST	Base Vehicle	9	CQE	C2121,C2122,C2123,C2124,C2126,C2141			
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Date	Code	Parts Available	
4260706011	4260706011							Part(s) Available	
Condition Title									
TPMS warn	ing light c	n - DTCs C	2121, C2122, C	2123,	C2124, C21	26 and C2141 present -	4 simultaneous	sensor failures	

Condition Description

TPMS light ON

Diagnostic Steps

- Confirmed complaint condition
- Attempted to significantly lower and then raise tire pressures and re-initialize it did not work
- Checked DTCs retrieved DTCs C2121, C2122, C2123, C2124, C2126 and C2141
- Attempted to verify sensor IDs with TPMS tool sensors would not communicate with tool
- · Removed one tire pressure sensor and confirmed that the ID on the sensor was correctly registered in the vehicle
- Took a wheel and tire assembly from another vehicle, retrieved the sensor ID with the TPMS tool and programmed it to this vehicle the vehicle was able to accept and received data from it normally.
- Ordered all 4 tire pressure sensors

Probable Cause

Unknown

Repair Process

R&R all 4 sensors.







Tire Pressure Sensor Information: 0851211861 5B1C3D1







Tire Pressure Sensor Information: 0851211561 C9C63D0

Tire Pressure Sensor Information: 0851211561 00193D0





Back side of tire pressure sensors

Techstream Data



FOR CUSTOMS USE: Used

Parts Value

TQCN DOC#		Condition Title	Date			
		Condition Title				
TQCN FTR-093230041		TPMS warning light	11/23/2009			
1 Q O N_1 111 0332300 1		TI WO Walling light	11/20/2003			
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 chara		
Corolla	2009	2008-09-24	19429	1NXBU40E59Z		

VIN

Orig Tracking

Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below

is "scrap", properly dispose of the part.

Doc No. CQE Eng: **Final Destination:** SETR#: N/A CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR

Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

4	Part # 1:	Part Description			Qty.		Used Part Value Each				
1	4260706011	VALVE SUB-ASSY, TIRI	EΡ	RESSURE MONITOR	4	\$	15.18				
	Serial No. / Date Code		Cor	mments:							
•	Part # 2:	Part Description			Qty.		Used Part Value Each				
2						\$					
	Serial No. / Date Code		Cor	mments:							
•	Part # 3:	Part Description			Qty.		Used Part Value Each				
3						\$					
	Serial No. / Date Code		Cor	mments:							
4	Part # 4:	Part Description			Qty.		Used Part Value Each				
4						\$					
	Serial No. / Date Code		Comments:								
			ľ								
E	Part # 5:	Part Description			Qty.		Used Part Value Each				
5						\$					
	Serial No. / Date Code		Cor	mments:							
6	Part # 6:	Part Description			Qty.		Used Part Value Each				
6						\$					
	Serial No. / Date Code		Cor	mments:							
7	Part # 7:	Part Description			Qty.		Used Part Value Each				
7						\$					
	Serial No. / Date Code		Cor	mments:							
			Ì								

Page 3 of 3 TQCN_FTR 12/12/2008 ver. 2.6



TQCN DOC#			Affiliate	Dept.			Ref	Date
TQCN_FTR-093410049)49	TMS	QAChassis			93427467	12/08/2009
Primary Model		Model Year	Production Date	9	Odometer	VIN		Repair Date
Corolla		2010	2009-11-02	<u>-</u>	3	1NXBU4EEXAZ		11/10/2009
Source	Location		Problem Area		Parts Destination	DTC		
FPE	TMS-PC	QSS	Base Vehicle	•	CQE			
Part # 1		Part # 1 Serial/D	ate Code	Part # 2 Part # 2 Se		Part # 2 Serial/Date	Code	Parts Available
4525002820	4525002820 09L03 5112		2					Part(s) Available
Condition Title								
Steering wh	eel move	ment						

Condition Description

During PDS, technician noted steering wheel rocks side to side (horizontal motion of upper column/shaft).

See video below.

Diagnostic Steps

Technician checked Steering Wheel Nut torque and found breakaway torque at 36 ft-lbf (specification is 37 ft-lbf).

- Technician determined movement is in upper bearing area of column.
- Column is available as complete unit (no component parts).

Probable Cause

Unidentified.

Repair Process

Dealer replaced Steering Column Assy to correct condition.



Double click icon to access video



Steering wheel removed for inspection.



FIELD TECHNICAL REI	OKI			W10	TOTA C
TQCN DOC# TQCN_FTR-093410049		ondition Title teering wheel mo		Date 12/08/2009	
Primary Model Corolla	Model Year 2010	Production Date 2009-11-02	Odometer 3	VIN (confirm 17 charac 1NXBU4EEXAZ	
995-144 160800-0 11V 09L03 DENSO MADE	482 5112 IN JAPAN				
PLACE CAPTIO	ON # 1 HERE			PLACE CAPTION #	2 HERE



FOR CUSTOMS USE: Used

Parts Value

TQCN DOC#	Con	ndition Title	Date		
TQCN_FTR-093410049	Ste	eering wheel move	12/08/2009		
Primary Model Model Year		Production Date	Odometer	VIN (confirm 17 charac	
Corolla	2010	2009-11-02			

VIN

Orig Tracking

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the **Final Destination** field below is "scrap", properly dispose of the part.

Doc No. CQE Eng: **Final Destination:** SETR#: N/A CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Attn: 宛先 Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR

Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

4	Part # 1:	Part Description			Qty.		Used Part Value Each		
1	4525002820	COLUMN ASSY, ELECT	RI	C POWER STEERING	1	\$	191.38		
	Serial No. / Date Code		Cor	mments:					
	09L03 5112								
7	Part # 2:	Part Description			Qty.		Used Part Value Each		
2						\$			
	Serial No. / Date Code		Cor	mments:					
(Part # 3:	Part Description			Qty.		Used Part Value Each		
3						\$			
	Serial No. / Date Code		Comments:						
4	Part # 4:	Part Description			Qty.		Used Part Value Each		
4						\$			
	Serial No. / Date Code		Cor	mments:					
F	Part # 5:	Part Description			Qty.		Used Part Value Each		
5						\$			
	Serial No. / Date Code		Cor	mments:					
۲	Part # 6:	Part Description			Qty.		Used Part Value Each		
6						\$			
	Serial No. / Date Code		Cor	mments:					
7	Part # 7:	Part Description			Qty.		Used Part Value Each		
7						\$			
	Serial No. / Date Code		Cor	mments:					

Page 3 of 3 TQCN_FTR 12/12/2008 ver. 2.6



TQCN DOC#		Affiliate	Dept.				Dealer Code	е	Ref	Date
TQCN_DPR-0933800	006	GST	QAC	Chassis	S		42073		91114523	12/16/2009
Dealer Name			Dealer	r City			State		Region	Source
STERLING MCCALL	TOYOTA		HOU	JSTON	١		TX		GST	TECH
Primary Model			Model '	Year	Production Date		Odometer		VIN	
Corolla			2010)	14-Aug-09		5425 mi		1NXBU4EE4AZ	
Part # 1:	Part # 2:		F	Part # 3:		Parts De	stination:	Parts Availa	ble:	Repair Date
8965002300						CQE		Available	e upon request	12/4/2009
Condition Title							Applicable	DTC Code(s)		
Steering Assist Inoper	rative						C1555			
Condition Description										
No power steering a	assist									

Steering Assist Inoperative	C1555	
Condition Description		
Condition Description No power steering assist	_	
3		
Diagnostic Steps:		
Inspect per repair manual		
Probable Cause Unknown		
OTRIOWIT		
Repair Process		
Replaced steering ecu		



TQCN DOC#	Condition	Title				Date
TQCN_DPR-093380006	Steering	g Assist Inop	perative			12/16/2009
Primary Model		Model Year	Production Date	Odometer	VIN	
Corolla		2010	14-Aug-09	5425 mi	1NXBU4EE4	AZ

Attachment 1: Parts Do not type in SHADED field is "scrap", properly dispose	ds. If the Final De			Orig Tracking VIN Doc No.					
Final Destination:	CQE		SETR#:		CQE Eng:				
Importer: (Applies to TMC Only)	Shipments	Delive	er to:				住戶	ਜ :	
Mr. N. Okumura, Chief Expe Quality Div. Warranty Parts I TOYOTA MOTOR CORPOR 1 Toyota, Toyota-city, Aichi, Japan	Room RATION	Attn:					宛分 Tel:		

				T
				VALUE FOR CUSTOMS USE:
	Part # 1:	Part Description	Qty.	Used Part Value Each
4	8965002300	COMPUTER ASSY, POWER STEERING	1	\$ 75.59
ļ ·	Comments:			
	Part # 2:	Part Description	Qty.	Used Part Value Each
2				\$
	Comments:			
			T -	r
	Part # 3:	Part Description	Qty.	Used Part Value Each
3				\$
	Comments:			



TQCN DOC#		Affiliate	Dept	t.			Dealer Cod	е	Ref	Date
TQCN_DPR-0934500	48	TMS	QA	QAChassis			04292		90562097	12/18/2009
Dealer Name			Deal	ler City			State		Region	Source
TOYOTA OF VALLEJ	0		VA	LLEJO			CA		SFR	TECH
Primary Model			Model Year Production Date			Odometer		VIN		
Matrix			2009 13-FEB-08			39175 n	ni	2T1KU40E29C		
Part # 1:	Part # 2:			Part # 3:		Parts Destination: Part		Parts Availa	ble:	Repair Date
8965002320	5002320					CQE Av		Available	e upon request	12/11/2009
Condition Title							Applicable DTC Code(s)			
Steering Assist Inoperative							U0100,0	C1554		

Condition	Descri	ption
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Diagnostic Steps:

- Technician ran health check and recorded stored codes.
- Found codes C1554 and U0100.
- Codes will reset if memory is cleared.
- Lack of Power Steering Assist was confirmed.

Pro	bab	le C	¦au	se
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Repair Process

Unknown.

Replaced the Power Steering ECU to repair the vehicle.



TQCN DOC#	Condition	Title				Date
TQCN_DPR-093450048	Steering	g Assist Inop	perative			12/18/2009
Primary Model		Model Year	Production Date	Odometer	VIN	
Matrix		2009	13-FEB-08	39175 mi	2T1KU40E29	9C

Attachment 1: Parts Do not type in SHADED field is "scrap", properly dispose	ds. If the Final De			Orig Tracking VIN Doc No.				
Final Destination:	CQE		SETR#:		CQE Eng			
Importer: (Applies to TMC Only)	Shipments	Delive	er to:		•	住	所:	
Mr. N. Okumura, Chief Expe Quality Div. Warranty Parts I		Attn:				宛	/先:	
TOYOTA MOTOR CORPOR 1 Toyota, Toyota-city, Aichi, Japan	Tel:				Te	el:		

				VALUE FOR CUSTOMS USE:
	Part # 1:	Part Description	Qty.	Used Part Value Each
4	8965002320	COMPUTER ASSY, POWER STEERING	1	\$ 75.59
'	Comments:			
				_
	Part # 2:	Part Description	Qty.	Used Part Value Each
2				\$
	Comments:			
				I
	Part # 3:	Part Description	Qty.	Used Part Value Each
3				\$
	Comments:			



TQCN DOC#		Affiliate	Dept.	ept.			Dealer Code		Ref	Date
TQCN_DPR-0936200	11	SET	QAChassis				32118		81758677	01/04/2010
Dealer Name D				Dealer City					Region	Source
GREENVILLE TOYOTA				GREENVILLE					SET	TECH
Primary Model			Model	Model Year Production Date			Odometer		VIN	
Corolla			2009 11-OCT-08				12697 mi		1NXBU40E89Z	
Part # 1:	Part # 2:			Part # 3:	t # 3: Parts De		estination: Parts Available:		ble:	Repail Date
4551012450						CQE	No part available			12/2 <mark>8</mark> /2009
Condition Title							Applicable DTC Code(s)			
Steering Poor On Cer	Steering Poor On Center Feel									
	nter Feel						Аррисавіе	DTC Code(s)		

Condition	Description
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aline ations (levet masset is attended.)
direction (but most noticeably condition where you constantly



TQCN DOC#	Condition	Title		Date		
TQCN_DPR-093620011	Steering	g Poor On C	01/04/2010			
Primary Model		Model Year	Production Date	Odometer	VIN	
Corolla		2009	11-OCT-08	12697 mi	1NXBU40E8	9Z

Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.				Orig Tracking VIN Doc No.			
Final Destination:	CQE		SETR#:		CQE Eng:		
Importer: (Applies to TMC Only)	Delive	r to:		自	所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn: Tel:				3先: el:	
Capan							

				VALUE FOR CUSTOMS USE:
	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4551012450	GEAR ASSY, STEERING	1	\$ 129.73
ı	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each
3	Comments:			



TQCN DOC#			Affiliate	Dept.			Ref	Date		
TQCN_FTR-100190021		TMS	QAC	Chassis		81758677	01/21/2010			
Primary Model		Model Year	Production Date	Э	Odometer	VIN		Repair Date		
Corolla		2009	2008-09-18	}	11491	2T1BU40E99C		1/12/2010		
Source	Location	Problem Area			Parts Destination	DTC				
FTS	REG-NY	Y Base Vehicle			CQE					
Part # 1 Part # 1 Serial/Date Code			ate Code		Part # 2	Part # 2 Serial/Date	e Code	Parts Available		
N/A								No Part(s)		
IN/A							Available			
Condition Title	•					_		_		
Vehicle 'Wa	Vehicle 'Wanders' While Driving 50-60 MPH									

Condition Description

Customer states vehicle requires constant steering correction to maintain a straight heading.

Diagnostic Steps

- Vehicle was driven and concern verified.
- Technician confirmed alignment were within specifications.
- Other 2009 and 2010 MY Corolla's were driven and exhibited similar driving characteristics, but the customers vehicle wander was more evident.

Probable Caus	Pro	ba	b	le	Ca	us
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Unknown			

Repair Process

No repairs were performed to vehicle.

Note: Customer is not satisfied with steering characteristics of vehicle while traveling at highway speeds. Customer is also Dealerships General Managers Father.



TQCN DOC#			dition Title	Date		
TQCN_FTR-100190021	Vel	nicle 'Wanders' W	01/21/2010			
Primary Model	Model Year		Production Date	Odometer	VIN (confirm 17 chara	
Corolla	2009		2008-09-18	11491	2T1BU40E99C	

Orig Tracking

			T	racking									
Att	achment 1: Parts R	ecovery (Contro	ol Sheet	V	'IN							
	not type in SHADED fields. If scrap", properly dispose of the		estinatio	n field below		oc No.							
Fi	nal Destination: C	QE		SETR#:			CQE E	ng:	N	'A			
Imp Onl	orter: (Applies to TMC Shi y)	pments	Delive	er to:				餠	:[]				
Qua	Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION							宛先 Tel:	r 1				
	oyota, Toyota-city, Aichi, 471												
T-S1	F-STAR												
Note	e: If this FTR contains more tha	an one VIN, cr	eate a tal	ole in the repor	t cor	ntaining VIN, pr	roduction d	ate, ar	nd odomet	er	F	Parts Value	
	Part # 1:	Part Desc	rintion							Qty.		Used Part Value Each	
1	N/A	n/a	pt.io.i							1	\$	0.00	
	Serial No. / Date Code	III/a			_					1	Ψ	0.00	-
	Serial No. / Date Code				Con	ments:							_
	D # 0-	D(D	-111							01		Hand Bart Value Facts	_
2	Part # 2:	Part Desc	ription							Qty.	\$	Used Part Value Each	
	Serial No. / Date Code				Com	ments:							
3	Part # 3:	Part Desc	ription							Qty.	<u>.</u>	Used Part Value Each	
<u> </u>											\$		
	Serial No. / Date Code				Com	ments:							
4	Part # 4:	Part Desc	ription							Qty.	\$	Used Part Value Each	
	Serial No. / Date Code				Com	ments:							
													ĺ
5	Part # 5:	Part Desc	ription							Qty.		Used Part Value Each	
Э											\$		
	Serial No. / Date Code				Com	iments:							
_	Part # 6:	Part Desc	ription							Qty.		Used Part Value Each	
6		. a 2000. phon									\$		
	Serial No. / Date Code				Com	ments:					. ' !		
0													
_	Part # 7:	Part Desc	ription							Qty.		Used Part Value Each	
7											\$		
Serial No. / Date Code					Com	ments:					14		
					0 011								-
													Ш

TOYOTA &	حسعا (
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TQCN DOC#		Affiliate	Dept.				Dealer Cod	е	Ref	Date
TQCN_DPR-1002200-	45	TMS	QAChassis				48007		82805503	01/29/2010
Dealer Name			Dealer City			State		Region	Source	
SMART TOYOTA			MADISON			WI		CHI	TECH	
Primary Model			Mod	Model Year Production Date		Odometer		VIN		
Corolla			200	2009 06-FEB-08		20255 n	ni	1NXBU40E69Z		
Part # 1:	Part # 2:		Part # 3:		Parts De	estination:	ation: Parts Available:		Repair Date	
DT00057911BS						CQE No part		available	1/21/2010	
Condition Title					Applicable DTC Code(s)					
Tire Life Does Not Meet Customer Expectations										

Condition Description

CUSTOMER DISASTISFIED DUE TO TIRE RPLEACMENT AT ONLY 20,000 MILES. TIRE TREAD LIFE DID NOT MEET THEIR EXPECTATIONS.

Diagnostic Steps:

Probable Cause UNKNOWN

- VEHICLE WAS EQUIPPED WITH FACTORY INSTALLED P205/55R16 BRIDGESTONE TURANZA EL400-02
- MEASURED REMAING TIRE TREAD DEPTHS:
- AVERAGE OF 4/32 5/32 REMAINING TREAD DEPTH
- SERVICE RECORDS INDICATE TIRES WERE ROTATED AT HE FOLLOWING INTERVALS:
 - 9,647 7/32 8/32nds remaining tread at time of inspection 14,797 7/32nds remaining tread at time of inspection
 - 0
 - 19,977 4/32 5/32nds remaining tread at time of inspection

Repair Process								
DEALER REPLACED ALL 4 TIRES TO ADDRESS THE CUSTOMER'S CONCERN.								
REPLACED WITH YOKOHAMA AVID V4S.								



TQCN DOC#	Condition	Title				Date	
TQCN_DPR-100220045	R-100220045 Tire Life Does Not Meet Customer Expectations 01/					01/29/2010	
Primary Model		Model Year	Production Date	Odometer	VIN		
Corolla		2009	06-FEB-08	20255 mi	1NXBU40E6	9Z	

Attachment 1: Parts Do not type in SHADED field is "scrap", properly dispose		Orig Tracking VIN Doc No.						
Final Destination:	CQE		SETR#:		CQE Eng:			
Importer: (Applies to TMC Only)	Shipments	Delive	er to:			住戶	т :	
Mr. N. Okumura, Chief Expe	rt	Attn:			:	宛兒	৳:	
Quality Div. Warranty Parts I TOYOTA MOTOR CORPOR 1 Toyota, Toyota-city, Aichi, Japan	Tel:				Tel:			

				T
				VALUE FOR CUSTOMS USE:
	Part # 1:	Part Description	Qty.	Used Part Value Each
4	DT00057911BS	P205/55R16	4	\$ 28.00
•	Comments:			
	Part # 2:	Part Description	Qty.	Used Part Value Each
2				\$
	Comments:			
	Part # 3:	Part Description	Qty.	Used Part Value Each
3				\$
3	Comments:			

TQCN_DPR 6/29/2009 V1.7 Page 2 of 2



TQCN DOC#		Affiliate	Dept.				Dealer Cod	е	Ref	Date
TQCN_DPR-1002000	04	SET	QA	QAChassis			09165		81758677	02/01/2010
Dealer Name Dealer City							State Region		Region	Source
PALM TOYOTA				PUNTA GORDA			FL		SET	TECH
Primary Model				Model Year Production Date			Odometer		VIN	
Corolla			2010 26-AUG-09			399 mi		1NXBU4EE8AZ		
Part # 1:	Part # 2:			Part # 3:			Parts Destination: Parts Availal		ble:	Repair Date
4551002170				CQE			No part available		available	1/19/2010
Condition Title							Applicable DTC Code(s)			
Steering Wander										

Condition Description

WHILE DRIVING AT HIGHWAY SPEEDS VEHICLE SEEMS TO WANDER BACK AND FORTH. HE MUST KEEP CORRECTING STEERING WHEEL WHILE DRIVING. VEHICLE DOES NOT TRACK LIKE OTHER VEHICLES HE HAS DRIVEN.

Diagnostic Steps:

ALIGNMENT AND TIRE PRESSURE CHECK, ALL OK. TEST DROVE CUSTOMERS VEHICLE AND COMPARISON VEHICLE, BOTH HANDLE AND STEER ALIKE. OPERATING AS COMPARED.

NOT USED TO THE FEEL OF ELECTRIC STEERING VS. HYDRAULIC.

Probable Cause

Repair Process	
NONE AT THIS TIME.	

TQCN_DPR 6/29/2009 V1.7 Page 1 of 2



)	20,700,000
TQCN DOC#	Condition	Title				Date	_
TQCN_DPR-100200004	Steering	g Wander				02/01/201	0
Primary Model		Model Year	Production Date	Odometer	VIN		
Corolla		2010	26-AUG-09	399 mi	1NXBU4EE8	AZ	

Attachment 1: Parts Do not type in SHADED field is "scrap", properly dispose	ds. If the Final De			Orig Tracking VIN Doc No.					
Final Destination:	CQE		SETR#:			CQE Eng	:		
Importer: (Applies to TMC Only)	Shipments	Delive	er to:			ſ	主所:		
Mr. N. Okumura, Chief Expe Quality Div. Warranty Parts I TOYOTA MOTOR CORPOR 1 Toyota, Toyota-city, Aichi, Japan	Room RATION	Attn: Tel:					它先: ⁻ el:		

				VALUE FOR CUSTOMS USE:
-	Part # 1:	Part Description	Qty.	Used Part Value Each
4	4551002170	GEAR ASSY, STEERING	-	\$ 129.86
1	Comments:		<u>.</u>	
	Part # 2:	Part Description	Qty.	Used Part Value Each
2	Comments:		<u> </u>	
	Part # 3:	Part Description	Qty.	Used Part Value Each
3	Comments:	•		

TQCN_DPR 6/29/2009 V1.7 Page 2 of 2



TQCN DOC#		Affiliate	Dep	t.			Dealer Cod	е	Ref	Date
TQCN_DPR-1002100	11	TMS	QA	AChassis			48055		A0320360	02/01/2010
Dealer Name			Dealer City			State		Region	Source	
KENOSHA TOYOTA			KENOSHA			WI		CHI	TECH	
Primary Model			Model Year Production Date			Odometer		VIN		
Matrix			2009 21-MAY-08			28386 mi		2T1GE40E49C		
Part # 1:	Part # 2:		Part # 3:		Parts Destination:		Parts Availa	ble:	Repair Date	
8965002330			co			CQE	Available		e upon request	1/21/2010
Condition Title							Applicable DTC Code(s)			
C1554 - Steering Assist Inoperative							U0100,C1554			

8965002330		CQ	E	Available upon request	1/21/2010
Condition Title			Applicable	DTC Code(s)	
C1554 - Steering Assi	ist Inoperative		U0100,	C1554	
<u> </u>			<u> </u>		
Condition Description	n .				
VEHICLE LOST PC					
VEHICLE LOST PC	WERSIEERING				
Diagnostic Steps:					
DTC INSPE	CTION				
		STEERING ECU AND CO	NCFRN F	OLLOWED ECU	
1201111011	011711 - 25 1112 0	312211110 200 71110 00		011011111111111111111111111111111111111	
Probable Cause					
UNKNOWN					
Repair Process					
REPLACED STEER	RING ECU				
					_

TQCN_DPR 6/29/2009 V1.7 Page 1 of 2



TQCN DOC#	Condition	Title				Date
TQCN_DPR-100210011	C1554	- Steering A	ssist Inoperative			02/01/2010
Primary Model		Model Year	Production Date	Odometer	VIN	
Matrix	2009		21-MAY-08	28386 mi	2T1GE40E49	90

Attachment 1: Parts Do not type in SHADED field is "scrap", properly dispose of	ds. If the Final De			Orig Tracking VIN Doc No.				
Final Destination:	CQE		SETR#:		CQE Eng:			
Importer: (Applies to TMC Only)	Shipments	Delive	er to:			住戶	· 听:	
Mr. N. Okumura, Chief Expe	rt	Attn:				宛先:		
Quality Div. Warranty Parts F TOYOTA MOTOR CORPOR 1 Toyota, Toyota-city, Aichi, Japan	Tel:				Tel	:		

				T
				VALUE FOR CUSTOMS USE:
	Part # 1:	Part Description	Qty.	Used Part Value Each
4	8965002330	COMPUTER ASSY, POWER STEERING	1	\$ 75.71
'	Comments:			
			T	.
	Part # 2:	Part Description	Qty.	Used Part Value Each
2				\$
_	Comments:			
	Part # 3:	Part Description	Qty.	Used Part Value Each
2				\$
3	Comments:			

TQCN_DPR 6/29/2009 V1.7 Page 2 of 2



TQCN DOC#			Affiliate	Dept.				Ref	Date		
TQCN_FTR-100320029)29	TMS	QAChassis				A0390894	02/	08/2010	
Primary Model Year		Production Dat	ate Odometer		VIN			Repa	air Date		
Corolla 2009		2009-02-05	5	23437 1NXBU40E89Z				1/2	7/2010		
Source	Source Location Problem Area				Parts Destination	DTC					
FTS	FTS REG-SF Base \			9	CQE	C1555	,				
Part # 1		Part # 1 Serial/D	ate Code		Part # 2		Part # 2 Serial/Date	e Code		Parts Available	
8965002300										Part(s) Available	
Condition Title											
Power Steering and VSC Lights ON C1555- Motor Relay Welding Failure											

Condition Description

• Customer reports the power steering stopped working, check and advise (light is on at the dash)

Diagnostic Steps

- Tech started vehicle and confirmed no power steering assist
- Performed Techstream Health check and recovered DTC C 1555 Motor Relay Welding Failure
- Performed RM diagnostic procedure and isolated cause to no voltage across M1 & PGND .004V and M2 & PGND - .004V
- Can hear relay clicking several times when Ignition Key turned ON

Probable Cause

• Unknown internal PS ECU malfunction

Repair Process

• Replaced Power Steering ECU - reset zero point





10 K

Toyota 89650-02300 JTEKT 991-36402 112900-1772 3B EPS 12V Denso Made In Japan L QC Stamps

Corolla FFD



TQCN DOC#	Co	ndition Title	Date		
TQCN_FTR-100320029	Po	ower Steering and	02/08/2010		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 chara	
Corolla	2009	2009-02-05	23437	1NXBU40E89Z	

Orig Tracking

VIN

Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below

is "s	scrap", properly dispose	of the part.			Doc No.					
Fi	nal Destination:	CQE		SETR#:		CQE Eng:	N/A	Ą		
Imp Onl	porter: (Applies to TMC ly)	Delive	r to:		併	听: []				
Mr.	N. Okumura, Chief Expe	ert	Attn:			宛	た :[]			
Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan						Те	l:[]			
T-STAR										
Note	e: If this FTR contains mor	e than one VIN, c	le in the report	rt containing VIN, production date, and odometer FOR CUSTOMS USE: Used Parts Value						
	Davi # 4.	Dowt Door						04	Used Part Value Each	
1	Part # 1:	Part Desc	-	VCCV DOV	/ER STEERIN	10		Qty.	\$ 75.71	
	18965002300	I(:())//P	\square \vdash \vdash \vdash \vdash	122 P()//	/FK 21FFKIN	U(¬		1	151 (5/1	

1	Part # 1:	Part Description				Qty.	-	Used Part Value Each
ı	8965002300	COMPUTER ASSY, PO	NΕ	R STEERING		1	\$	75.71
	Serial No. / Date Code		Con	nments:				
2	Part # 2:	Part Description				Qty.	-	Used Part Value Each
							\$	
	Serial No. / Date Code		Con	nments:				
3	Part # 3:	Part Description				Qty.	-	Used Part Value Each
3							\$	
	Serial No. / Date Code		Con	nments:				
4	Part # 4:	Part Description				Qty.	_	Used Part Value Each
4							\$	
	Serial No. / Date Code		Con	nments:				
5	Part # 5:	Part Description				Qty.		Used Part Value Each
7							\$	
	Serial No. / Date Code		Con	nments:				
6	Part # 6:	Part Description				Qty.		Used Part Value Each
O							\$	
	Serial No. / Date Code		Con	nments:				
7	Part # 7:	Part Description				Qty.		Used Part Value Each
-							\$	
	Serial No. / Date Code		Comments:					



TQCN DOC#			Affiliate	Dept.			Ref	Date		
TQCN_FTR-100320034		034	TMS	QAChassis			A0411137	02/10/2010		
Primary Model Year		Production Dat	ate Odometer		VIN		Repair Date			
Corolla 2009		2009-02-24	1	3413 1NXBU40EX9Z			1/4/2010			
Source	Source Location Problem Area			Parts Destination	DTC					
FTS	FTS REG-SF Bas		Base Vehicle	Э	CQE					
Part # 1		Part # 1 Serial/D	ate Code	Part # 2		Part # 2 Serial/Dat	e Code	Parts Available		
DT000 74500 GY							Part(s) Available			
Condition Title										
Goodyear Eagle RSA Peeling on Outer Tread Block										

Condition Description

- Customer states there is an ongoing issue with the tires not wearing properly. Check and advise.
- Check customer history, customer states that front tires that were on the rear & rotated to front are showing uneven outside wear.

Diagnostic Steps

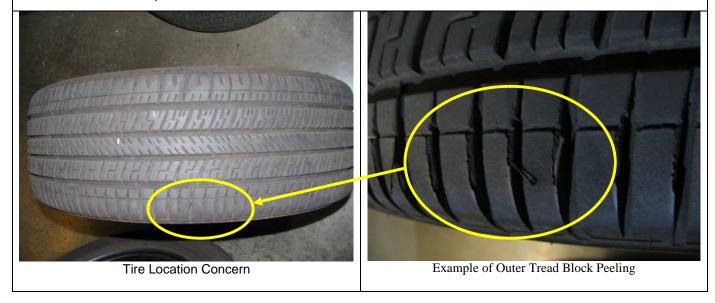
- Tires are Goodyear Eagle RSA P205 55 R16
- Tires labeled qty. 1 DOT 4BT2 LNER 4408, qty. 3 M6T2 011R 0309
- Vehicle originally inspected at 1,925 miles, alignment checked and tires rotated, requested customer to monitor
- Vehicle returned at report mileage and rotated front tires now showing similar wear as rear.

Probable Cause

Unknown

Repair Process

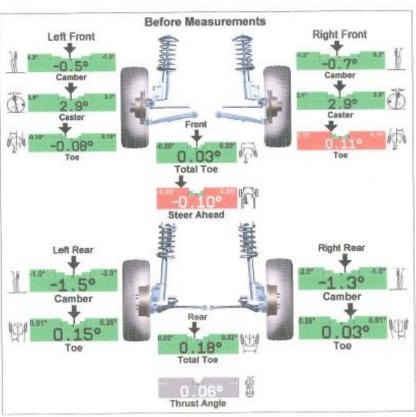
- Replaced all tires with Bridgestone per customer request was not convinced that next set of Goodyear's would not produce the same wear pattern
- Cost incurred by TMS One Time Goodwill

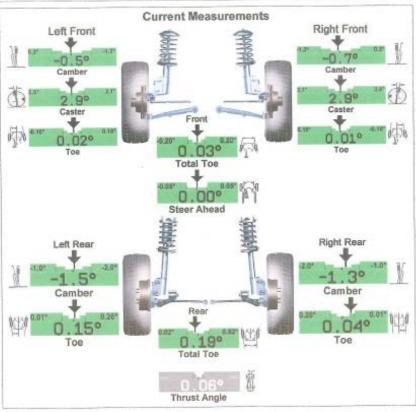




TQCN DOC#		Condition Title	Date		
TQCN_FTR-100320034		Goodyear Eagle RS	02/10/2010		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 charac	
Corolla	2009-02-24	3413	1NXBU40EX9Z		

Toyota: Corolla: 2009: 1.8L USA/Canada assembled: with 205/55R16 Tire





Serial No. / Date Code

Serial No. / Date Code

Serial No. / Date Code

Part # 6:

Part # 7:

6

Part Description

Part Description



Used Part Value Each

Used Part Value Each

Qty.

Qty.

\$

\$

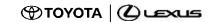
TQCN DOC#	Cor	ndition Title		Date								
TQCN_FTR-100320034	Go	oodyear Eagle RS	02/10/2010									
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 charac								
Corolla	2009	2009-02-24	3413	1NXBU40EX9Z								
Orig												

				Tracking							
Att	achment 1: Parts	Recovery	Contro	ol Sheet	VIN						
Do i	not type in SHADED field scrap", properly dispose	ds. If the Final D oof the part.	estinatio	n field below	Doc No.						
Fii	nal Destination:	CQE		SETR#:		CQE Er	ng: N	I/A			
lmp Onl	orter: (Applies to TMC y)	Shipments	Delive	er to:			住所:[]				
Mr. N. Okumura, Chief Expert				Attn:							
1 To	oyota, Toyota-city, Aichi, an	471-8571									
T-S1	T-STAR										
Note	e: If this FTR contains mor	e than one VIN, c	reate a tal	ble in the repor	t containing VIN, p	roduction da	ate, and odome	ter	F	OR CUSTOMS USE: Use Parts Value	ed
	In	In						To:			
1	Part # 1: DT000 74500 GY	Part Desc	ription					Qty.	\$	Used Part Value Eac 0.00	n
	Serial No. / Date Code	II/a			Comments:			4	Ψ	0.00	
	Condition / Bate Code				Comments.						
	Part # 2:	Part Des	cription					Qty.		Used Part Value Eac	ch
2			-						\$		
	Serial No. / Date Code	<u>'</u>			Comments:						
3	Part # 3:	Part Des	cription					Qty.		Used Part Value Eac	ch
)				,					\$		
	Serial No. / Date Code				Comments:						
	Part # 4:	Port Dea	orintion					Qty.		Used Part Value Eac	a h
4	Part # 4:	Part Des	cription					Qty.	\$	Used Part Value Eac	;n
	Serial No. / Date Code				Comments:				ΙΨΙ		
	Tanan Tian , Bato Godo				Comments.						
_	Part # 5:	Part Des	cription					Qty.		Used Part Value Eac	ch
5									\$		

Comments:

Comments:

Comments:



TQCN DOC#			Affiliate	Dept.				Ref	Date	
TQCN_FTR-100420018			TMS	QAC	Chassis		93005092	02/16/2010		
Primary Model Year		Production Date	Odometer VIN		VIN			Repair Date		
Matrix 2010		2010	2009-09-01	1 2849 2T1k		2T1KU4EE5AC			2/10/2010	
Source Location Pro			Problem Area		Parts Destination	DTC				
STS	STS REG-KAN Base Vehicl			9	CQE					
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Sei	rial/Date	Code	Parts Available	
4525002620					455100215				No Part(s) Available	
Condition Title										
Customer complains that vehicle wanders on the highway										

Condition Description

• The customer complained that the vehicle wanders when driving at highway speeds.

Diagnostic Steps

- The technician checked the tire pressures and found all four tires to be over-inflated by 5 psi.
- The technician adjusted the tire pressure to specification.
- The technician inspected the tires for damage and tire conicity and found no damage or defect.
- The technician checked vehicle alignment and found the vehicle to be properly aligned.

Probable Cause

• The probable cause is the interaction of the steering and suspension components due to the design parameters.

Repair Process

·										
 No repairs were made since the vehicle is operating identically to similarly equipped Matrix models. The customer requested that her concerns were reported. 										
Intentionally left blank	Intentionally left blank									
Intentionally left blank	Intentionally left blank									



TQCN DOC#	(Condition Title	Date		
TQCN_FTR-100420018		Customer complains	02/16/2010		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 charac	
Matrix	2010	2009-09-01	2849	2T1KU4EE5AC	

VIN

Orig Tracking

Doc No.

Attachment 1: Parts Recovery Control Sheet Do not type in SHADED fields. If the Final Destination field below

is "scrap", properly dispose of the part.

CQE Eng: **Final Destination:** SETR#: N/A CQE Importer: (Applies to TMC Shipments Deliver to: 住所: Attn: 宛先: Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR FOR CUSTOMS USE: Used Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer Parts Value

4	Part # 1:	Part Description			Qty.		Used Part Value Each
ı	4525002620	COLUMN ASSY, ELECT	RIC	C POWER STEERING	1	\$	191.38
	Serial No. / Date Code		Con	nments:			
•	Part # 2:	Part Description			Qty.		Used Part Value Each
2	4551002150	GEAR ASSY, STEERING	G		1	\$	129.86
	Serial No. / Date Code		Con	nments:			
3	Part # 3:	Part Description			Qty.	L,	Used Part Value Each
၁	4806802190	ARM SUB-ASSY, SUSP	EN:	SION LWR RH W/BUSH	1	\$	28.46
	Serial No. / Date Code		Con	nments:			
4	Part # 4:	Part Description			Qty.		Used Part Value Each
4	4806902190	ARM SUB-ASSY, SUSP	EN:	SION LWR LH W/BUSH	1	\$	28.46
	Serial No. / Date Code		Con	nments:			
5	Part # 5:	Part Description			Qty.	L,	Used Part Value Each
3	4860902190	SUPPORT SUB-ASSY, I	FR	SUSPENSION	2	\$	14.26
	Serial No. / Date Code		Con	nments:			
6	Part # 6:	Part Description			Qty.	L.	Used Part Value Each
0						\$	
	Serial No. / Date Code		Con	nments:			
7	Part # 7:	Part Description			Qty.	L.,	Used Part Value Each
•						\$	
	Serial No. / Date Code		Con	nments:			

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TQCN DOC#		Affiliate	Dep	t.			Dealer Cod	е	Ref	Date	
TQCN_DPR-1004700	34	TMS	QA	Chassi	s		24078		A0471381	02/17/2010	
Dealer Name	Name Dealer City S						State		Region	Source	
COAD TOYOTA	OAD TOYOTA CAPE GIRARDEAU N						MO		KCY	TECH	
Primary Model Year Production Date						Odometer		VIN			
Corolla			2009 27-FEB-08				10988 mi		JTDBL40E39J		
Part # 1:	Part # 2:			Part # 3:		Parts Destination:		Parts Available:		Repair Date	
4525012C31						CQE		Available	e upon request	2/10/2010	
Condition Title								Applicable DTC Code(s)			
Steering Assist Inoperative - C1513								C1513			

Condition Title	Applicable 210 code(s)
Steering Assist Inoperative - C1513	C1513
Condition Description	
CUSTOMER STATES STEERING HARD TO TURN	
Diagnostic Steps:	
PULLED CODE & PERFORMED DIAG FOR C1513. 4.9 VOLTS ON 8.5 VOLTS. REPLACED P/S ECU & VOLTAGE AT PINS STILL 4.9 SET AGAIN.	
Probable Cause	
STEERING COLUMN ASSY	
Repair Process	
REPLACED P/S ECU AS INSTRUCTED BY SERVICE MANUAL. R REPAIR CAR.	EPLACED STEERING COLUMN ASSY TO

TQCN_DPR 6/29/2009 V1.7 Page 1 of 2

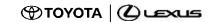


TQCN DOC#	Condition	Title	Date			
TQCN_DPR-100470034	Steering	g Assist Inop	perative - C1513			02/17/2010
Primary Model		Model Year	Production Date	Odometer	VIN	
Corolla		2009	27-FEB-08	10988 mi	JTDBL40E39	

Attachment 1: Parts Do not type in SHADED field is "scrap", properly dispose of	ls. If the Final De			Orig Tracking VIN Doc No.				
Final Destination:	Final Destination: CQE				CQ	QE Eng:		
Importer: (Applies to TMC Only) Mr. N. Okumura, Chief Expe Quality Div. Warranty Parts F TOYOTA MOTOR CORPOR 1 Toyota, Toyota-city, Aichi, Japan	rt Room AATION	Attn:	er to:			住戶 宛ź Tel	ŧ:	

				T
				VALUE FOR CUSTOMS USE:
	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4525012C31	COLUMN ASSY, ELECTRIC POWER STEERING	1	\$ 191.38
1	Comments:			
	Part # 2:	Part Description	Qty.	Used Part Value Each
2				\$
	Comments:			
			T	.
	Part # 3:	Part Description	Qty.	Used Part Value Each
3				\$
3	Comments:			

TQCN_DPR 6/29/2009 V1.7 Page 2 of 2



TQCN DOC#			Affiliate	Dept.			Ref	Date			
TQCN_FTR	TQCN_FTR-100500025		GST	QAElectrical			A0551948	02/24/2010			
Primary Model Year		Model Year	Production Date	te Odometer		VIN		Repair Date			
Corolla	Corolla 2010		2009-09-08	B brkb4216 1NXBU4EE5AZ			2/4/2010				
Source Location		Problem Area		Parts Destination	DTC						
FTS	REG-GS	ST	Base Vehicle)	CQE						
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Dat	e Code	Parts Available			
8924502050							Part(s) Available				
Condition Title											
MILs On WI	MILs On When Opening Door With Key In Ignition										

Condition Description

When the vehicle is started the tachometer and speedometer do not perform a full swing self test, also the SRS light, ABS light, brake light and the Electric power steering light all stay on also if the key is left in the ignition cylinder and the door opened there is no key chime.

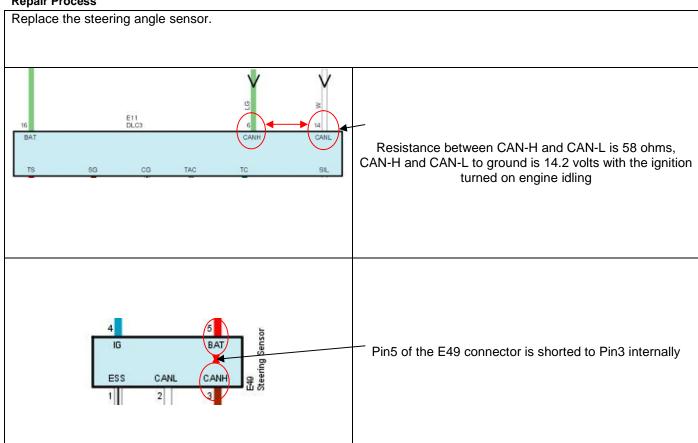
Diagnostic Steps

- 1. Techstream unit will not communicate with the vehicle and when a CAN bus check is performed there are no ECU's responding
- 2. CAN-H to CAN-L circuit resistance at the DLC3 connector with the ignition turned off is 58 ohms
- 3. CAN-H and CAN-L voltage to ground with vehicle ignition on engine idling at the DLC3 connector is 14.2 volts
- 4. One at a time we started to disconnect components that are on the CAN circuit to see if the voltage will drop
- 5. When the steering angle sensor is disconnected the voltage on the CAN-H wire dropped to approximately 3 volts, also when the steering angle sensor is disconnected the tachometer starts working and the Techstream will now communicate with ECU's on the CAN circuit
- 6. Inspect the steering angle sensor resistance and found that there is continuity between pins 3 and 5.

Probable Cause

Short circuit inside the steering angle sensor.

Repair Process





TQCN DOC#	С	Condition Title	Date		
TQCN_FTR-100500025	N	MILs On When Oper	02/24/2010		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 charac	
Corolla	2010	2009-09-08	brkb4216	1NXBU4EE5AZ	

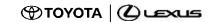
Orig Tracking

VIN

Attachment 1: Parts Recovery Control Sheet

Do	not type in SHADED field scrap", properly dispose	ds. If the Final D e			Doc No.						
Fi	nal Destination:	CQE		SETR#:		CQE E	ng:	N/A	Α		
Imp Onl	porter: (Applies to TMC ly)	Shipments	Delive	er to:			住所	. []			
Qua TO	N. Okumura, Chief Expe ality Div. Warranty Parts YOTA MOTOR CORPOF oyota, Toyota-city, Aichi, an	Room RATION	Attn:]			宛先 Tel:				
T-S	TAR										
Note	e: If this FTR contains mor	e than one VIN, cr	eate a tal	ble in the report	t containing VIN, p	roduction d	late, aı	nd odomete	r	FOR CUSTOMS U Parts Valu	
										1	
1	Part # 1:	Part Desc		FEDING					Qty.	Used Part Va	
_	8924502050 Serial No. / Date Code	SENSO	JR, 51	EERING	Comments:				1	\$ 57.8	54
	Condition / Date Code				Comments.						
~	Part # 2:	Part Desc	cription						Qty.	Used Part Va	lue Each
2										(c)	

1	Part # 1:	Part Description			Qty.		Used Part Value Each
ı	8924502050	SENSOR, STEERING			1	\$	57.84
	Serial No. / Date Code		Cor	mments:	•		
2	Part # 2:	Part Description			Qty.		Used Part Value Each
						\$	
	Serial No. / Date Code		Cor	mments:			
3	Part # 3:	Part Description			Qty.		Used Part Value Each
?						\$	
	Serial No. / Date Code		Cor	mments:			
4	Part # 4:	Part Description			Qty.		Used Part Value Each
4						\$	
	Serial No. / Date Code		Cor	mments:			
5	Part # 5:	Part Description			Qty.		Used Part Value Each
ว						\$	
	Serial No. / Date Code		Cor	mments:			
6	Part # 6:	Part Description			Qty.	<u> </u>	Used Part Value Each
0						\$	
	Serial No. / Date Code		Cor	mments:			
7	Part # 7:	Part Description			Qty.		Used Part Value Each
/						\$	
	Serial No. / Date Code		Cor	mments:	•		



TQCN DOC#			Affiliate	Dept.			Ref	Date			
TQCN_FTR	TQCN_FTR-100570023			QAChassis			82815531	03/01/2010			
Primary Model		Model Year	Production Date	е	Odometer	VIN		Repair Date			
Corolla		2009	2008-03-07	7	27315	1NXBE40E99Z		2/2/2010			
Source Location		Problem Area		Parts Destination	DTC						
FPE	TMS-PC	SS	Base Vehicle	Э	CQE						
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Dat	e Code	Parts Available			
4525002620 8215 0648							Part(s) Available				
Condition Title											
Rattle sound	Rattle sound from steering column										

Condition Description

Customer complaint of rattle sound in driver's side of dash.

- Condition only occurs while driving straight, on rough dirt road.
- Condition does not occur if steering wheel is turned left or right.
- Customer drives several miles of dirt roads, to and from their home, every day (see aerial view map).
- Condition developed gradually (began with occasional rattle sound, on bumps, and now occurs continuously on bumpy surfaces).

Diagnostic Steps

Technician confirmed customer complaint.

- · Condition can be heard when driving straight on rough streets (pot holes and broken pavement).
- Condition does not occur when turning, while driving over rough surfaces.
- Technician initially tried to repair condition by replacing lower steering shaft, and found no improvement.

Probable Cause

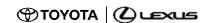
Unidentified condition in Power Steering Column unit.

Repair Process

Technician replaced Power Steering Column assembly to correct complaint condition.



Red star shows approximate home location. Customer drives dirt/gravel road to "Old Castle Rd" (shown in yellow at bottom of photo). Note that a long section of each drive is North or South along a straight dirt road.



 TQCN DOC#
 Condition Title
 Date

 TQCN_FTR-100570023
 Rattle sound from steering column
 03/01/2010

 Primary Model
 Model Year
 Production Date
 Odometer
 VIN (confirm 17 chara

 Corolla
 2009
 2008-03-07
 27315
 1NXBE40E99Z







FOR CUSTOMS USE: Used

Parts Value

TQCN DOC#	Cond	dition Title	Date		
TQCN_FTR-100570023	Rat	ttle sound from st	eering column		03/01/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 chara	
Corolla	2009	2008-03-07	27315	1NXBE40E99Z	

Orig Tracking

VIN

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Doc No. CQE Eng: **Final Destination:** SETR#: N/A CQE Importer: (Applies to TMC Shipments 住所: Deliver to: Attn: 宛先 Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room Tel: Tel: TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan T-STAR

Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

4	Part # 1:	Part Description			Qty.	Used Part Value Each
1	4525002620	COLUMN ASSY, ELECT	RI	C POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Cor	mments:		
	8215 0648					
7	Part # 2:	Part Description			Qty.	Used Part Value Each
2						\$
	Serial No. / Date Code		Cor	mments:		
(Part # 3:	Part Description			Qty.	Used Part Value Each
3						\$
	Serial No. / Date Code		Cor	mments:		
4	Part # 4:	Part Description			Qty.	Used Part Value Each
4						\$
	Serial No. / Date Code		Cor	mments:		
F	Part # 5:	Part Description			Qty.	Used Part Value Each
5						\$
	Serial No. / Date Code		Cor	mments:		
۲	Part # 6:	Part Description			Qty.	Used Part Value Each
6						\$
	Serial No. / Date Code		Cor	mments:		
7	Part # 7:	Part Description			Qty.	Used Part Value Each
7						\$
	Serial No. / Date Code		Cor	mments:		

Page 3 of 3 TQCN_FTR 12/12/2008 ver. 2.6



TQCN DOC#			Affiliate	Dept.			Ref	Date
TQCN_FTR	1005300	27	TMS	QAC	Chassis		91948655	03/08/2010
Primary Model		Model Year	Production Date	Э	Odometer	VIN		Repair Date
Corolla		2010	2009-09-16	6	4572 km	2T1BE4EEXAC		2/19/2010
Source	Location		Problem Area		Parts Destination	DTC		
FTS	REG-Td	M	Base Vehicle	9	CQE			
Part # 1		Part # 1 Serial/D	ate Code		Part # 2	Part # 2 Serial/Date	e Code	Parts Available
4525002620	0							Part(s) Available
Condition Title	Condition Title							
Click noise	coming fro	om the stee	ring column ass	embly	У			

Condition Description

The steering wheel makes a "click" noise when turns to the right or left.

Diagnostic Steps

Technician confirmed condition, while turn to the right or left the wheel, it makes a click noise.

Technician made a test with the chassis ear and they detected that the noise comes into the steering column assembly, especially inside the electric power steering.

Technician turns the steering's column shaft feeling a "play"

Probable Cause

Unknown, internal noise

Repair Process

Replace steering column assembly



Click noise comes from electric motor



Electric Power steering



80960-12160 JJ301-000180



"Play" in internal steering's column shaft



TQCN DOC#		dition Title			Date
TQCN_FTR-100530027	Cli	ck noise coming t	03/08/2010		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 charac	
Corolla	2010	2009-09-16	4572 km	2T1BE4EEXAC	
Internal noise steering colu	ımn assembly v	vmv			
Thermal moise seeding con-	ann assembly iv	*****			
"Video noi	se"				



TQCN DOC#				ition Title	Date			
TQCN_FTR-100530027			Click	k noise coming fi	ng column assembly	03/08/2010		
	Primary Model	Model Year		Production Date	Odometer	VIN (confirm 17 charac		i
	Corolla	2010		2009-09-16	4572 km	2T1BE4EEXAC		

Orig Tracking

VIN

Attachment 1: Parts Recovery Control Sheet

Doı	not type in SHADED field scrap", properly dispose	ds. If the Final I			Doc No.							
Fi	nal Destination:	CQE		SETR#:		CQE E	ng:	N/A	4			
lmp Onl	orter: (Applies to TMC y)	Shipments	Delive	er to:			皏	ř: []				
Qua TO	N. Okumura, Chief Expe ality Div. Warranty Parts I YOTA MOTOR CORPOR Dyota, Toyota-city, Aichi, an	Room RATION	Attn:]			宛然 Tel:					
T-S1	TAR IIIII											
Note	e: If this FTR contains more	e than one VIN,	create a ta	ble in the report	containing VIN, p	roduction d	late, a	nd odomete	r		STOMS USE Parts Value	: Used
	I=	1										
1	Part # 1: 4525002620		Scription	SV ELECTI	RIC POWER S	STEERII	VIC.		Qty.	\$	Part Value	
	Serial No. / Date Code	JOOLE	IVIIN AO	·	Comments:	SILLIXII	10		J	Ψ	191.00	<u> </u>
2	Part # 2:	Part De	scription		1				Qty.	Used	Part Value	Each
Z										Φ.		

4	Part # 1:	Part Description			Qty.	Used Part Value Each
1	4525002620	COLUMN ASSY, ELECT	RIC	C POWER STEERING	1	\$ 191.38
	Serial No. / Date Code		Con	nments:		
•	Part # 2:	Part Description			Qty.	Used Part Value Each
2						\$
	Serial No. / Date Code	•	Con	nments:		
•	Part # 3:	Part Description			Qty.	Used Part Value Each
3						\$
	Serial No. / Date Code		Con	nments:	•	
4	Part # 4:	Part Description			Qty.	Used Part Value Each
4						\$
	Serial No. / Date Code		Con	nments:	•	
5	Part # 5:	Part Description			Qty.	Used Part Value Each
J						\$
	Serial No. / Date Code		Con	nments:		
6	Part # 6:	Part Description			Qty.	Used Part Value Each
O						\$
	Serial No. / Date Code		Con	nments:		
7	Part # 7:	Part Description			Qty.	Used Part Value Each
						\$
	Serial No. / Date Code		Con	nments:		



TQCN DOC#			Affiliate	Dept.			Ref	Date
TQCN_FTR	-1006900)14	SET	QAChassis			81758677	03/23/2010
Primary Model		Model Year	Production Date	e Odomet	er VIN			Repair Date
Corolla		2009	2008-09-15	6834	JTDBL	40E199		2/24/2010
Source	Location		Problem Area	Parts Des	tination DTC			
FTS	REG-SE	T	Base Vehicle	CQE				
Part # 1		Part # 1 Serial/D	ate Code	Part # 2		Part # 2 Serial/Da	ite Code	Parts Available
4525012C2	1							No Part(s)
4525012C31								Available
Condition Title		•	•					
Steering is t	oo sensa	tive, difficult	to drive straight	t				

Cc	'n	dit	ior	ח	25	cri	ini	tic	'n
v	,,,	uιι	ıvı	ט ו	CO	OI.	w	u	"

•	Difficult to keep th	ne vehicle d	Iriving s	straight at	highway	speeds.	Steering is too	sensitive.
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Diagnostic Steps

- Verified condition. Steering is difficult to keep the vehicle driving straight at highway speeds compared to other models
- Compared to two other duplicate Corolla's all three drive the same.

Probable Cause

•	design				

Repair Process

No repairs performed at this time vehicle is operating	ng as designed
PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE



TQCN DOC#	(Condition Title	Date		
TQCN_FTR-100690014		Steering is too sensa	03/23/2010		
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 char	
Corolla	2009	2008-09-15	6834	JTDBL40E199	

Orig Tracking

VIN



Attachment 1: Parts Recovery Control Sheet														
	not type in SHADED field scrap", properly dispose	estination field below		Doc	No.									
Final Destination: CQE				SETR#:			CQE Eng: N/A			Ά				
lmp Onl	orter: (Applies to TMC y)	Delive	er to:				住所							
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan			Attn:]				宛先 Tel:						
	T-STAR IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII													
Note	e: If this FTR contains mor	eate a ta	ble in the repor	t contain	ning VIN, p	roduction d	ate, an	d odomete	er		Parts Value	Jaeu		
	Part # 1:	Part Desc	rintion							Qty.		Used Part Value E	Fach	
1	4525012C31			SY, ELECT	DIC D	OWED.	CTEEDIN	VIC.		1	\$	191.38		
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	Serial No. / Date Code	Commer	nts:											
	D # 0:	D(D	!							01		Hand Boot Wales I	I.	
2	Part # 2:	Part Des	cription							Qty.	Φ.	Used Part Value E	=acn	
	0										\$			
	Serial No. / Date Code	Serial No. / Date Code			Commer	nts:								
3	Part # 3: Part Desc			ription			Qty.				Used Part Value Each			
											\$			
	Serial No. / Date Code			Commer	nts:									
		Part Des								1				
4	Part # 4:						Qty.	١.,	Used Part Value E	Each				
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	Serial No. / Date Code				Comments:									
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6	Part # 6:	Part Des	cription							Qty.		Used Part Value E	ach	
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	Serial No. / Date Code		Comments:											
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7	Part # 7:	Part Des	cription							Qty.		Used Part Value E	Each	
•										\$				
	Serial No. / Date Code					nts:								

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